

Top 10 Risks Facing Volunteer Programs

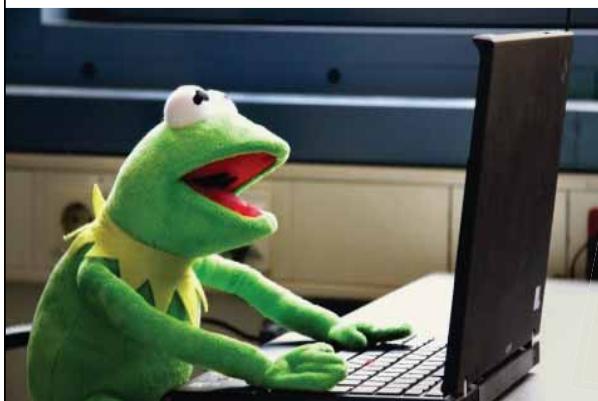


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Resources

www.nonprofitrisk.org





Nonprofit
Risk Management
Center

Coming Soon!

Affiliate Membership Program



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Connect with nonprofit
risk champions.



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Invite clients,
chapters, or members
to use resources.



LEARN

Enhance skills and
inspire confidence.

Webinar Vault + RISK HELP

Agenda

- Risk Management Basics
- Stoplight Game
- Top 10 Risks & Discussion
- Risk Bow Tie



What do you see here?

RISK

“The possibility that an **action** or **event** will adversely or beneficially affect an organization’s ability to achieve its **objectives**.”

Health Education Funding Council for England



What's the Purpose?

“The proper goal of risk management is to **build and maintain the confidence of stakeholders**.

That combined confidence and trust is often translated into much-needed support, financial and otherwise, when surprise inevitably hits. It is the essence of resilience.”

H. Felix Kloman

Two Paths of Risk Management



Stoplight Game



Worst nightmare risk event: we cannot prevent this and/or we are not prepared to handle the consequences!

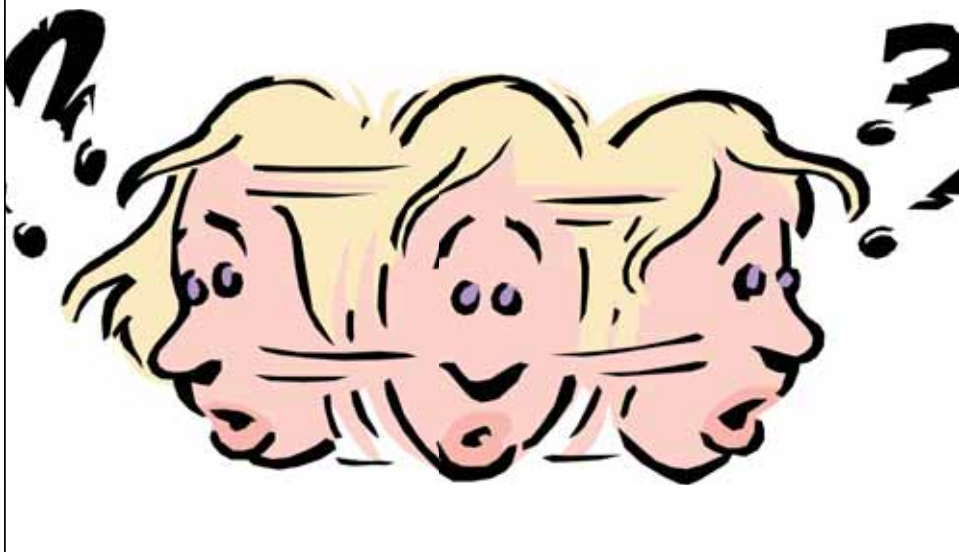
'Iffy' risk event: we aren't too worried about this, but we don't feel prepared either. The consequences might be unpredictable.

Manageable risk event: we can prevent this and/or we are able to handle the consequences!

