



Bruce Trail CONSERVANCY

Volunteer Training Manual

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Table of Contents

Volunteer Training Manual	1
Pledge between the Bruce Trail Conservancy and its Volunteers	1
Anti-Discrimination Policy	1
Training Resources	2
Accessible Ontario Disability Act Training	3
Volunteer Awards	3
Volunteer Safety Policy	3
Volunteer Insurance Information	6
Liability insurance	6
Club Activities.....	6
Volunteer Accident Insurance.....	7
Property Damage Insurance	7
Directors and Officers Liability Insurance	7
Related Associations	7
Government Relations	8
Appendix A – Bruce Trail Conservancy Volunteer Confidentiality Policy – Training Material	9
Bruce Trail Conservancy Volunteer Confidentiality Agreement	12
Appendix B – Incident Reporting Form	13

Volunteer Training Manual

This Volunteer Training Manual is part two in the training process for new volunteers. This manual provides volunteers with more information about what to expect when becoming a Bruce Trail Volunteer, more training resources, the volunteer awards, volunteer safety, insurance and the confidentiality agreement.

Pledge between the Bruce Trail Conservancy and its Volunteers

The contribution of volunteers is critical to the fulfilment of the Bruce Trail Conservancy's mission and the achievement of its objectives. The following sets out the Bruce Trail Conservancy's pledge to its volunteers and the expectations of the volunteers to the Bruce Trail Conservancy.

Bruce Trail Conservancy Pledge to its Volunteers

- The Bruce Trail Conservancy will provide training and mentoring for its volunteers
- Bruce Trail Conservancy Policies and Procedures, in printed, electronic or online format (at the volunteer's option) will be available to all volunteers
- Volunteers will have access to all information relevant to and necessary for them to complete the tasks for which they volunteer
- The Bruce Trail Conservancy will engage its volunteers in meaningful dialogue, through its Committees and Clubs, on all matters relevant to the volunteers
- Volunteers of the Bruce Trail Conservancy are covered by the Bruce Trail Conservancy liability insurance policy for any suits or claims brought against them arising out of their duties on behalf of the Bruce Trail Conservancy

The Volunteer's Pledge to the Bruce Trail Conservancy

As a volunteer with the Bruce Trail Conservancy, I will:

- Support the Bruce Trail Conservancy's Charter Objectives and Mission
- Abide by the Bruce Trail Conservancy Policies and Procedures provided to me
- Partake in Bruce Trail Conservancy training relevant for my role(s)
- Complete the tasks for which I volunteer, in a timely manner and to the best of my ability
- Hold in confidence all confidential Bruce Trail Conservancy information that I acquire including information related to Bruce Trail Conservancy finances, members, donors, landowners, property acquisition, staff and other volunteers
- Accept and abide by decisions arrived at through consensus or vote by the Bruce Trail Conservancy Board and Bruce Trail Conservancy Committees and my Club's Board and Committees, and communicated to me

Anti-Discrimination Policy

1. The Bruce Trail Conservancy (BTC) is committed to providing an environment for its members, volunteers and hikers that is inclusive, welcoming and free of discrimination based on race, religion, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, or any other basis prohibited by law.
2. The BTC will not tolerate discrimination of/or discriminatory behaviour directed at any member of the BTC, any volunteer or any user of the Bruce Trail by any employee or volunteer of the BTC or by a member of the BTC when that member is involved in BTC (including Club) activities.
3. Discriminatory behaviour can take many forms and includes, but is not limited to, the following: slurs, jokes, statements or gestures based upon a person's sex, race, religion, disability, sexual orientation, or other protected status listed above or set out in applicable human rights legislation. Such behaviour is demeaning and results in the target of the behaviour feeling excluded or marginalized.

Training Resources

There are many training resources available on the Bruce Trail Conservancy website for volunteers. Training manuals are available online <https://brucetrail.org/ways-to-get-involved/#volunteer-resources> these manuals include:

- Guide to Trail Workers
- Basic Trail Maintenance Guide for Trail Captains and Trail Workers
- Trail Workers Guide to Sensitive Species
- A Guide to Land Stewardship
- Health and Safety Information for BTC Volunteers
- Landowner Relations Manual

The Loose on the Bruce video series is designed to help trail volunteers learn the basics about trail work. Click on the links below to access these short videos.



