



COMMUNITY CAPTAINS MANUAL

116 North Heber Street, Suite B / Beckley, WV 25801 / 304.254.8488

ACTIVE
SOUTHERN WEST VIRGINIA

2018 EDITION

facebook.com/ActiveSWV / activeswv.org



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Mission Statement

Active SWV develops activities and programming to create a culture of exercise and physical activity in southern West Virginia. Transforming southern West Virginia into a more physically active community is our main purpose.

A happy and healthy community will attract visitors, new businesses, and jobs. Active SWV seeks to improve the health of all southern West Virginians by providing opportunities for active lifestyles. This goal will help diversify our region's economic development by attracting businesses looking for a community where living a healthy, active lifestyle is a priority.

This mission is achieved through community volunteers who lead regular physical activities around the four-county New River Gorge region. These Community Captains are seeking healthier lifestyles themselves and experience accountability in leading groups. These volunteers are provided training and certifications to facilitate quality programs while also creating the opportunity for Community Captains to obtain resume-building qualifications.



This manual is designed to provide our volunteers with a clear understanding of our organization, its mission, and the expectations of standards provided while in a volunteer relationship. Suggestions, additions, and elaborations are welcomed.



Guiding Principles

- ▶ Active SWV seeks to welcome everyone regardless of ability or experience.
- ▶ Active SWV recruits and coaches first-time leaders, Community Captains, in a manner that is encouraging and educating.
- ▶ Community Captains are a representation of the organization.
- ▶ Community Captains are the key motivators of their friends, families, and neighbors.
- ▶ Community Captains do not judge anyone based on weight, size, shape, attire, knowledge, political or religious views, income, geographic location, or ability.
- ▶ The quality of life in southern West Virginia can be improved through the work of Community Captains.
- ▶ Safety of Community Captains and participants is the highest concern with any program, activity, and event.



Risk Management Guidelines

There are always risks of injury when doing physical activity. We want to identify and manage the perceived risks before beginning any group outing. Think of risks in two categories: natural and manmade. Natural risks are weather, road/trail conditions, allergies, and wildlife. Manmade risks are physical health, equipment, driving/parking, and group dynamics.

Review these topics with the group before starting an outing. Here are some common guidelines to physical activity with groups.

- ▶ Always travel in pairs.
- ▶ Someone leads and someone 'sweeps' (last one out).
- ▶ Develop a system of verbal alerts when vehicle traffic approaches.
- ▶ You are only as strong as your weakest member.
- ▶ People in groups make riskier choices than if asked individually. Be aware of competitive members and make them aware of the group.
- ▶ Always side on the conservative options when planning your outings.
- ▶ Act within the scope of your certification.
- ▶ Stop the program if the situation becomes unsafe.
- ▶ Call 911 in case of any life threatening emergency. Be prepared to give your exact geographic location.

INJURY REPORT

If a participant is injured with non-life threatening injuries that do not call for immediate evacuation, fill out the injury report form during or at the end of the program. This should be done with the participant present. If the injury is so severe that participant must be evacuated, fill out the form as soon as the scene is secure and the participant is safe. After filling out the form, take a picture and email it to melanie@activeswv.com and send a text or call Melanie Seiler at 304-619-1619 to make Active SWV aware of the situation. This needs to be done within 24 hours of the injury.

LIABILITY WAIVERS

Each participant is required to read and fill out a liability waiver form before participating in a group outing. Each Community Captain and/or volunteer is required to read and fill out a liability waiver. These are at-will activities and each participant is responsible for knowing his or her physical limitations.

EMERGENCY PLAN

Before beginning an outing, know the address of your location to give to EMS dispatch. Always carry a cell phone. Call 911 as soon as you have an issue beyond your comfort or control. It is required to contact someone with Active Southern WV within 24 hours of an emergency.

PARTICIPANT LIST

Transfer each participant's emergency contact number onto the Participant List to keep with you at each activity. The waivers will be collected monthly.

