

RISK MANAGEMENT, LIABILITY, AND SAFE SERVICE-LEARNING

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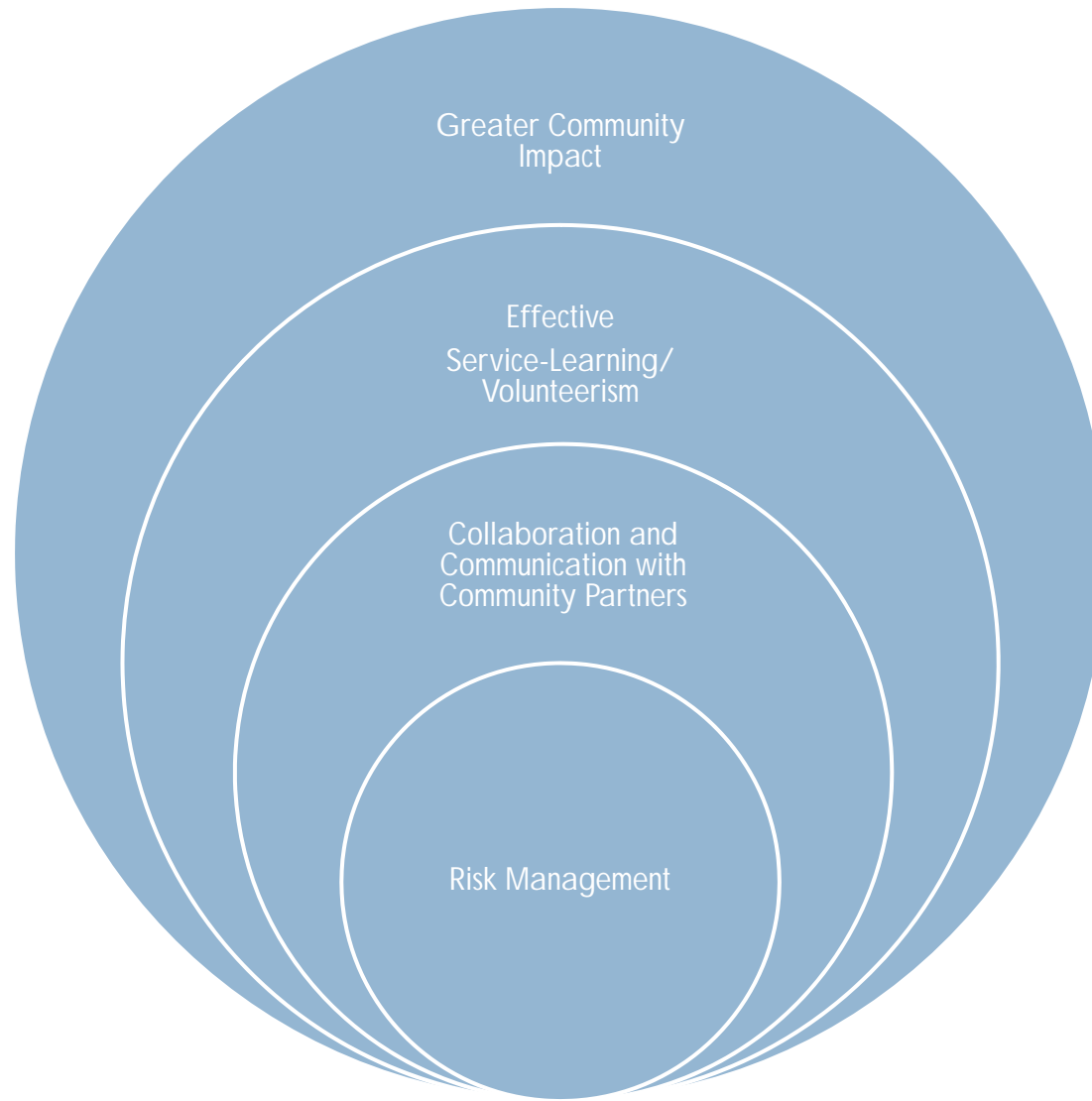
Agenda

- General Overview & Questions for the Audience
 - Purpose of Risk Management Practices
 - Goals and How to Achieve Them
 - Responsibilities
 - Partners and the MOU
 - Students and the Informed Consent
 - Other Tips and Tools
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- (Now, if this does not seem that interesting to you, please feel free to go get some water and stretch your legs...although I'd love for you to stay!)