Part 1 – An Introduction to Trail Maintenance

<https://www.youtube.com/watch?v=V236I-RhLEQ>



Part 2 – Tools of the Trade

<https://www.youtube.com/watch?v=GgReb8bEJBg>



Part 3 – Trail Clearing

<https://www.youtube.com/watch?v=PhI149NahI>



Part 4 – Structures on the Trail

<https://www.youtube.com/watch?v=gz46pamdOM>



Part 5 – Blazes and Signage

https://www.youtube.com/watch?v=d_Gumb9Uj7c

Further volunteer resources include:

- The Bruce Trail Conservancy Google Drive, which allows volunteers in certain roles to access policies and documents necessary for their roles. If you need to access the Bruce Trail Conservancy Google Drive, please contact the Bruce Trail Conservancy Head Office for instructions.
- Working Together is a biannual workshop which allows volunteers from all the clubs to meet together and learn from each other. Generally there is a large group discussion/speaker, followed by break out groups. Working Together is held in November of every other year.

- Position specific workshops, certain volunteer roles meet more often for training workshops such as the Land Stewards and the Landowner Relations volunteers. Workshops are also offered for trail maintenance volunteers. Chainsaw training is available for experienced trail maintenance volunteers. If you are interested in chainsaw training, speak to your Club Trail Director.
- There is a specific training course offered for new Hike Leaders that runs over a weekend and offered by Hike Ontario <https://hikeontario.com/takeacourse/trainingcourses/certified-hike-leader/>.

Accessible Ontario Disability Act Training

The Accessibility Standard for Customer Service applies to all organizations (public, private and non-profit) that provide goods or services either directly to the public or to other organizations in Ontario and that have one or more employees in Ontario.

Training

The customer service standard requires training to staff and volunteers on providing customer service to people with disabilities.

This includes hike leaders, board members, Head Office volunteers and staff.

To access the training and the Bruce Trail Conservancy policy, please follow this link <https://bruce trail.org/ways-to-get-involved/#volunteer-resources> then select Accessibility Training.

Volunteer Awards

The following is a list of all the volunteer awards available through the Bruce Trail Conservancy. For more information about the awards you can contact the Bruce Trail Conservancy Head Office or your Club Volunteer Coordinator or look online at <https://bruce trail.org/ways-to-get-involved/#volunteer-recognition>

Honorary Membership	Nomination date June 1
Tom East Award	Nomination date July 1
Susan Oleskevich Award	Nomination date Aug 15
Lloyd Smith Walking Stick	Tabulated at AGM
George Willis Family Trophy	Tabulated at AGM
Chery Duke Office Volunteer Award	Nomination date Nov 1
Ross McLean Volunteer of the Year Award	Nomination date June 1
Conservancy Volunteer Awards	Tabulated yearly
Calypso Orchid Environmental Award	Nomination date June 1
Philip and Jean Gosling Award	Nomination date July 1

Volunteer Safety Policy

The Bruce Trail Conservancy has a wide range of interactions with volunteers and therefore we would expect that different approaches would apply to different volunteering activities. However, it is important that these be designed within an overall policy framework across the whole organization. The health and safety of volunteers is paramount and will be managed in accordance with the same principles and processes as that of paid staff. All volunteer projects will comply with the *Occupational Health and Safety Act* and Regulations, the Bruce Trail Conservancy Occupational Health and Safety (OH&S) Policy and other specific OH&S related policies and procedures.

Health and safety instruction and training relevant to the specific volunteer project will be provided to volunteers. Training for volunteers may comprise a H&S introduction, specialized training or continuing training as required. The introduction should ensure that volunteers understand their duties, rights, responsibilities, health and safety issues, use of equipment, orientation of the site and accident and emergency procedures.

Roles and Responsibilities of the Bruce Trail Conservancy

- Develop, implement and maintain policies for the prevention of injuries and occupational diseases to Bruce Trail Conservancy Volunteers and clubs
- Provide access to information on Health and Safety policies, training and the Occupational Health and safety Act
- Provide tools to assist Bruce Trail Conservancy clubs and volunteers in maintaining records of training, incident investigation and response
- Ensure occupational health and safety is a standing item on board committees and meeting agendas.

