

# Managing Risk

# Managing Risk – Introductory Activity

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Share any potential risks that your organization has regarding activities currently performed by your volunteers.



# Debriefing – Introductory Activity on Managing Risk

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- Every organization has its risks
- Insurance is not the full answer
- Managing risks lowers the probability of “human error” by or toward volunteers
- Many variables must be considered in risk management

# Learning Objectives: Managing Risk

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- Explain managing risk and appreciate its importance with volunteers
- Discuss your agency's policies and procedures related to managing risk
- Identify and evaluate potential risks and describe preventive strategies to minimize them
- Explain how to handle a liability incident or emergency situation within your organization

# Key Concepts in Managing Risk

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1. Preventive risk management is essential for all organizations serving the community.
2. All staff and volunteers need to be familiar with and follow established agency policies and procedures for managing risk.
3. All staff and volunteers need to understand potential risks unique to their organizations and know preventive strategies in job design, screening, training and supervision to address and minimize these risks.
4. Organizations need written/shared procedures regarding how to handle liability and emergency situations.

# Key Concept #1

*Preventive risk management is essential for all organizations serving the community.*



# Managing Risk: Key Questions

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- What is “risk management?”
- What is at risk?
- Why do we need a system to manage risk?



# What is Risk Management?

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- Risk Management is a *system* to *forecast* risks in advance and take *proactive steps* to *deal* with identified risks.





# Steps in Managing Risk

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- Identify risks
- Evaluate the risks
- Control the risks
  - Stop or delay
  - Eliminate or diminish
  - Minimize harm
  - Transfer liability

# Assessing Risk & Applying Risk Management Strategies

High



"Transfer" the risk



"Avoid" the risk



"Retain" the risk



"Reduce" the risk

SEVERITY

Low

FREQUENCY

High

# What's at Risk?

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# What's at Risk?

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- People
- Property
- Income
- Goodwill
- Mission
- What else?

# Why Have a System?

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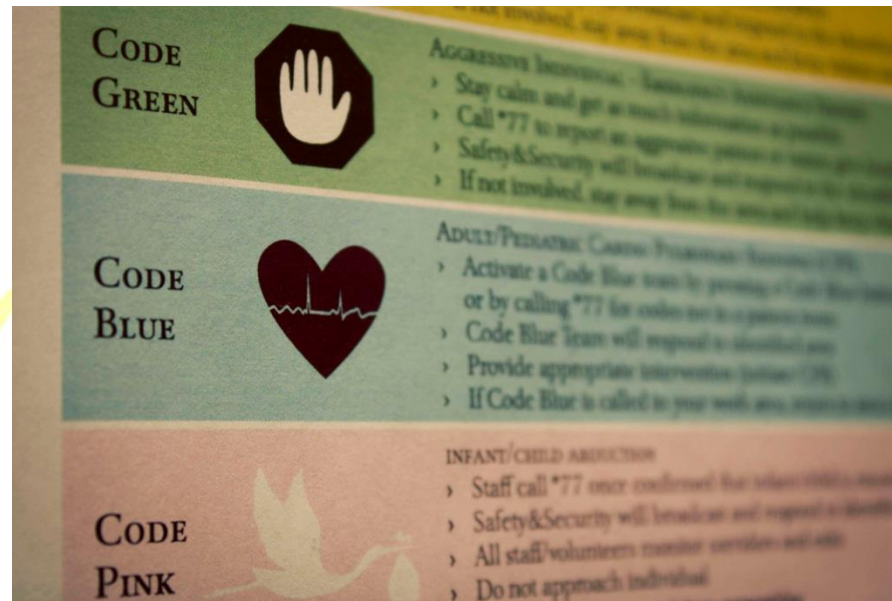


# Why Have a System?

- **Liabilities of the individual volunteer** - based on criminal behavior or breach of obligation to the organization
- **Liabilities of the agency to the volunteer** - based on agency not protecting volunteer from harm of discrimination, injury on job, etc.
- **Liabilities to the agency due to action by volunteers** - based on volunteers' acting within or outside of job description and/or failure to use proper care when selecting training and supervising volunteers

## Key Concept #2

*All staff and volunteers must be familiar with and follow established agency policies and procedures for risk management.*



# What Will Policies Do For Us?

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## Brief activity:

- Please work in pairs and discuss the question: “What do (will) policies on managing risks do for my organization?”
- Be ready to share what you came up with.