SIGN-IN / ATTENDANCE SHEET

After your first event, utilize the sign in sheet for repeating participants. These sheets will be collected monthly with any new waivers.

PARTICIPANT REPORTING

Community Captains are responsible for tracking participation for each program and turning participant numbers and waivers in to the Volunteer Director at the end of the month.

There are 2 ways you can report participant numbers and turn in participant waivers:

1. Coordinate with the Volunteer Director via phone (304-254-8488) to drop off the waivers to our Beckley office at, 116 N. Heber Street Suite B Beckley, WV 25801, or coordinate a location to meet and give paper work to the Volunteer Director.
2. Email/Text: Take a picture of the waiver and then email it to info@activeswv.com with participation numbers for that month. If you prefer texting, please indicate in email.

HAVE FUN!

Physical activity is a huge stress reliever and by incorporating fun activities, games, and lighthearted competitions, you will better retain participants and keep yourself interested. Review this link for fun ways to keep people active:

[trythiswv.com/
challenge-the-community-to-walk](http://trythiswv.com/challenge-the-community-to-walk)

Building Your Team

PROMOTION

Active SWV promotes Community Captain programs using four methods:



FLYERS Active SWV creates and distributes monthly program flyers to a flyer distribution list that spans across Raleigh, Fayette, Nicholas, and Summers counties. We are constantly updating this list. If you or someone you know would like to be added, contact the Volunteer Director. Each month flyers are sent out to each county advertising free Community Captain-led programs happening across the four counties.



CALENDAR Active SWV has created an events calendar that is updated monthly. To find this calendar go to activeswv.org/events. The calendar is updated by the Volunteer Director, if you have any changes to the time or location of your program or need to cancel, contact the Volunteer Director immediately so that changes can be made.



SOCIAL MEDIA Using social media is one of the most effective ways for Active SWV and Community Captains to promote free wellness programs. The social media groups and pages are excellent resources that should be used by Community Captains to promote, share program details, and interact. Sharing with already existing networks of friends and family is a great way for Community Captains to help promote programs. The goal is for Community Captains to have an impact by first getting their friends, family, co-workers, and neighbors involved in their physical activity program and then working to expand the group by inviting the entire community to join.



PRESS RELEASES Throughout the month, press releases are sent to local newspapers, radio stations, news stations, and area businesses to advertise upcoming programs and events.

Please like, join, and become familiar with the following social media groups and pages:

FACEBOOK

- ▶ Active Southern West Virginia
- ▶ Active Southern West Virginia Bulletin Board
- ▶ Active SWV Community Captain Group
- ▶ Get Active in the Park

INSTAGRAM

- ▶ @activeswv

Want to create a Facebook group specifically for your programs?

No problem, we will help you get started. Contact the Volunteer Director!

COMMUNICATION

The Active Southern West Virginia Bulletin Board Facebook group was created for Community Captains to encourage people in the group to be physically active. It's also a platform for them to encourage their group on a weekly or monthly basis, as well as to post updates about times, location changes, or cancellations. It is the Community Captain's responsibility to notify the group of those changes at least two hours before the activity is regularly scheduled to begin. From there, Active SWV Volunteer Director will make the appropriate changes to the events calendar at activeswv.org.

Community Captains are responsible for posting cancellations on social media and contacting Active SWV to make changes to the Active SWV Calendar. Active SWV staff work hours are Monday-Friday, 8:30am-4:30pm. If changes need to be made after these set work hours, send a text or call the Volunteer Director and leave a voicemail.

Ways to contact the Volunteer Director to make program changes:



1. Email the Volunteer Director at **Erin@activeswv.com** to post program updates. Emails should be sent Monday-Friday, 8:30am-4:30pm. If you do not hear back within 24 hours, call.



2. If it is after hours, or you do not hear back, text or call the Volunteer Director at **304-890-8451**.

It is the Community Captain's responsibility to use the contact information gained from participants from the Release of Liability Waiver and transferred to the Participant List to contact participants and the Volunteer Director at least two hours before the activity is regularly scheduled to begin to also let them know of the update/cancellation.