Roles of Bruce Trail Conservancy Clubs

- Be familiar with the applicable requirements of the Bruce Trail Conservancy's Health and Safety Policy and the Occupation Health and Safety Act and Regulations, and ensure compliance
- Provide training which includes safe practices during projects, and/or define training required prior to volunteers engaging in specific activities
- Provide personal protective equipment where required
- Ensure records are maintained of training completed by individual volunteers and injury investigations and responses
- Where a volunteer does not participate in training or exercising to maintain their skills and abilities to an adequate level remove the volunteer from active duty until an adequate level of participation is achieved
- Have Health and Safety as a standing item on meeting agendas, with discussions and follow up actions recorded of any incidents

Roles of Volunteers

- Be familiar with the applicable requirements of the Bruce Trail Conservancy's Health and Safety Policy and the Occupation Health and Safety Act and Regulations and ensure compliance with theses
- Participate in training, incident investigation and response according to standards established within Bruce Trail Conservancy H&S policies
- Maintain a record of training, incident investigation and response
- Provide records of training certifications and any documented incident to the appropriate Bruce Trail Conservancy Club and/or Bruce Trail Conservancy staff upon request
- Report health and safety hazards, unsafe acts or conditions, accident and injuries to Bruce Trail Conservancy club
- Follow safe work practices at all times when training and working in connection with Bruce Trail Conservancy activities
- Properly wear and use personal protective equipment where required

Incident investigations

An investigation will be conducted following any report of injury or near miss incidents involving Bruce Trail Conservancy volunteers. The investigation should be performed by an individual of the Bruce Trail Conservancy club that was present during the incident. The investigation may entail a Bruce Trail Conservancy Health and Safety representative interviewing the injured and other volunteers that were present/engaged in the activity when the incident occurred. Immediate action should be taken to eliminate the hazard or unsafe condition if the potential for further injury exists.

An Incident Form should be completed for any incident; the Incident Form can be found in Appendix B.

Volunteer Insurance Information

Liability insurance

Vicarious Liability

- The Bruce Trail Conservancy may be held liable for actions performed on its behalf by volunteers.

Negligence

- In law, an action is negligent if a reasonable person should have acted differently under the circumstances. Negligence is a matter of civil not criminal law. In civil law it is the client (or the family of the client) who is alleging wrongdoing. In these cases, people hire their own lawyers.

Standard of Care

- Actions will be measured against the standard of care throughout the course of the investigation. Volunteers are not held to the standard of care of fully qualified staff, but rather to that of a reasonable volunteer in the circumstances. However, volunteers should be competent to perform their assigned duties and have greater knowledge and skills than lay people. They should also be trained to know their own limits and when it is appropriate to seek assistance from more qualified volunteers or staff.

Negligence coverage for Bruce Trail Conservancy volunteers includes:

- All activities conducted by or on behalf of the Bruce Trail Conservancy
- All premises owned maintained or occupied by the Bruce Trail Conservancy
- In a case of negligence, coverage for negligent acts only. If an injury occurs but the Bruce Trail Conservancy is not deemed to be negligent, then the policy does not pay.
- Legal Fees are covered to defend a suit brought against the Bruce Trail Conservancy where coverage is applicable. Fees are covered whether the suit is groundless or not.
- Associated Clubs of the Bruce Trail Conservancy are not covered as individual insureds as they are not legal entities. Club activities are covered if they are under Bruce Trail Conservancy sponsorship or approval, either implicitly or explicitly.
- Special Damages and General Damages are covered by the policy, but Punitive Damages and Intentional Injury are excluded.
- Non-Club/Bruce Trail Conservancy sponsored activities, e.g. independent hikes, are not covered.
- Directors, officers, volunteers, members and employees of the Bruce Trail Conservancy are covered by the Bruce Trail Conservancy liability insurance policy for any suits or claims brought against them arising out of their duties on behalf of the Bruce Trail Conservancy

If volunteers themselves are sued for negligence for an action that occurred while they were acting under the direction of the Bruce Trail Conservancy, e.g. a bridge that they built collapsed resulting in an injury, they are covered by the Bruce Trail Conservancy insurance. Their lawyer's fees and any damages will be covered.

Club Activities

Sponsored and published Club activities are covered by the Bruce Trail Conservancy insurance, including Club approved trips out of province or country. However, waivers must be signed by participants. Participants should also look into the requirements for their own health insurance for out of country or province.