How Many of You..

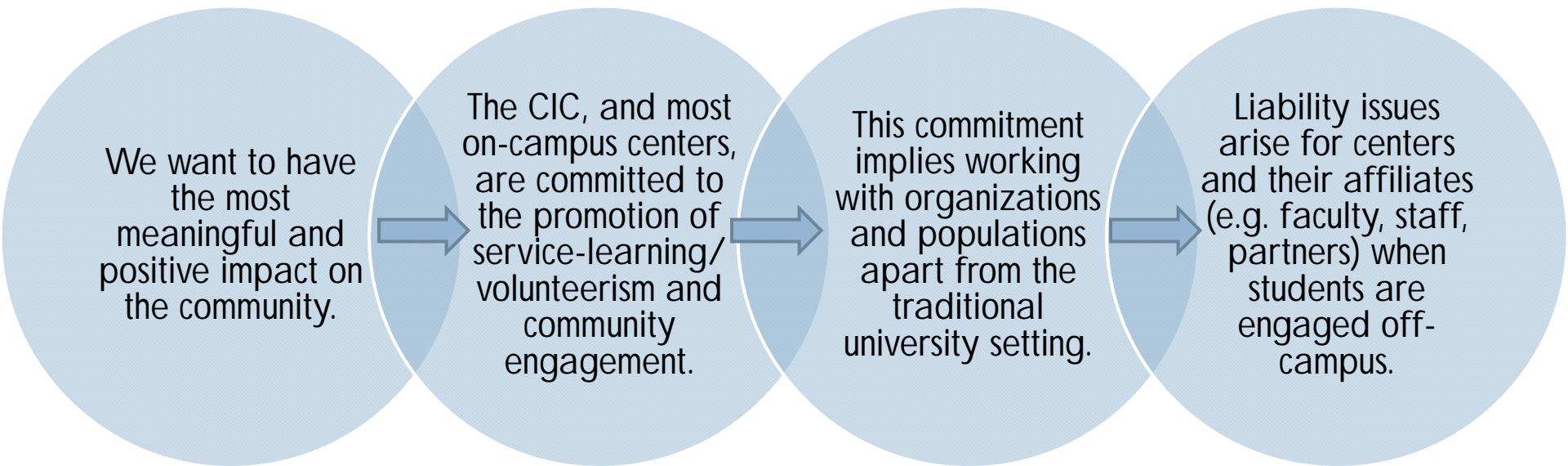
- Are aware of risk management protocols on your campus?
- Have Memorandums of Understanding and/or Informed Consents that are signed and updated regularly?
- Know of any negative situation where education on risk may have averted the problem?

Where in the World of Service-Learning and Community Service is Risk Management?





A “Therefore” Chart:



Why Practice Risk Management?

□ To prevent:



injuries to students



liability for harm
caused by students



claims of negligence

Establishing Risk Management Protocols

(Sometime in the future, to be sure, you will wish you had them!)

- First, contact your campus's general counsel.
- Ensure that all documents are approved by this individual before distributing and signing them.
- You may go through several revisions, and this process may be time consuming.
- Collaborate with the risk management department on campus.
- Educate yourself on risk!
 - (See page seven for some recommended reading)



The (Ultimate) Goal of Risk Management Practices

- **Minimize risk** to faculty, staff, students, and partners **by educating all parties about risk.**

This Means:

- ❑ NOT ONLY possessing signed, legal documents which protect on- and off- campus entities
- ❑ BUT ALSO (and more importantly), providing all parties **educational opportunities** about risks they may encounter and how to avoid/minimize negative experiences.

How We Educate

- Community Partners: Meet one-on-one in their space to go over needs, expectations, and partnership agreements.
- Faculty: Offer workshops regularly on risk management, provide all materials online, distribute risk management documents via post for files.
- Students: Engage them when they come into the center to register, answer any questions, ask faculty to include information in syllabus for students' education.