SPONSORSHIPS

As your programs grow, the seasons change, or participation wanes, you have the option to seek sponsorships from local businesses and organizations to help your programming.

Sponsorships could provide your group with headlamps, reflective gear, dumbbells, yoga mats, pedometers, rain jackets, or anything else you think will help the participants in your group stick with a physically active lifestyle.

These items could be used as incentives to grow your participation and help participants develop good habits. For example, if you have 10 headlamps that you want to use as incentives, you could ask that the first 10 participants to attend three consecutive running group days win the headlamps.

You could also utilize these pieces as group equipment. For example, if you have 10 yoga mats and you finish Zumba with yoga, you could announce to everyone in the group to bring their yoga mat, but if they don't have one you have extra. That way, not having a yoga mat or forgetting one won't deter anyone from joining the group.

Programming Worksheet

1. What resources does your community have?

Check all that apply

- ☐ Inside space
- ☐ Trails
- ☐ Sidewalks
- ☐ Does your place of work have usable inside space for you to lead an activity for your coworkers?
- ☐ Or walkable space near the office
- ☐ Community space

2. Based on your community's resources, what kind of programs would best fit into your community?

Check all that apply

- | | |
|-------------------------------------|------------------------------------|
| <input type="radio"/> Running group | <input type="radio"/> Other: _____ |
| <input type="radio"/> Yoga | _____ |
| <input type="radio"/> Walking group | _____ |
| <input type="radio"/> Tai Chi | <input type="radio"/> Other: _____ |
| <input type="radio"/> Hiking group | _____ |
| <input type="radio"/> Zumba | _____ |

3. Are there organizations in your community that would benefit from a physical activity program? (i.e. senior center, church, humane society, elementary/middle school, etc.)

4. Are you familiar with the trail or area where you are leading your program?

5. Do you have cell service on the trail or in the area?



Now that you have an idea of what kind of program you want to lead in your community think about what day(s) of the week and time may work best for the group. If you have people in mind who would be interested in joining the group, it may be helpful to ask around and see when the most popular day and time is. For programs that involve helping an organization, it would be best to consult with that organization when they would like for you to come in.

PRE-PROGRAM CHECKLIST

Below is the Pre-Program Checklist. We advise that you look at this list one week before your program and then the morning of your program.

- Waivers
- Sign-in
- Surveys (If your program requires them)
- Emergency contact list
- Know your locations. If it is an unfamiliar trail get in touch with the Volunteer Director at 304-890-8451.
- Cell phone
- Name tag
- Map
- Emergency plan
- Assigned sweeper for trail
- First-aid kit

Community Captain Certifications

The certification process is set up in a 2-tier structure requiring different volunteer time commitments for each tier of certification. Descriptions are listed below with separate contracts for each tier provided.

TIER ONE

CPR/first aid/AED training and Active SWV Leadership training requires a 6-month commitment to leading a weekly activity (vacations, holidays, illness cancellations are understood).

TIER TWO

Instructor Certification can be obtained in specialized areas of interest. Examples: Running Coach, CPR/first aid/AED, Zumba, Yoga, Tai Chi, Walk with Ease. In exchange for Active SWV reimbursing the costs for one of these instructor certifications, the volunteer will commit to one year of weekly activities (vacations, holidays, illness cancellations are understood).

The Volunteer Agreement is a description of the arrangement between Active SWV and you (the volunteer) in relation to your voluntary work. Also note that the agreement contains expectations and policies for staff, volunteers, and board members. The intention of this agreement is to ensure that volunteers understand Active SWV policies and expectations and to indicate our commitment to do the best we can to make your volunteer experience with us positive and rewarding.