Volunteer Accident Insurance

Volunteers are covered under the Bruce Trail Conservancy Accident Insurance Policy. All volunteers under the age of 95 are covered for any accident causing injury which results in a loss specified in the Specific Loss Table while performing volunteer work on behalf and at the direction of the Bruce Trail Conservancy. Volunteers from other countries are covered under the Bruce Trail Conservancy accident insurance. For more information, contact Jackie Randle at jrandle@brucetrail.org

If volunteers using their cars for Bruce Trail Conservancy business are involved in an accident and are sued for damages and /or injuries, the laws of Ontario dictate that their own insurance policy must respond first to the claim. If the amount of the Claim exceeds their personal insurance amount, the Bruce Trail Conservancy insurance policy will cover the remaining funds, if the Bruce Trail Conservancy is brought into the suit for damages.

Property Damage Insurance

Insurance is in place in case of inadvertent property damage while performing volunteer roles. This could include damage to fences or other property during routine trail maintenance activities.

Directors and Officers Liability Insurance

The Directors and Officers liability insurance is for the Bruce Trail Conservancy Board and Committees as well as the Club Boards and Committees, as long as they are members of the Bruce Trail Conservancy. Directors and officers have a duty to exercise due diligence in overseeing the management of the organization that they serve. This involves 3 basic duties:

- Duty of Diligence (Duty of Care): Act reasonably, in good faith and in the organization's best interest.
- Duty of Loyalty: Place the interest of the organization before your own.
- Duty of Obedience: Act within the scope of applicable bylaws.

The members of the Bruce Trail Conservancy Board of Directors are responsible for overseeing the business activities of the Bruce Trail Conservancy; they are required to act in good faith and in the best interest of the Bruce Trail Conservancy. When something goes wrong and the Bruce Trail Conservancy is facing a lawsuit, board members and other officers may be held personally responsible, to the point that their resignation or board indemnity may not be enough.

With Directors and Officers coverage, Board members are protected from exposure to lawsuits against the Bruce Trail Conservancy. Our policy includes coverage for:

- Financial losses resulting from a wrongful act
- Legal defence costs

Related Associations

The BTC has a representative at two Associations to ensure that the interests of the BTC are adequately recognized, promoted, accommodated and protected in the operations of that Association. The representative also reports regularly to the BTC on any decisions, actions or recommendations made by that Association or its members on the plans and operations of that Association, particularly as they relate to the interests of the BTC, alerting the BTC to action items requiring immediate attention. These Associations include:

- Hike Ontario <https://hikeontario.com/>
- Bruce Peninsula/Fathom Five National Parks Management Planning Advisory Committee <https://www.pc.gc.ca/en/pn-np/on/bruce/>

Government Relations

In 1973 the province passed the Niagara Escarpment Planning and Development Act (NEPDA). The purpose of this legislation was: “to provide for the maintenance of the Niagara Escarpment and the land in its vicinity substantially as a continuous natural environment and to ensure only such development occurs as is compatible with that natural environment”. To implement the NEPDA, the province established the Niagara Escarpment Commission, whose job was to develop an environmental land use plan for the Escarpment and to control development along the Escarpment via development permits.

Areas of government which impact the BTC are:

- Ministry of Natural Resources and Forests (MNRF)
- Ministry of the Environment and Climate Change
- Ministry of Tourism, Culture and Sport
- The Niagara Escarpment Commission (NEC)
- The Niagara Escarpment Parks and Open Spaces System (NEPOSS)
- Ontario Heritage Trust (OHT)
- Conservation Authorities on the Escarpment
- Local Municipalities

Appendix A – Bruce Trail Conservancy Volunteer Confidentiality Policy – Training Material

Like many organizations, the Bruce Trail Conservancy has information that needs to be kept confidential in order to protect the interests of landowners, members, partners, volunteers and staff. As stated in the “Pledge between the Bruce Trail Conservancy and its Volunteers” the Bruce Trail Conservancy is providing the following training about Confidentiality, and the affected volunteers will sign the Agreement at the end of this training material to acknowledge that the Conservancy has told them about the Policy, and that they agree to keep Bruce Trail Conservancy confidential information within the organization. This process helps the Bruce Trail Conservancy meet its obligations under privacy laws to prevent unauthorized disclosure of such information.

What information is confidential?

