SAFETY/RISK MANAGEMENT GUIDELINES FOR WALKING TOURS

Safety is of primary importance on tours. Always be aware of potential dangers (from cracked sidewalks to unstable people to distracted drivers). Know where the closest help is likely to be.

At the start of each tour, give a short safety speech to your tour group with information including:

- The tour takes place on city streets; expect uneven pavement and other obstructions.
- There are a lot of things to look at as we go along – but don’t forget to watch your step as you walk.
- Be careful on steps and inclines.
- Keep out of driveways and watch for cars as we cross streets. Don’t stand too close to the curb.
- Be aware of the people around you. Know that we may encounter some unusual behaviors on the street during the tour.

Throughout the tour:

- Do your best to warn/alert your tour goers to physical hazards and obstructions in their path (“watch your step!”).
- Be aware of what is ahead of the tour (driveways, crosswalk, uneven sidewalk, door jamb, unstable person, low entry, etc.).
- Assess your group, and set an appropriate pace. Don’t get too far ahead of your group. Recognize and pay extra attention to those who might have trouble walking, and those who are at risk because they aren’t paying attention like photographers.
- Know where the last person in the tour is, and how far behind they are.
- Cross streets only at crosswalks. Make sure your whole group is together before you cross a street, and that you have the full signal to cross (i.e. you have seen it change from red to green).
In case of incident, accident, or injury

- Remain calm.
- Point the rest of the group to an area nearby but away from the accident site where they can wait a few minutes while you access the situation.
- Call for assistance as appropriate (nearest security or 911). If you are in doubt as to whether to call, err on the side of calling.
- Do not administer medical treatment if you are not a qualified medical professional.
- Show concern, but do not make apologies, admit fault, or try to diagnose a medical problem.
- Stay with the victim until assistance arrives (or they are recovered enough to continue the tour). Do not take it upon yourself to accompany the victim home or to the hospital.
- Use your judgement on whether you should continue your tour. This will depend on the severity of the problem and the impact on the group as a whole.
- If the injured person claims “no problem, I'm fine, keep going” still get their name, let Annie know what happened, and fill out the short incident report form. A person can always say they are fine at the time, but an injury can manifest itself after time has passed. Note whether they stayed with the tour until the end, or left early.
- Complete the short incident report (available from Annie).
  - Get name/contact of victim (if on the tour roster we just need their name)
  - Take photos of incident area if possible, or note exact location.
  - Take photos of the victim’s injury, if possible without being intrusive.
- Text, call, or email Annie a report as soon as possible
- Fill out additional documentation as needed

What constitutes an ‘incident’?

- Bodily injury (trip and fall, cuts, sprains, broken bones)
- Destruction of personal property (smashed camera, stolen purse)
- Destruction of commercial property (something happens to the site)

An incident does not need to be an emergency to complete a report. Please feel free to use the incident form to document any event that was concerning or out of the ordinary.