ACTIVE SWV RESPONSIBILITIES

1. To provide thorough induction on the work of Active SWV, its staff, your volunteering role, and the training necessary to assist you in meeting the responsibilities of your volunteering role.
2. To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work.
3. To provide a personal supervisor who will meet with you regularly to discuss program updates and collect completed liability waivers and attendance sheets.
4. To do our best to help you develop your volunteer role with us and to be flexible.
5. To reimburse the costs of certification that have been agreed upon by Active SWV and the Community Captain upon completion in exchange for six months or one year of volunteer service on a regular schedule.
6. To provide adequate training and feedback in support of our risk management policy.
7. To provide adequate insurance coverage for volunteers while undertaking voluntary work approved and authorized by us.

The Community Captain Agrees:

PERSONAL PLEDGE

- ▶ I am donating my time and services without any compensation and shall at no time be considered an employee or independent contractor of Active Southern West Virginia.
- ▶ I know of no reason, medical or otherwise, that would prevent me from performing the tasks required to participate in assisting Active Southern West Virginia. I will immediately notify Active Southern West Virginia should my condition change in this regard.
- ▶ I assume all risks of participating in this activity and full responsibility for my conduct and actions, including any injury to myself or others or damage to property that may result while assisting Active Southern West Virginia.
- ▶ I understand that Active Southern West Virginia has zero tolerance for the use or possession of alcohol or drugs while participating in the activities and events of Active Southern West Virginia. The use and/or possession, of drugs, alcohol, or prescription medication without a prescription while participating in these activities could affect the safety of myself or others.
- ▶ Ultimately, it is the responsibility of each volunteer to help prevent accidents. Volunteers are encouraged to exercise due care to prevent injury to themselves and others. Unsafe conditions and unsafe acts should be brought to the attention of Active Southern West Virginia supervisors immediately.
- ▶ Community Captains do not and shall not discriminate on the basis of race, age, color, sex, national origin, marital status, physical or mental disability, military status, or religion, in any of its activities or operations. Active Southern West Virginia is committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.
- ▶ Harassment or intimidation of a staff person, guest, or volunteer because of that person's race, age, color, sex, national origin, marital status, physical or mental disability, military status, or religion is specifically prohibited. Harassment and intimidation includes abusive, foul, or threatening language or behavior.

NOTE

Discrimination or harassment in any form is a serious offense that will not be tolerated. If you believe you or another participant are a victim of discrimination or harassment, please immediately report this to the Executive Director for Active Southern West Virginia.

The Community Captain Agrees:

1. To help Active SWV fulfill its mission to improve the health of all southern West Virginians by providing opportunities for active lifestyles.
2. To adhere to the organization's rules, procedures, and standards, including group and risk management procedures and its equal opportunities policies in relation to its staff, volunteers, and participants.
3. To maintain the confidential information of the organization and of its participants.
4. To meet the time commitments and schedules undertaken (other than in exceptional circumstances) and provide reasonable notice so that an alternative arrangement can be made.
5. Injuries: Community Captains are responsible for reporting any injuries that occur during a program to Active SWV within 24 hours.
6. The Community Captain is responsible for returning all training equipment and gear if he or she cannot lead 6 programs.
7. All Get Active in the Park program gear is property owned by the National Park Service. All gear must be inspected before and after use. Any damages must be reported to Active SWV and National Park Service staff leaders within 24 hours. All gear must be used in accordance with its intended use. Any misuse of gear resulting in damage could result in gear replacement at the Community Captain's expense.

Volunteer Community Captain Name (Print)

Volunteer Community Captain Signature

Date

Active SWV Staff Full Name (Print)

Active SWV Staff Signature

Date

Staying Connected

Your point person if you need more waivers, attendance sheets, sponsorship request letters, to make an announcement, or anything else is the Active SWV Volunteer Director Erin Ellis-Reid.

**Volunteer Director,
Erin Ellis-Reid**

EMAIL Erin@activeswv.com

OFFICE 304-254-8488

CELL 304-890-8451

ONGOING SUPPORT

It is our goal to attend your programs when you first start. We want to be there to provide support and feedback. This goes both ways, it is our hope that you will provide us with feedback as well. We will do a mid-program assessment to both give and receive feedback.

The Active SWV Community Captains Facebook page was created to keep Community Captains connected to one another, to support one another, to share ideas, and to know who the other Community Captains are.