- Personal information about members, volunteers, donors, landowners, staff and others that is covered by federal privacy legislation (generally, information about an individual that is collected or obtained by the Bruce Trail Conservancy in the course of carrying out its mission).
- Any Bruce Trail Conservancy documents marked “Confidential”, such as Land Stewardship Plans.
- Details about the specific location of the Optimum Route of the Bruce Trail, either described in words, or shown on a map. (The concept of an “Optimum Route” is not confidential, only its specific location on specific properties is considered confidential.)
- Information on proposed or in-progress property acquisitions, and other contract negotiations.
- Minutes of Bruce Trail Conservancy Board and Committee meetings, as these generally contain confidential information.
- Minutes of Club Board and Committee meetings, but only if they contain confidential information. (These Minutes generally should be written so as to not contain any confidential information. Then these Minutes may be easily shared with the Club membership, or placed into a public archive. If Club Boards or Committees need to discuss confidential matters, those portions of the meetings should be held “in camera”, with the details recorded separately if needed, and marked “confidential”.)
- Specific details of individual financial transactions of the Bruce Trail Conservancy and the Clubs.
- Information about “Incidents” (serious injuries or deaths on the Bruce Trail or Bruce Trail Conservancy properties), as discussed in the Bruce Trail Conservancy “Incidents Policy”.
- Correspondence, including e-mails, amongst volunteers and staff, if they contain confidential information as described here.

What information is not confidential?

- Information that is in the public domain, e.g., web sites, magazines and newsletters
- Information that can be obtained from public registries
- Summaries of Bruce Trail Conservancy and Club finances, such as published in Annual Reports for the membership.

Bruce Trail Conservancy and Club databases should be treated as confidential, although some of the information contained may be in the public domain. Thus, the Bruce Trail Conservancy’s Landowner Database itself must not be distributed to anyone not involved in landowner relations, even though much of the information can be obtained from the provincial land registry.

In a similar vein, e-mails exchanged amongst volunteers and staff about Bruce Trail Conservancy business should be considered confidential, even if the information discussed is in the public domain. The private thoughts and opinions provided during discussions of Bruce Trail Conservancy business should be held within the Conservancy.

The Land Stewardship Plans contain confidential information, such as details on the Optimum Route, location of rare or endangered species, personal information about neighbours of the property, etc. Therefore, these documents, in whole or in part, must not be distributed beyond the volunteers who actively need the Plan. Any information in the Plan which is also in the public domain, however, is not confidential, and can therefore be discussed with anyone, without reference to the Plan itself.

The above lists are not exhaustive, it's not really possible to create an exact definitive list of what is "confidential". This training material is intended to help our volunteers understand the basic concepts of confidentiality, as applied to the Bruce Trail Conservancy.

Volunteers who need to sign the Confidentiality Agreement include:

- Bruce Trail Conservancy and Club Board members
- Members of Bruce Trail Conservancy-level Committees
- Volunteers dealing with trail routing, the Optimum Route, landowner relations and negotiations, and land acquisition
- Land Stewards
- Volunteers who help out at the Bruce Trail Conservancy Head Office
- Volunteers in other specific roles, as identified by their clubs

Volunteers who do not need to sign the Confidentiality Agreement include:

- Hike Leaders
- Trail Captains and Trail Maintenance Workers
- Event volunteers
- Other volunteers where confidential information is not a part of their role

The Bruce Trail Conservancy and Club boards of directors must sign the Confidentiality Agreement annually, at the first meeting of the board following their election; but other volunteers do not have to re-sign annually.

With whom can you share information?

Volunteers do not have to ask someone if the person they are speaking with signed the Agreement. Volunteers can assume that people in the roles or positions above as required to sign, have in fact signed.

If the nature of the work involves other volunteers or partners, the volunteer's judgment comes into play – is the information really confidential, and does the other party have a need or right to know? Can the concepts be discussed generically, without explicitly stating the confidential details? For example: "We are negotiating for a property near XX Sideroad, which will help secure the Trail in that area." Rather than: "Who owns it now, what's the appraised value, and is it a donation or a sale."

Another example: the OHT has copies of the Land Stewardship Plans for OHT-owned properties; the Land Steward for an OHT-owned property can discuss the Plan with the OHT, even though the OHT representative will not have signed the Bruce Trail Conservancy Confidentiality Agreement.

If in doubt, consider it confidential. Contact Bruce Trail Conservancy Head Office if you have a question about the confidentiality of a particular item.

Breach of Confidentiality

Volunteers generally understand the need for maintaining the confidentiality of information obtained in their volunteer positions, and generally do comply with the spirit of the Bruce Trail Conservancy Volunteer

Confidentiality Agreement. However, if a volunteer becomes aware of a disclosure of confidential information, either deliberately or inadvertently, the volunteer should inform the Bruce Trail Conservancy CEO. This will permit the Bruce Trail Conservancy to take steps to address the situation and minimize / avoid any damage to its reputation that could arise from complaints from members, volunteers, donors, landowners, or others.