Talk About Risks!



- Doing so will minimize unfortunate events.
- Risk management is about education and communication.
- Legal documents should only be in place to prove that individuals have been educated about risk.

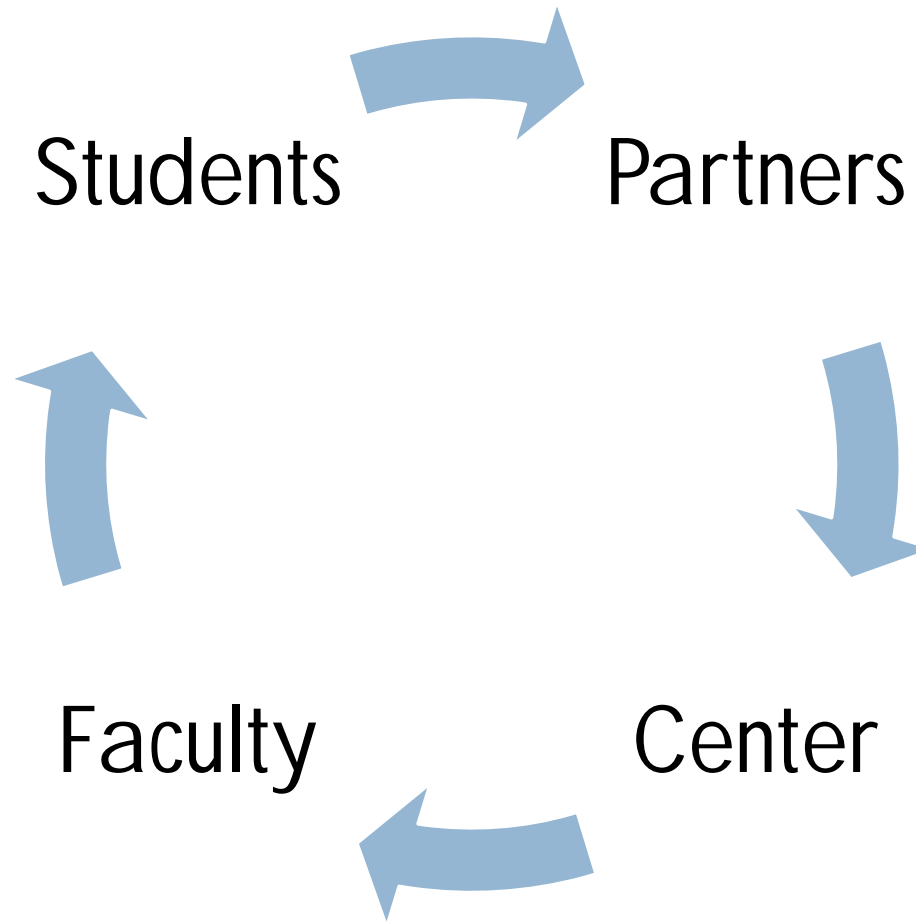


Safety Is Everyone's Responsibility

- 1- Community Partners: **educate** all parties on risks at venue, sign MOU, be conscious of partnerships
- 2- Students: **educate** themselves via provided materials on risk, sign Informed Consent
- 3- Faculty and Staff: **Learn** how to protect yourself and your students. **Provide educational opportunities** to students. Utilize tools that are provided for risk management purposes.
- 4- Service-Learning/Community Engagement Center: Ensure that effective communications measures are in place. Conduct evaluations of projects, courses, partnerships, and students. **Educate and communicate** with all parties about potential risk!

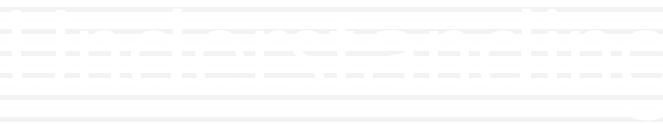


We Are All In It Together



Partners & MOUs

Memorandums of Understanding as Risk Management



*Please turn to page one of your handout packet.