Also stay connected with us by liking our main Facebook page Active Southern West Virginia, keeping up with us on our website activeswv.org, and by following us on Twitter & Instagram @activeswv.

Additional Resources

Important Papers: Program Worksheet, Pre-Program Checklist, Waivers, Sign-in, Emergency Contact Sheet, and the Injury Report Form.

At the back of this manual you will find a waiver, sign-in sheet, injury report form and an emergency contact sheet. These can be used to make copies or as a reminder of what paper work you must bring with you to every program.

ONLINE RESOURCES

- ▶ **West Virginia Physical Activity Plan:**
wvphysicalactivity.org
- ▶ **Sportsbackers:** sportsbackers.org
- ▶ **Active RVA:**
sportsbackers.org/program/active-rva/
- ▶ **YMCA of Southern West Virginia:**
ymcaswv.com
- ▶ **Try This WV:**
trythiswv.com
- ▶ **Healthy Bodies, Healthy Spirits:**
trythiswv.com/healthyfaith
- ▶ **American Heart Association:**
heart.org/HEARTORG/Affiliate/North-CentralWest-Virginia_UCM_GRA003_AffiliatePage.jsp
- ▶ **Centers for Disease Control and Prevention:**
cdc.gov/HealthyLiving/

RELEASE, ASSUMPTION OF RISK, AND INDEMNITY AGREEMENT

Please Read Carefully (A separate form must be completed for each adult and minor)

I, or the MINOR identified below who is less than 18 years of age of whom I am the parent or guardian, desire to volunteer or participate in rigorous physical activities and use services provided by or through Active Southern WV, Inc., its officers, operators, directors, volunteers, participants, contractors, agents or employees. I understand that there are certain risks involved in such activities and services and such risks cannot be eliminated without jeopardizing the essential qualities of the activity. I understand that volunteering and participating in these activities and services pose substantial risks of injury, paralysis or death and of damage to or loss of personal property as the result of exposure and other known and foreseeable risks, which include the risks of being injured while engaged in such activities; gross negligence for bad judgment by Active Southern WV, Inc. or other participants; the risks arising from the failure or misuse of equipment; the risks of injury or drowning while on rivers, lakes or streams; the risk of injury while traveling on rough terrain by foot or conveyance; the risks that injuries may occur in an area without adequate medical facilities; the risks of equipment failure; risks of injury while being rescued; the risks of falling; the risks of exposure to insect bites or bee stings, or other injuries inflicted by insects, reptiles, or plants; the risk of and the potential for human error; the risks associated with known or unknown conditions regarding my physical condition; and the risks of physical exertion associated with any activities. I acknowledge that I may stop my participation in any activities at any time. I represent that I or the minor am/are in good physical condition and health and am/is able to safely participate in such activities, and I am prepared to assume all risks related to this activity on my own behalf or on behalf of hereinafter named minor.

In consideration of the participation by myself or the minor in activities and the use of services, I ASSUME, for myself or the minor, to the greatest extent permitted by law, all of the risks to myself or to the minor, whether or not specifically identified herein, of all the activities in which I or the minor participate and the services we use; I RELEASE Active Southern WV, Inc., and all other participants from any and all liability to myself or to the minor, including, but not limited to, liability arising from anyone's negligence, gross negligence, and/or willful and wanton conduct; and I WILL INDEMNIFY AND HOLD HARMLESS Active Southern WV, Inc., from any and all costs, liabilities and claims, of every kind and nature whatsoever, arising, directly or indirectly, from my or the minor's participation in activities or use of services, including any legal costs and expenses and the costs of any medical or other expenses incurred for my or the minor's benefit.

I consent for myself and for the minor to use by Active Southern, Inc., of photographs and video recordings made of me or of the minor while participating in activities or using services without further compensation and agree that all such materials, including negatives, are the sole property of the Active Southern WV, Inc.