# What Will Policies Do For Us?

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- Establish a standard for behavior
- Support necessary requirements
- Provide orientation and training
- Help ensure operational consistency
- If sued, policies will strengthen an organization's case

# Sampling of Policies and Procedures

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- Complaints and Due Process
- Suspension and Dismissal of Volunteers
- Screening Policies for Volunteers
- Required Training
- Confidentiality of Client Information
- Who Can Volunteer?
- Working Conditions
- Financial and Operations Controls
- Emergency Procedures
- Handling of Media
- Social Media

# Tips for Developing Volunteer Policies

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- See examples of policies in the MAVA Members Only section at <http://www.mavanetwork.org/membersamples>
- Contact an organization with a similar focus and ask if they would share their policies
- Once drafted, ask your agency's legal counsel to review

# Key Concept #3

*All staff and volunteers must understand potential risks unique to their organization and know preventive strategies in job design, screening, training and supervision to address and minimize these risks*



# Level of Risk in Volunteer Roles

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## Low Level

- Light occasional clerical work done during office hours
- Group-based sessions with competent adults in public places
- Collating “party” with competent volunteers and staff present

# Level of Risk in Volunteer Roles

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## High Level

- Unsupervised mentoring between volunteer and vulnerable client (elderly, disabled, youth)
- Overnight visits by vulnerable individuals and volunteers' homes
- Health or personal care given to elderly in their homes by individual volunteers

# Written Role Descriptions

## Reduce Risk

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- Communicate expectations of volunteers
- Ability will be a significant selection criterion
- Choose the proper level of screening
- Document that volunteer acted outside of an assignment
- Establish limitations that may discourage undesirable people from entering your program

# Activity

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Working in a group, go through the position description in Attachment A:

- Circle the places that the position description addresses managing risk.
- Discuss how the position description could be made stronger to better manage risk.



# Tips on Screening Volunteers

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- A **structured procedure** replaces haphazard and arbitrary decisions with a fair method.
- Use a written role description and do **personal interviews**.
- **Multiple screenings** may increase your chances of revealing suspicious responses.
- Ask questions in different ways; **verify some information**, if warranted.

# Tips on Screening Volunteers

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- **Gather all data** before making final judgments.
- Do **not** collect information you can't evaluate.
- Make certain that information you gather is **necessary and appropriate** for the position.
- Use your **intuition**. Trust your feelings and follow up on them.
- **Be consistent:** all volunteers for the same position should be screened using same system.

# Consideration of Criminal Background Checks

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- Necessity of background check
- Usefulness of information
- Organizational burden
- Only one component of screening process

# Screening Shorter Term Volunteers

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- Do not sacrifice good risk management to involve volunteers in shorter term positions.
- If the screening needed for a volunteer position is not feasible to invest in for a shorter term volunteer, reserve the role for volunteers who can make the time commitment that fits with the risk management needed.

# Tips on Orientation, Supervision and Evaluation

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- Clarify expectations and values
- Provide written policy information
- Provide information on statutes related to work
- Maintain oversight and assistance



BOAT NAKED  
Feel the heat on your chest

RAP ROY OF THE BOAT

Leinenkugel's  
SUMMER SHANDY  
BEER WITH NATURAL LEMONADE FLAVOR  
CAREFULLY BREWED BY THE LEINENKUGEL FAMILY  
SWISS BEER WITH LEMONADE

# Tips on Orientation, Supervision and Evaluation

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- Give timely and effective feedback
- Proceed with volunteer dismissal
- Assign work according to volunteers screening and skill