Top 10 Risks



1. Classification Confusion



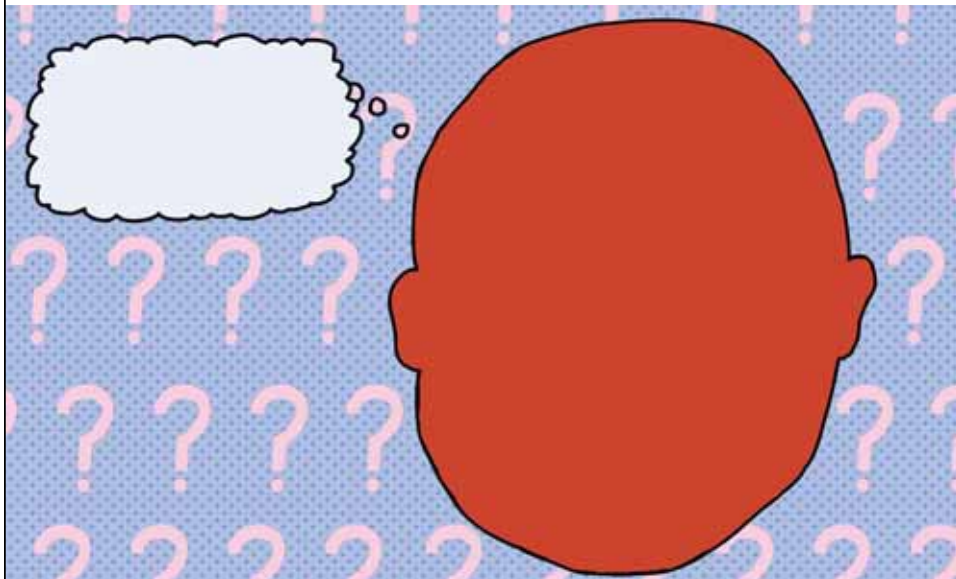
Risk Tips

- No coercion of volunteers!
- Employee vs. volunteer – know the difference!
 - Mandatory volunteering?
 - Stipends for volunteers?
 - Unpaid interns?
- Appropriate gifts
 - Reimbursement only
 - Avoid cash gifts
 - Gifts < \$100 value



***See the Frankenstein Effect Slides for details!**

2. Unclear Expectations





Risk Tips

- Role description, website
- On-boarding
- Handbook & policies
 - Technology/internet use
 - Data privacy
 - Confidentiality
 - Spokesperson/social media
 - Photography
 - Contracting

Need Help Creating Policies?



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3. Scanty Screening



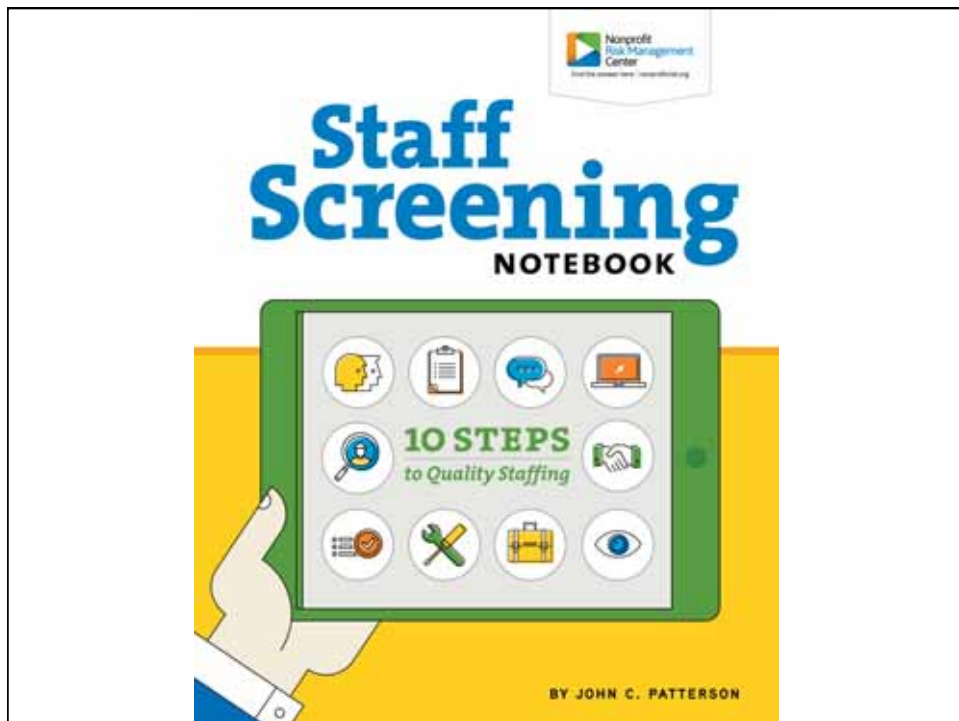
Risk Tips

Screen based on risks inherent to the role!

Screening elements:

- Role description
- Volunteer application
- Reference checks
- Interview
- Background check
- Onboarding, continued training





4. Standoffish Supervision

Top Reasons for Employee Turnover (& for Volunteers too?)

