C A Cunnart Associates

Risk Matters

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Risk management is for decision makers

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After the accident …

After learning of a serious accident, a common reaction is to see what can be done to prevent a similar occurrence. If you find room for improvement – it is important to not go about making changes in a way that suggest your employees or the organization was negligent for the first occurrence.

Avoid admitting liability:

1. When writing to co-workers or drafting a report on the incident, be careful to not say that one or more employees were disciplined because of it. That implies that the employees were guilty of some improper act or omission.
2. include language that points out what employees, or the corporation, did correctly. For example, was there something that prevented the incident from being worse than it actually was?
3. Write the report with enough detail that it will satisfy senior managers and any external readers that the review was sufficiently detailed enough to have covered all relevant items of possible concern.

Document Reviews

In documenting the review, can begin by referencing what the existing policies or practices are in the circumstances involved. Then go on to describe what clientele may be affected by a deficiency in the current practices and how the practices have been reviewed to protect that clientele from a recurrence. Be sure to detail any enhancements that will be implemented to minimize the chance of a recurrence.

Finally, describe the means used to ensure that enhancements satisfactorily resolve any concerns. For example you may spot-check the way procedures are carried out. Inspect frequently for the first few months, then if no problems detected, inspection frequency can be reduced until you are confident the process is working the way you want it to.

A thorough review, followed by a carefully-worded report, implemented enhancements and finally monitoring the outcomes demonstrates a duly diligence response. All without admitting any liability for the occurrence!

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"To dare is to lose one's footing momentarily. To not dare is to lose oneself. "

~ Soren Kierkegaard ~

Volunteer Screening - 5 Tips

Attracting and keeping volunteers, while safe-guarding your clients and reputation is a challenge. Here are some ideas to help you do just that:

1. Analyze the work your volunteers will be doing. Select the best screening method by considering the level of risk inherent in the position. Positions that have one-on-one contact with clients who are children, disabled or seniors (i.e. vulnerable populations) need the highest level of screening.
2. Establish written guidelines and checklists to ensure screening methods consistently reflect the type of work and the level of risk assigned to each position.
3. Determine the specific skills and qualifications needed for the position. For example, volunteer drivers need to have the appropriate class of drivers' license; establish what type of record of violations over the last three (or five) years are unacceptable for the agency's volunteer drivers and at what frequency you will conduct driver records searches.
4. Remember it's not necessary for you to 'like' every applicant. It is their skills, qualifications and behaviours that determine their fitness for the positions available – not their beliefs or attitudes.
5. Regularly (at least every three years) review your screening methods to assess if they remain appropriate in light of changing agency clientele, societal attitudes and what the agency has learned about their current and prospective volunteer base in the intervening period.

For more tips on this topic, order
Volunteers: Asset or Liability
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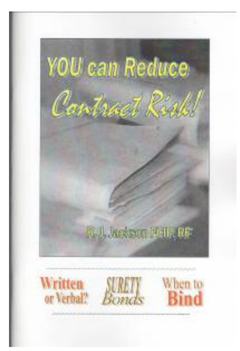
YOU can reduce Contract Risk



A great resource to help you protect your corporation from the outset of contract negotiations through to termination. For only $15.00 including shipping you will have a handy guide on what to DO and NOT DO to avoid common contracting problems.

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