



Volunteer Trip Leader Guidelines

I. What is Team Green Adventures

Team Green Adventures is a department of Lightning 100 (WRLT 100.1 FM) designed to get listeners and community members engaged in an active lifestyle. Through adventure we promote health, community service and environmental awareness. Events are primarily beginner-friendly with an emphasis on safety, customer service, and encouraging active living.

II. Who are Team Green's Trip Leaders?

Team Green's Volunteer Trip Leaders are a group of individuals who are passionate about the mission of Team Green Adventures, and who take on a volunteer leadership role to help Team Green Adventures sustain our high number of events for diverse interests. Volunteer Trip Leaders vary in age, gender, outdoor interests, and ability level. The large cross-section of interests and experience provide a dynamic addition to our events calendar while enhancing each event through their leadership, passion and commitment to helping others.

III. How are Leaders chosen?

Team Green Adventures thrives because of the feedback and enthusiasm of our participants and members. Team Green staff reaches out to those very same people for assistance. Our most vocal and involved participants have become some of our most valued and active trip leaders! Some of our trip leaders were participants who expressed a direct interest in helping to lead events, while others were recommended to us by fellow trip leaders who identified participants who were exceptionally helpful during multiple events.

IV. Requirements to become a Leader

- a. Must be an active Team Green Member for at least 6 months
 - i. OR must have prior leadership experience in another outdoors group
- b. Attend an Informational Interview with Team Green Adventures staff
- c. Pass a clear background check
- d. Meet safety and leadership standards during events
- e. Attend seasonal brainstorming sessions with Team Green Adventures staff and other trip leaders (1-2 per year)
- f. Express enthusiasm and knowledge about upcoming Team Green events, current Team Green sponsors, and membership benefits

- g. Display strong attention to logistical detail (when planning events); show charisma and compassion (during events); and communicate well with Team Green Adventures staff, participants, and fellow trip leaders.
- h. Intend to be a Team Green Adventures trip leader for at least two years

V. Goals/Expectations

The primary goal of Team Green's Volunteer Trip Leader is to aid the Team Green Adventures staff in supporting upcoming events, providing constructive feedback, and displaying the customer service that they expected/experienced when they were a new participant. Trip Leaders do this by creating and leading events, co-leading or assisting other leaders, and supporting/promoting events on the calendar. Each trip leader is expected to set a strong example by following the policies and procedures outlined in the *Code of Conduct* and *Leave No Trace Guidelines*. Each leader is expected to be welcoming to new participants, ensure that each participant has an enjoyable and safe time, help to promote Team Green's memberships, make sure waivers are signed, *and if necessary*, sacrifice his or her own comforts for the benefit of paying participants. In return, Team Green's Volunteer Trip Leaders receive benefits not offered to other Team Green members.

VI. Rewards

- a. Free One-Year Membership at the end of the year
- b. Complimentary participation in events they lead
- c. First-come-first-serve FREE concert tickets, race entries, gift cards, or gear (as applicable)
- d. End of year appreciation party or trip leader gift
- e. First Aid or Wilderness First Aid certification (depending on types of events they lead)
- f. Opportunity to qualify for Pro Deals
- g. Ability to directly impact the type of events added to the Team Green Adventures calendar, by offering to lead them!

VII. Leadership Progression

Ideally, all trip leaders have been former Team Green members and have been active enough with Team Green Adventures to already be familiar with the Trip Leader role and how our Trip Leaders have an impact on the experience of our participants. However, we welcome non-members to also apply. All new Trip Leader applicants will be asked to co-lead several events with a current trip before becoming an official Trip Leader. New Trip Leaders who have proven to be reliable will then have opportunities to solo-lead events that are guided by an outfitter. At this point, the Trip Leader will be provided a trip leader profile and can take full advantage of trip leader rewards. After a year of co-leading events, a Trip Leader will be allowed to lead events on their own, and select their own co-leader to assist. All hiking, backpacking, paddling, and biking events with more than 5 participants require a minimum of two trip leaders.

VIII. Policy Review

All trip leaders must be familiar with the content in the following Team Green documents.

- a. *Code of Conduct*
- b. *Leave No Trace Guidelines*
- c. *Waivers (Weekly and eWaiver)*

IX. Duties

Below are the most basic duties of Team Green's Volunteer Trip Leaders. As a trip leader becomes more involved in leadership roles, additional duties and responsibilities may be taken on.

- a. Lead or co-lead a *minimum* of 5 events per year, which includes weekly events, social events or Team Green informational booths at festivals
- b. Have an updated/current Trip Leader Profile on the Team Green website
- c. Promote the events they will be leading, both during other Team Green events and on their own social media platforms
- d. Send a welcome email to all participants on an event they are leading the week of the event, including a reminder of the confirmation email text, a reminder to sign eWaivers, and updated information about the event
- e. Arrive 10-15 minutes before the start of any event they are leading, and make sure all waivers are signed before starting the event
- f. Call participants who have not yet arrived, to make sure they aren't lost (and help them arrive in a timely manner if possible), then get the event started on time. The trip leader must make the final call whether to continue waiting on delayed participants or to start the event without the delayed participants.
- g. During events that they are leading, make sure all participant concerns are heard, and solutions are attempted. Become a companion for any participant who seems "left out," or who is physically struggling during an event.
- h. After the event, send a Recap Email to Team Green Staff covering what went well, what went wrong, what feedback did participants have (in general), and what recommendations could make a similar trip better.
- i. Send a Thank You email to all participants, and instruct participants how to share trip photos for the website or Team Green facebook page with Team Green staff.

X. Trip Leader Application

Email TeamGreen@Lightning100.com if you are interested in becoming a Volunteer Trip Leader for Lightning 100's Team Green Adventures.