1. Immediate supervisor
2. Poor fit to position
3. Low quality commitment
4. ~~Pay & benefits~~
5. Lack of connection

Source: Gallup

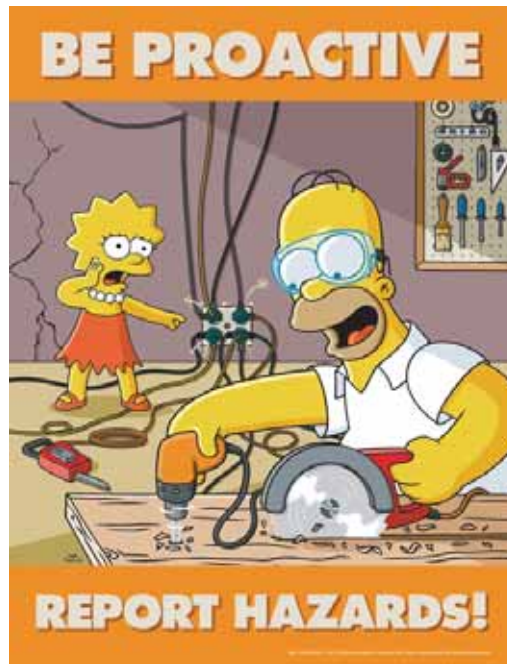


Risk Tips

- Supervision should fit the role
- Supervisor teaches dos/don'ts & what to do if...
 - You witness an incident or identify a hazard
 - You want to file a grievance
 - You witness harassment/discrimination
- Periodic check-ins & coaching
- Two-deep volunteering
 - If supervision is not available



5. Safety Risks



Risk Tips

- Proactive safety assessment
- Reporting
- Incident review process
- Emergency contact card
- Volunteer safety team/committee?

Resources

- FREE Workplace Safety Toolkit
 - <https://www.nonprofitrisk.org/tools/workplace-safety/nonprofit/wsp.htm>



Volunteer Drivers



Risk Tips:

- Screening for driving roles
 - Check record, valid license & personal auto insurance
- Phone use policy
- Accident reporting & investigation process
- Auto & non-owned auto insurance
- Volunteer Driver Pledge

Volunteer Driver Pledge Card

As a volunteer for [ABC Nonprofit], I understand that my safety and the safety of others is paramount. I understand that driving as a volunteer is a privilege, not a right and therefore, I agree to:

- Provide evidence of my current status as a licensed driver in Maine
- Comply with all of [ABC Nonprofit]'s policies and procedures and any directions provided by my supervisor;
- Comply with all laws and regulations concerning driving, including laws pertaining to the use of seat belts, child safety seats, cell phone use, and speed limits;
- Promptly notify my supervisor of any physical conditions, vehicle defects, or road conditions that might affect my safety or the safety of those I am driving;
- Notify my supervisor of any traffic citations I receive—even if given while driving on my personal time;
- Attend driver training at the request of [ABC Nonprofit];
- If involved in an accident, I agree to complete an Accident Report provided by [ABC Nonprofit] and to cooperate with the police, my supervisor, and [ABC Nonprofit]'s insurer, its insurance adjusters and attorneys.
- I pledge that if I drive my own vehicle on behalf of [ABC Nonprofit], adequate insurance will always be in force; and I also understand that as a volunteer driver, the limits and coverages provided by my personal automobile insurance are applicable to any accidents or incidents that involve my vehicle, including those that occur while I am serving as a volunteer driver for [ABC Nonprofit].

Signature _____

Date _____

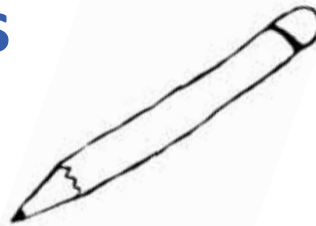
6. Worthless Waivers

If properly drafted/executed, waivers can block liability. Moreover, an individual who has signed a waiver may be less likely to initiate a lawsuit than someone who did not sign a waiver. But the biggest risk of waivers is that they are drafted poorly and are actually worthless... then they provide us with a false sense of security.



Risk Tips

- Consult legal counsel first!
- No coercion!
- Waiver drafting tips:
 - Use a proper title: 'Waiver'/'Waiver & Release of Liability'
 - Be clear about 'negligence'
 - Be honest
 - Don't promise a safe environment!
 - Include an assumption of risk statement:
 - "I acknowledge and accept the inherent and special risks associated with hiking Big Mountain and certify that I am voluntarily participating in the hike on June 10th."