What does the MOU do? It:

- Formalizes relationships with community partners.
- Lists the responsibilities of each party in the agreement.
- Provides the groundwork for further development and partnering between the organizations based on outcomes.
- Reduces liability by including language that mandates proof of insurance and assurance of proper background checks and site screenings. This protects students, partners, partners' clientele and on-campus entities.

Language of Note

- “Provide to you, our partner, with training modules on ethics, cultural sensitivity, and professionalism for use as you desire in training your volunteers and provide certificates of completion to student volunteers if required by your organization.”
- “Provide enrolled student volunteers with:
 - a. Ongoing support and regular communication, and
 - b. Beginning January 2010, all students volunteering through the CIC will be asked to agree to information on their rights and responsibilities as a volunteer and other important volunteer information via a consent form.”

Language of Note

- “Maintain communications with the Community Involvement Center by:
 - a. Keeping this document current; and
 - b. Notifying the CIC of address, email, phone and contact person changes”
- “Provide the Community Involvement Center with Proof of Insurance.”
- “Ensure that student volunteers are kept in line of sight of a supervisor at all times unless they have been satisfactorily background checked to **your agency’s** standards, hence the CIC is not responsible for any unacceptable or inappropriate behavior or performance of the student volunteer.”

A Note About Our Modules:

- Modules are a form of effective education.
- We encourage faculty to provide students with incentives to complete the training modules on ethics, cultural sensitivity, and professionalism. We also collaborate with our partners to accomplish this aspect of **volunteer education**.
- For more information on the CIC's training modules, please attend Alisha Massen's presentation "Preparing Students for Community Entry" tomorrow at 10:15.

Students & Informed Consent

Required by the CIC beginning January 2010

*Please turn to page two of your handout packet.

Why Have An Informed Consent?

- ❑ To inform students of their responsibilities and of risk.
- ❑ To ensure they consent to certain stipulations as participants in CIC programs.
- ❑ Because we guarantee our partners that students will be consenting to these stipulations.
- ❑ It relieves on-campus and non-profit entities of some liability by reinforcing student's responsibility.

Why Does this Document Matter?

- All partners and individuals engaged in service-learning and community engagement should be aware of the language in this document.
- You should adhere to this document! (i.e. **DO NOT arrange transportation for students**).
- Know the boundaries- keep yourself and your students safe!

Language of Note

- “I certify that I have medical insurance or otherwise agree to be personally responsible for costs of any emergency or other medical care that I might receive.”
- “I will abide by the established rules and practices outlined in the Memorandum of Understanding.”
- “I understand that I will be traveling between the campus and the community agency. I agree to secure motor vehicle insurance as required by state law, and assume financial responsibility for any damages or collisions that may result.”

What If A Student Does Not Consent?

This is how the CLC handles such a situation:

It is important for students to understand that they **CANNOT** engage in service-learning or volunteerism associated with the CLC or WSU without this consent form on file. Their hours will **NOT** be tracked.

For students to earn credit for their hours, they must sign this form.

How do you, or how would you, encourage your students to sign?



Other Tips and Tools

Encouraging Cooperation

- ❑ If you have trouble getting your documents signed, perhaps your partners, faculty, and/or students are not feeling well-educated about the document.
- ❑ Ensure that your goals are clear and that you are educating the party on potential risk.
- ❑ Ask for their questions and concerns about the document (and take suggestions if legal counsel and your office staff agree!).
- ❑ If a partner or student remains resistant, perhaps the partnership is not viable.

Some *Educational* Documents

- Let's take a look through the "Do's and Do Not's" (pp. 3-5)
- The survey for community partners may be helpful to faculty as they establish partnerships with off-campus organizations. (p. 6) Partners should consider taking this survey to minimize risk to students.
- Provide documents like this to all parties. If no one offers the education, no learning is done, no progress made, and mistakes and accidents will still happen!

