



---

**Volunteer Managers/Workers Training & Networking Session**

**March 9 & 10, 2011**

Presentation delivered by Steve McCurley

On Thursday March 10, 2011

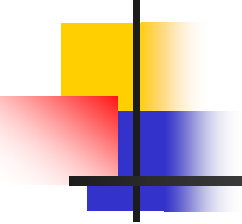
Vancouver Airport Marriott Hotel



Steve McCurley

---

# Identifying and Managing Risks in Volunteer Programs

- 
- 
- This is a quick surface overview of a complex topic.
  - For more:
    - ✓ People's Law School, *Volunteers and the Law*, downloadable, free
    - ✓ Linda Graff, *Risk Management*, [www.lindagraff.ca](http://www.lindagraff.ca)



# Liability Overview

---

- Growing concern
- Gray areas of uncertainty
- Fact of program life





# Okanagan, CA

---

- 40% of agencies said liability concerns had made it more difficult to recruit volunteers and 11% had stopped certain types of volunteer activities out of a fear of liability.



# Concern about Liability Katherine Gaskin, UK, 2005

---

- **30.1%** Yes, definitely
- **31.8%** Yes, somewhat
  
- **75%** of sports organizations expressed concern



# Survey of Volunteers

## Gaskin, 2005

---

- “Been involved in an incident that resulted in the organisation being sued for negligence, damages or injuries”

■ 1%



# Tallulah Bankhead,

1930's Broadway Actress

---

- “There is less here than meets the eye...”





# Am I Liable?

---

- Maybe
- You really don't want to find out

# Risk Management Process

Identify Risks

Evaluate Risks

Control Risks

Stop Activity

Eliminate Risk

Minimize Harm

Transfer Liability

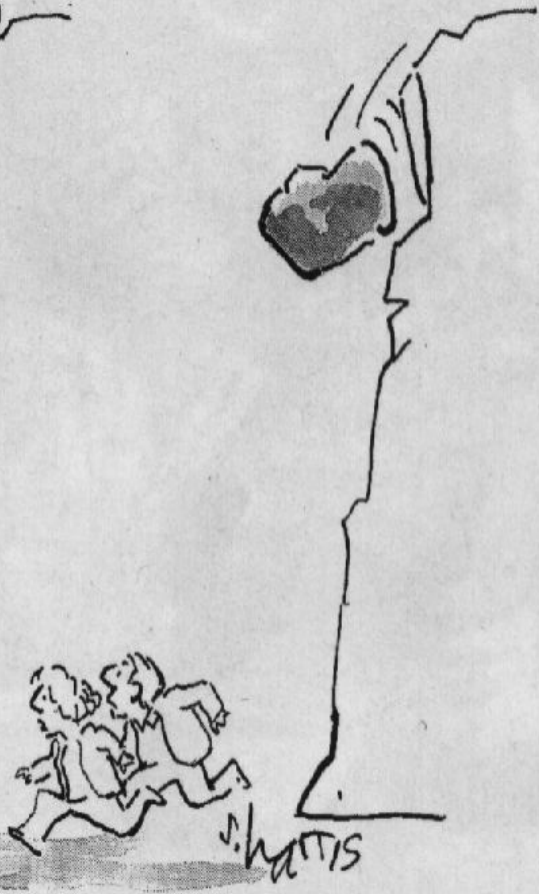
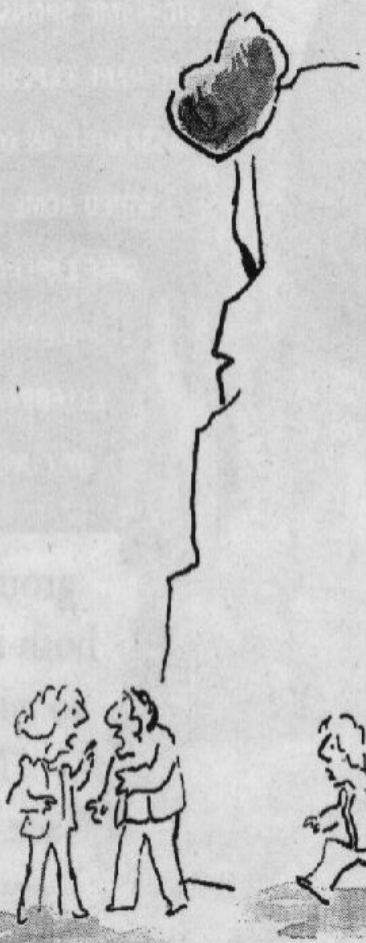
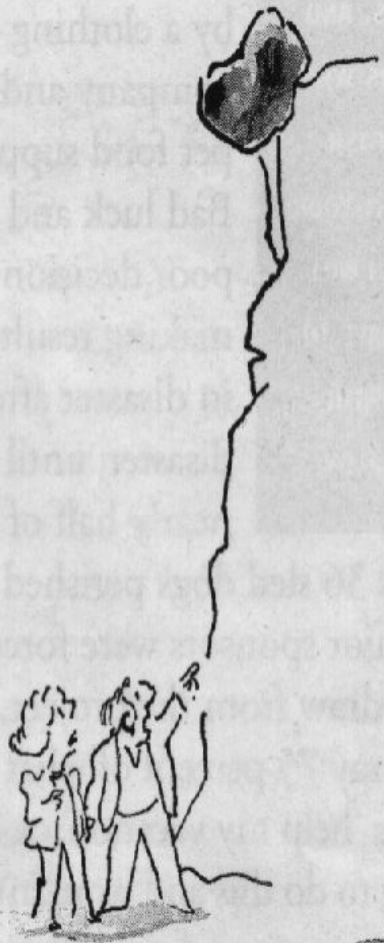
Review