7. Dogged Discontent





Special Olympics

The Florida State Office
jacksonville.com

Happy volunteers outnumber Special Olympians at Kings Bay

The volunteers say they're happy to partner with Special Olympians.

By Terry Robinson from The Daily News 11/17/14 at 11:00 AM Updated On: 11/17/14 at 11:00 AM

Risk Tips

- Communicate often
- Offer short-term projects with tangible impact
- Take complaints as gifts
 - Take action & follow up!
- Give thanks often
 - Praise in public, punish in private
 - No favoritism!
 - Give appropriate gifts

Keep Volunteers Connected

Coming soon!



AMERICAN Red Cross

VOLUNTEER CONNECTION

Your Direct Link to the Red Cross

The American Red Cross will soon launch Volunteer Connection, our new volunteer management system. Volunteer Connection will transform the way you are connected to the Red Cross.

Volunteer Connection is launching in waves. By February 2015, it will be available to all chapters and Service Units. The launch of this system will be supported by a number of additional updates through Volunteer Connection.

With Volunteer Connection, you can:

- Manage Your Recruitment
 - Learn about and apply for volunteer opportunities that are available when you are available
 - Submit your skills
 - View your schedule of skills and associated events
- Build Your Red Cross Network
 - Acknowledge your own members
 - Recruit new volunteer friends
 - Register for chapter events and chapter responsibilities
- Show Support
 - Complete volunteer time and biometrics
 - Lead work about your chapter and region
 - Communicate with other volunteers working in similar positions

Volunteer Connection, made possible through the generous support of W.W. Grainger Inc., will be good for the Red Cross, our volunteers and the communities we serve.

© 2014 American Red Cross. If you have questions, contact Andy Powers, Regional Director, at powers@redcross.org



The screenshot shows a user profile page for 'Ray' on the 'American Red Cross VOLUNTEER CONNECTION' website. It includes navigation tabs for Home, My Profile, My Skills, My Region, My State, Opportunities, and Administration. A central graphic says 'I am a Red Crosser'. Below are sections for 'My Skills' and 'My Schedule'.

8. Volunteer Law Ignorance

Loopholes can be found in the law... it doesn't always protect our volunteers the way we assume it will!



Risk Tips: Legal Considerations

Charitable Immunity in Maine

- Exceptions:
 - If harm is deemed **gross negligence** or **falls outside the normal scope of activities**
 - If NP has liability insurance
 - **If harm arises from operation of a motor vehicle** that requires an operator's license & insurance

State Liability Laws for Charitable Organizations & Volunteers; Case Law (free resource on NRMC website)

Risk Tips: Legal Considerations

Volunteer Protection Act

- Volunteer does qualify as a *volunteer*
- Volunteer was acting **within scope of responsibilities** and if appropriate, had proper license, certification, or authorization to act
- Harm was not **grossly negligent** (e.g., willful, criminal, reckless)
- Volunteer was **not operating a motor vehicle** where the state requires an operator's license & insurance

9. Inadequate Insurance



Risk Tips: Insurance to Consider

- Volunteer Accident
- General Liability
- Directors' & Officers' Liability
- Automobile Liability



What are our risks? What coverage do we need?



Who can we ask for help choosing the right policies?

10. Termination Trepidation & Inappropriate Termination Practices



Risk Tips

- Try coaching & training first
 - Peer mentoring?
- Offer a more suitable role
- Discipline or terminate with care