Openness and Transparency



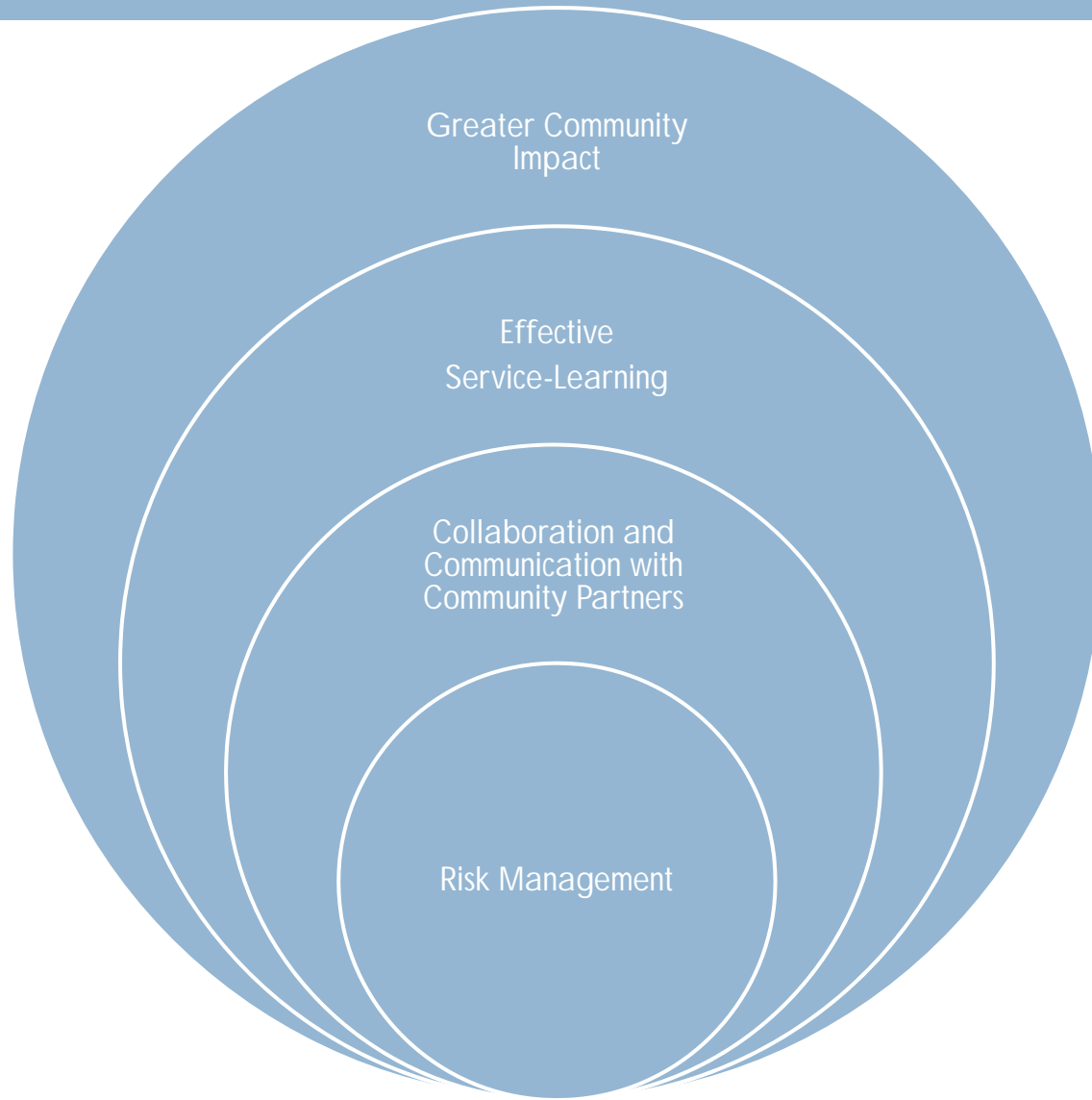
You should always be willing to share these standard documents with all parties.

- For example, the Community Involvement Center has all of our materials, including the standard MOU and Informed Consent documents, available online for all parties to view at their leisure.

Take-Away Points

- Remember, establishing risk management policies **may** take a long time and it **can** be frustrating.
- **But**, the end result is safe, effective, and meaningful experiences.
- As a result, **students will have a positive and healthy impact on the community.**

Where in the World Does Risk Management Belong?



QUESTIONS?