I agree for myself and the minor that the exclusive venue of any suit against the Active Southern WV, Inc., for any reason, shall be the Circuit Court of Raleigh County, West Virginia. I consent for myself and the minor to the jurisdiction of such Courts as to any action against myself or the minor to enforce this Agreement. I agree that this Agreement is to be interpreted under the laws of the State of West Virginia and agree that if any part of this Agreement is found to be invalid that all other portions shall be fully enforced. **I have completely read this document before signing.**

THIS RELEASE, ASSUMPTION OF RISK, AND INDEMNITY AGREEMENT shall continue in full force and effect until specifically revoked by me or, in the case of a minor, for whom I have consented, has attained the age of eighteen (18) years.

Adult (over 18 years of age)

| | | |
|--------------------|-------|------------------|
| Adult Name (print) | Date | Phone Number |
| Address | | Emergency Number |
| Signature of Adult | Email | |

Minor (under 18 years of age)

| | |
|---------------------|-----------------------|
| Minor Name (print) | Date |
| Birth Date of Minor | Relationship to Adult |
| Address of Minor | Emergency Name |
| Signature of Adult | Emergency Number |



PARTICIPANT LIST SIGN-IN SHEET

EVENT _____

EVENT DATE ____ / ____ / ____

By signing I agree I have read and agree with the release of liability printed on the front of this form.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____



EMERGENCY CONTACT LIST



1.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

2.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

3.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

4.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

5.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

6.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

7.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

8.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

9.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver

10.

Name

Phone/Email

Emergency Contact Name

Emergency Contact Phone Number

Signed Waiver



INJURY REPORT FORM

116 N. Heber St., B.
Beckley, WV 25801
304-254-8488

Name of person completing form: _____

In the event of any issue or injury, contact program leaders as soon as possible and within 24 hours:

Melanie 304-619-1619

Angela 304-719-9556

Reports should be filled out immediately after an injury occurs and the scene is safe.

PARTICIPANT INFORMATION

Full Name _____

Email Address _____

Phone Number _____

Date of Birth _____

Type of participant:
(select all that apply)

- ☐ First time
- ☐ Repeat participant
- ☐ Board member/staff
- ☐ Volunteer

INJURY INFORMATION

Date of Injury _____

Time of Injury _____

Where did injury occur?

During what kind of activity did this injury occur?

How did injury occur?

Location of injury (select all that apply):

- ☐ Fingers or Toes (please specify injured finger or toe) _____

- | | | |
|-------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Head | <input type="radio"/> Chest/Rib | <input type="radio"/> Shoulder |
| <input type="radio"/> Facial | <input type="radio"/> Hip | <input type="radio"/> Upper Arm |
| <input type="radio"/> Oral | <input type="radio"/> Groin | <input type="radio"/> Thigh |
| <input type="radio"/> Neck | <input type="radio"/> Elbow | <input type="radio"/> Forearm |
| <input type="radio"/> Back | <input type="radio"/> Knee | <input type="radio"/> Lower Leg |
| <input type="radio"/> Ankle | <input type="radio"/> Wrist | <input type="radio"/> Hand |
| <input type="radio"/> Abdomen | <input type="radio"/> Foot | |

Side of Injury

- | | | |
|----------------------------|-----------------------------|----------------------------|
| <input type="radio"/> Left | <input type="radio"/> Right | <input type="radio"/> Both |
|----------------------------|-----------------------------|----------------------------|

Action taken:

Were the police called?

- ☐ Yes ☐ No

Was an ambulance called?

- ☐ Yes ☐ No

Name of Witness _____

Email Address _____

Phone Number _____

Additional comments:



ACTIVE

SOUTHERN WEST VIRGINIA

Active Southern West Virginia

IN PARTNERSHIP WITH

New River Gorge Regional Development Authority

West Virginia Physical Activity Plan

The New River Gorge National River

Army Corps of Engineers at Summersville Lake

SUPPORTED BY

Nicholas County Community Foundation

Beckley Area Foundation

Hinton Area Foundation

Claude Worthington Benedum Foundation

Active RVA

116 North Heber Street, Suite B / Beckley, WV 25801

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