- Waiver
- Assumption of risk
- Memo of agreement
- Insurance

RISK  
PERCEPTION

RISK  
ASSESSMENT

RISK  
MANAGEMENT



J. WATTS



# How volunteer management fits into this:

---

- Volunteer management is designed to produce qualified and supported volunteers: the right people in the right place with the right stuff



# Risk Control Measures

---



- Role design
- Screening
- Training
- Supervision



## Accordingly:

---

- In theory, for organizations worried about risks associated with volunteers investing in volunteer management would be the best protection.
- In practice, this doesn't always happen.

# Form a Group

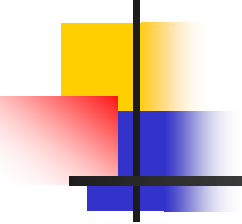
- New, cheerful, alert, intelligent Faces
- 3-4 people
- Say 'Hello'



“Point!”

---



- 
- 
- Let's start with what you are already worried about.



# 1. Identify Risks

---

- What can go wrong?



# Assignment

---

- Create a quick list of the potential risks you already think might exist connected to volunteer involvement



# Risk Identification

---

- Physical ability
- Skills
- Attitude; maturity
- Equipment
- Worksite
- Clientele
- Proper procedures





## 2. Evaluate Risks

---

- Frequency
- Severity





# Ascending Levels of Risk

---

1. Work takes place in highly public setting under supervision and has little client contact
2. Work takes place in normal office setting under supervision
3. Work involves direct client contact under limited supervision
4. Work allows unsupervised off-site contact with clients





# Assignment

---

- Assess the risks and order them in terms of importance
- If you have an unusually paranoid and creative group you might want to arbitrarily reduce the number you talk about – the point is to get a chance to try this not to be compulsive



## 3. Control Risks

---

- Role design
- Screening and placement
- Training
- Supervision



# Assignment

---

- Create as detailed a list as possible of what you could do in managing volunteers that would reduce the likelihood and impact of this risk



# Taking this back home

---

- This takes longer than a quick afternoon.
- It works better with a group – different views of what is happening.
- It requires ruthless honesty.
- The first time can be depressing.
- Doing something is better than doing nothing.



# Questions

---





---

■ [shm12@aol.com](mailto:shm12@aol.com)