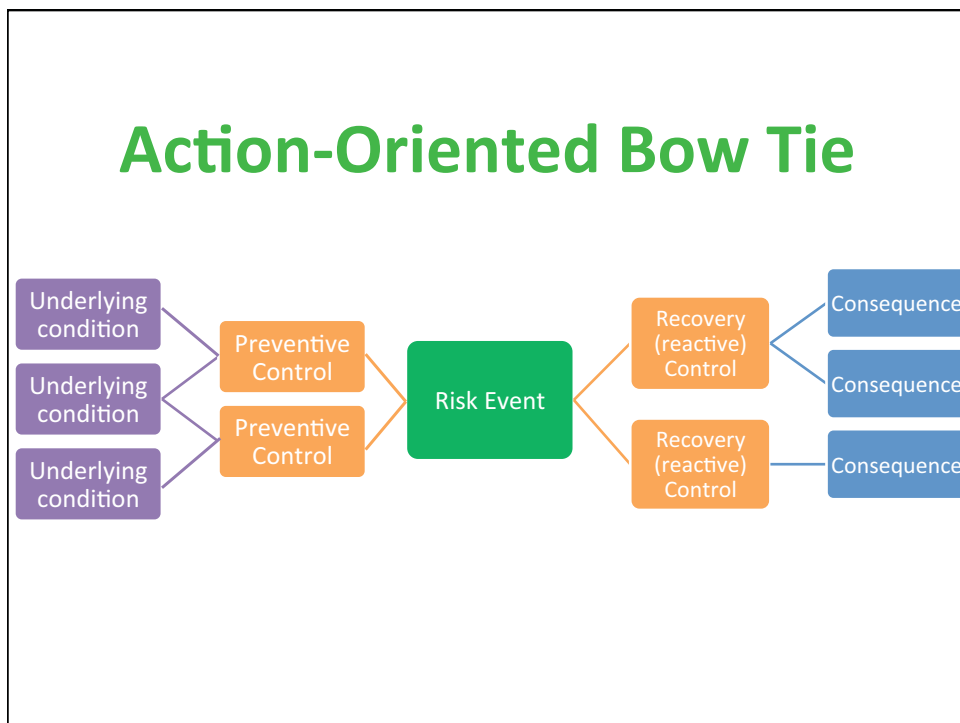
BONUS! Risk #11: **Your Worst Volunteer Nightmare**

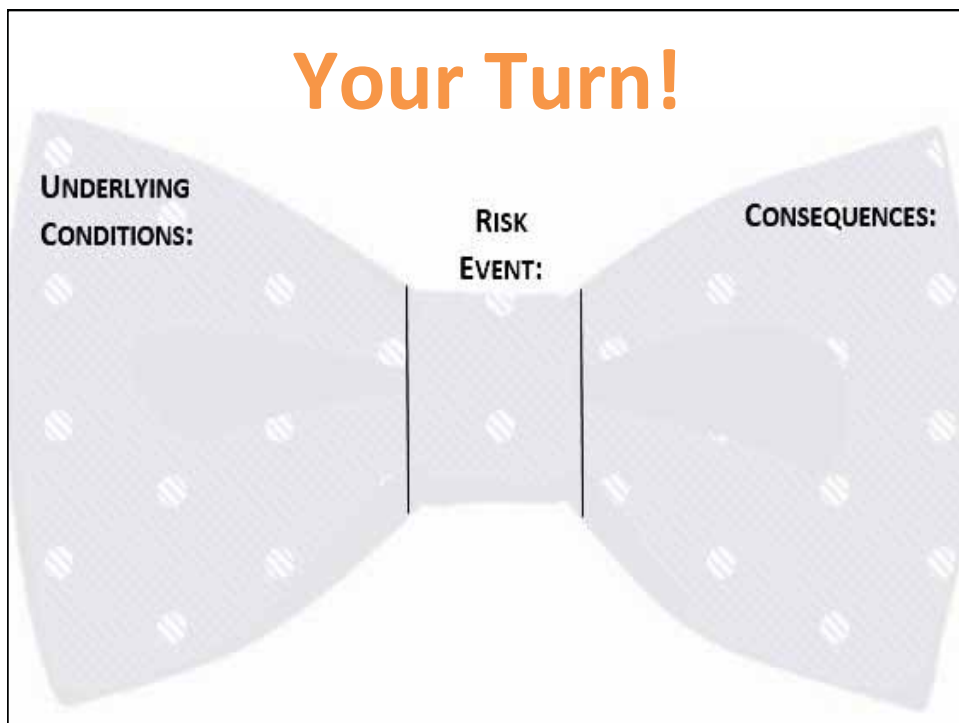
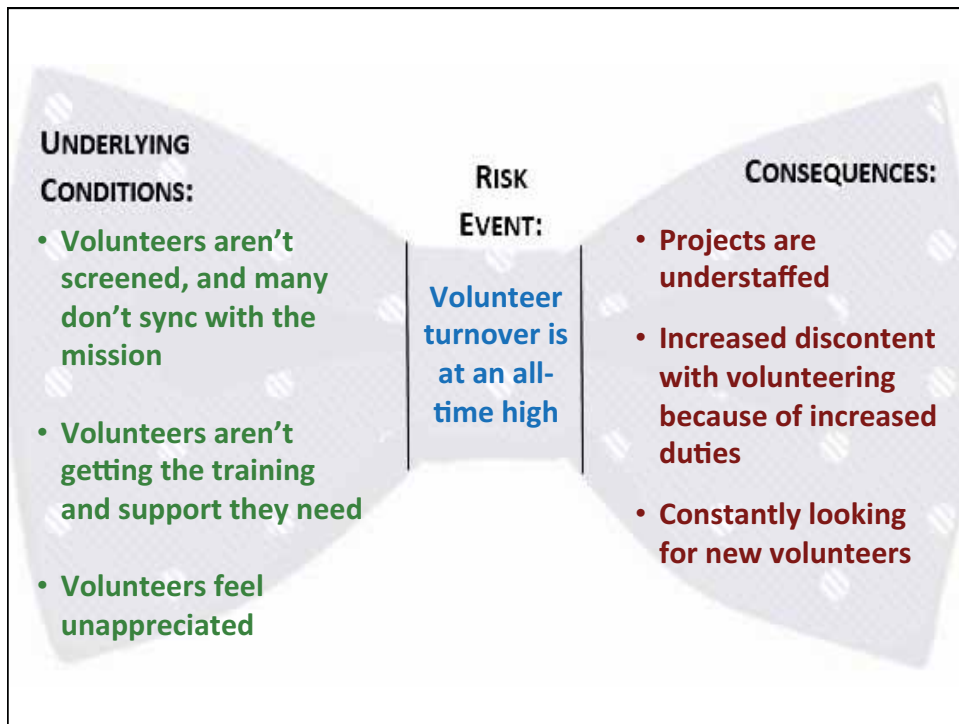