# Risk Management Worksheet

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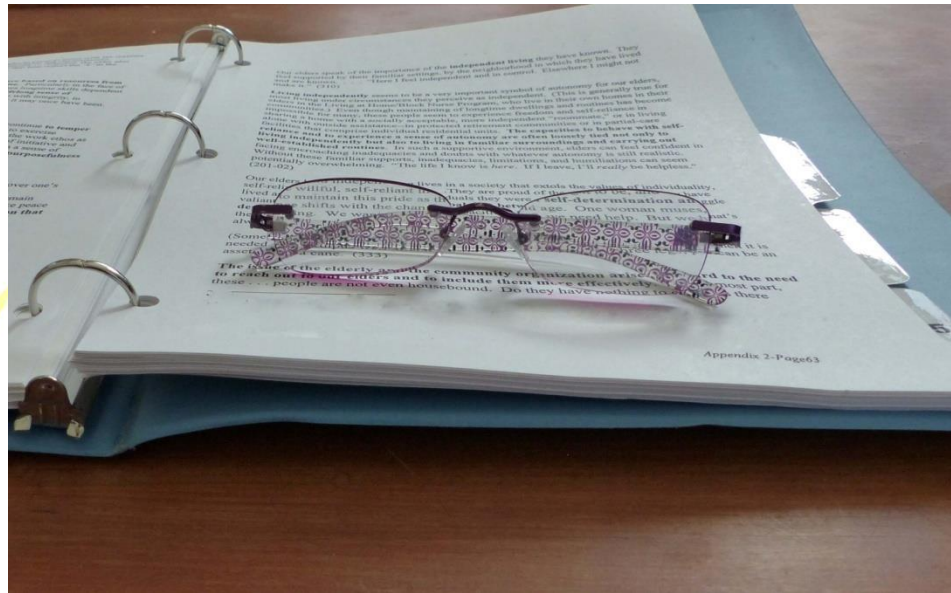
## Steps to Manage Risk

- Role Description:
- Screening Process:
- Orientation Information:
- Training Needs:
- Supervision/Evaluation System:



# Key Concept #4

*Organizations need written/shared procedures regarding how to handle liability and emergency situations*



## Minnesota 4-H Volunteer Emergency Contacts and Telephone Numbers

**Local Emergency:** 911

**First Contact:** 4-H Supervisor \_\_\_\_\_

**Alternate Supervisor** \_\_\_\_\_

**Center for Youth Development Administration:**

**First Contact:** Tamie Bremseth 612-624-7974 rolls to cell phone

**Alternate Contact:** Dorothy Freeman 952-237-4433 (cell phone)

In every emergency situation, youth safety is the primary concern.

### Minnesota 4-H Youth Development Programs Emergency Procedures

Ensure all steps are followed in accidents resulting in serious injury and/or fatality and incidents that involve law enforcement and/or may result in litigation.

- Priority attention: care for injured; stabilize the situation.
- Call 911 or police, ambulance and clergy as appropriate.
- The adult in charge stays at the scene. Another chaperone, screened volunteer, or staff should accompany the injured if removed from the scene.
- Make NO statements to anyone other than the police, 4-H staff supervisor/administration, University of Minnesota General Council, University Risk Management or University Extension Media Relations.
- Staff or chaperone must immediately contact the parent, guardian or next of kin to the injured and inform them of the situation.

Continued →

## Minnesota 4-H Volunteer Emergency Contacts Phone Numbers And Procedures January 2014 University of Minnesota

- Contact 4-H Supervisor (or alternate) ASAP
- The Supervisor will contact Center for Youth Development Administration
- Immediately complete the Accident/Incident report; **FACTS ONLY!**
- Refer all media to University Extension Media Relations: Aimee Viniard-Weideman at 612-625-1759. **DO NOT MAKE ANY COMMENTS!**
- Call Police for assistance if you cannot reach emergency contacts

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# Do You Know...?

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- how to act in an emergency?
- how to deal with a person injured on the premises?
- how to preserve physical evidence?
- how to record your recollections?
- how to discuss a liability incident with police, the media, etc.?
- who to notify in case of an emergency?
- procedures to follow in a natural disaster?

# Managing Risk

## **Volunteer Impact Leadership Training Series**

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