

Risk Management Policy Review

Why do we need risk management guidelines? 1. To provide a safe environment for people and volunteers and others in the building 2. To protect ourselves from allegations 3. To defend against any allegations 4. To minimize legal risk 5. To protect the church's reputation and outreach.

What is a volunteer's responsibility with regard to risk management training? Those volunteers who work directly with children and/or vulnerable adults are required to take the initial training and submit to background checks. The initial class must be followed annually by the completion of the Risk Management Policy Review Form and the Workers Renewal Application Form.

What are the practices to be followed by volunteers while working with children and/or vulnerable adults? All volunteers will be given a description of their responsibilities and should work within those guidelines. Volunteers will observe the two volunteer and open door rules as much as practically possible. Instances of sexual abuse, exploitation or harassment will not be tolerated. Nor will any incidences of physical abuse. (See Risk Management Manual for definitions)

What are some good practices to avoid crisis? Be an active listener. Make eye contact, lean in slightly and be natural. Set aside biases. Avoid any subtle cues that you disapprove of the person. Remember that you can accept the person apart from his/her behaviors or values. Observe the demeanor of the person. Wait patiently. Recognize your own limitations. Always deescalate a situation by being empathetic. Never argue.

What must a volunteer report? 1. A volunteer must fill out the correct form to report working alone. 2. A volunteer must document any uncomfortable contact with a child and/or vulnerable adult. Write down the following as quickly as possible: What happened –to whom it happened –when it happened –who was responsible or neglectful (examples: smelling of alcohol, uncomfortable touch, suspicious or unusual behaviors) 3. If you become aware of any offenses taking place against children, vulnerable adults or volunteers, they should be reported to the ministry leader/coordinator, assistant coordinator or pastor immediately (no later than 24 hours.) 4. If a volunteer or persons sees an incident/accident a volunteer must make available a Incident/Accident Report form.

What will happen then? The ministry leader/coordinator or pastor will call the appropriate authorities. Remember if you do not report such incidences, you may be personally sued by victims who might allege that their suffering was perpetuated by your failure to report. Do not discuss the situation to anyone except the ministry leader and/or assistant coordinator and the legal authorities. Confidentiality is a legal mandate that we must respect; therefore all media inquiries must be directed to the official church spokesperson.

I have read and fully understand the guidelines as stated above. (Direct any questions to your ministry leader or assistant leader.

Signature: _____ Date: _____