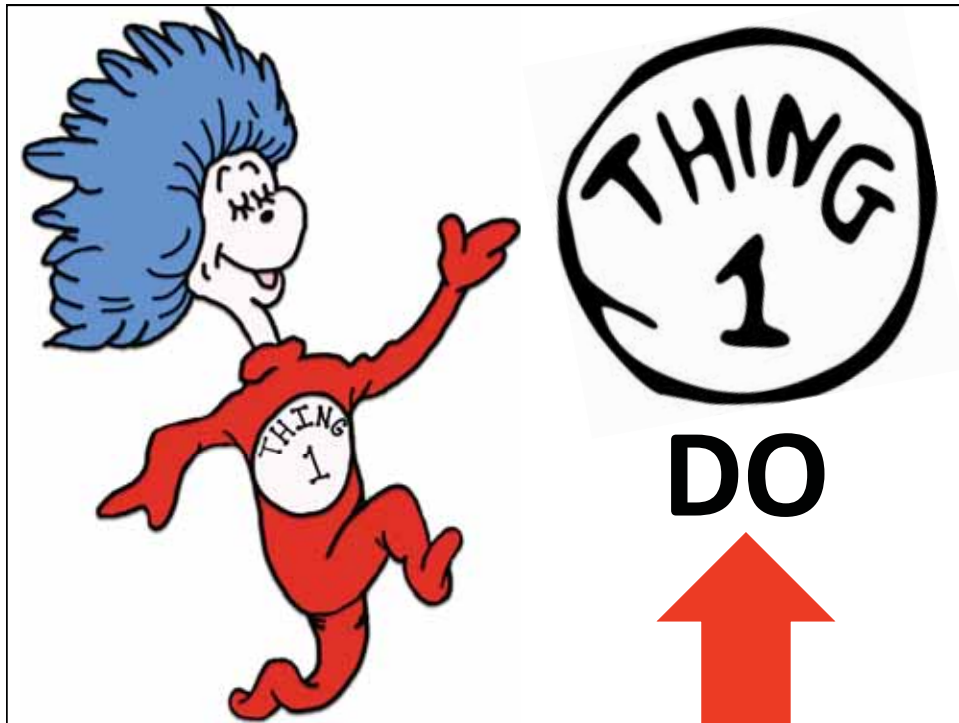
Risk Bow Tie



Action-Oriented Bow Tie







Thank
YOU

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Find the answer here | nonprofitrisk.org

The graphic features the words 'Thank' and 'YOU' in a playful, colorful font. 'Thank' is written in white letters on colored rectangular backgrounds: 'T' is pink, 'h' is orange, 'a' is green, 'n' is blue, and 'k' is purple. 'YOU' is written in white letters on colored rectangular backgrounds: 'Y' is red, 'O' is yellow, and 'U' is pink. Below this is contact information for Erin Gloeckner, Project Manager at the Nonprofit Risk Management Center, including her email and phone number. To the right is the organization's logo, which consists of a stylized play button icon in blue and green, followed by the text 'Nonprofit Risk Management Center' and the tagline 'Find the answer here | nonprofitrisk.org'.