Consequences

Unintentional or accidental disclosure of confidential information occasionally happens. The intent of this training material is to help minimize this.

Volunteers (not staff) are responsible for managing the volunteers; the ultimate authority is the Bruce Trail Conservancy Board of Directors. They will investigate any situations involving disclosure of confidential information that are brought to its attention.

The Bruce Trail Conservancy has the ultimate right to remove a volunteer from office, or relieve a volunteer of his/her duties, if a volunteer has intentionally disclosed Bruce Trail Conservancy confidential information.

However, the Bruce Trail Conservancy would only take such action against a volunteer if the Bruce Trail Conservancy was satisfied that the volunteer's actions were deliberate. Any more serious action (such as legal action) to recover losses sustained as a result of a deliberate disclosure of Bruce Trail Conservancy confidential information, would only be initiated after consultation with the Bruce Trail Conservancy's lawyer and the Board.

Once again – If in doubt, consider it confidential. Contact Bruce Trail Conservancy Head Office, or your Committee Chair, your Club Director on the Bruce Trail Conservancy Board, or your Club President, if you have a question about the confidentiality of a particular item.

Bruce Trail Conservancy Volunteer Confidentiality Agreement

The Bruce Trail Conservancy recognizes that some volunteers will have access to confidential information about the Bruce Trail Conservancy or its members, donors, sponsors, partners, properties, landowners, and other volunteers, in order to carry out their work. The Bruce Trail Conservancy and the Clubs share this information on an as-needed basis to advance the work of the Bruce Trail Conservancy, while trusting each other that it will be used appropriately. A description of the types of information that the Bruce Trail Conservancy treats as confidential is discussed in the Training Material that you were asked to read prior to signing this Agreement.

As a volunteer, you are being asked to sign this agreement to acknowledge that you understand that confidential information provided to you by the Bruce Trail Conservancy, including personal information from and about members, staff, donors, sponsors, or landowners, or confidential information about Bruce Trail Conservancy finances or properties, should not be disclosed to anyone other than other volunteers and Bruce Trail Conservancy staff with whom you work to carry out your volunteer responsibilities.

By signing below, you agree not to use or disclose any Bruce Trail Conservancy confidential information outside of the Bruce Trail Conservancy or for purposes other than required by your volunteer role.

Any questions about what information is to be treated as confidential that are not answered by reading the enclosed Training Material or that arise in your work as a volunteer, can be directed to the CEO of the Bruce Trail Conservancy, or your Committee Chair, Club Director, or Club President.

Volunteer (printed name): _____

Signature: _____

Position: _____

Date: _____

Appendix B – Incident Reporting Form

The incident reporting form should be completed for any incident which:

- occurs on or adjacent to the Bruce Trail, or
- occurs on BTC-managed property, or
- occurs at a BTC led or organized activity, or
- involves a volunteer or staff member who has an incident while on BTC business.

An incident is defined as:

- any injury that requires medical treatment in a hospital, or
- a death, or
- a situation in which Emergency Services (Police, Fire, Emergency Medical Services) are called, if any such injury, death or situation occurs on or adjacent to the Bruce Trail, or occurs on BTC-managed property, or occurs at a BTC led or organized activity, or
- property damage caused by a BTC organized activity.

Complete this form with the information that is available or becomes available

Incident Description – <input type="checkbox"/> Personal <input type="checkbox"/> Property	Incident #
Date and time of the incident	
Location and relationship to the Trail Legal description and ownership of property on which incident occurred (if known), circle applicable property type: Provincial Park/Reserve, Federal Park, Conservation Authority land, municipal land, OHT land, BTC land, private property	
Person(s) involved in the incident: <i>(attach additional sheet if necessary)</i> Name Address Telephone # Age Occupation Medical Condition of the Injured party (if any) Property Damage (if any)	
Witness(es): <i>(attach additional sheet if necessary)</i> Name(s) Address(es) Telephone #(s)	
BTC activity () Yes () No Other organized activity () Yes () No Specify:	
Purpose for using or accessing the trail / property	
Weather conditions at the time of the incident	
General circumstances of incident	
Any previous accidents/incidents in general area	
Warning or other signage in the area	
Information about the circumstances from police and/or other agencies <i>(Attach reports as they become available)</i>	
Other comments	
Names of persons providing information for this report	
BTC contact person regarding incident	