



Risk Management Program & The Assessment Process

Risk management is the process of planning, organizing, leading, and controlling the activities of an organization in order to minimize the effects of risk on an organization's mission. Safe-Wise Consulting expands the process to include not just risks associated with accidental losses, but also financial, strategic, operational, and other risks. We work with organizations to provide a framework for risk management, which typically involves identifying particular events or circumstances relevant to the organization's objectives (risks and opportunities), assessing them in terms of likelihood and magnitude of impact, determining a response strategy, and monitoring progress.

Risk Assessment: The first step for managing the risks of your organization is the assessment process. Organizations can develop an effective program for managing risk only after properly assessing and analyzing their operations and risks. By identifying and proactively addressing risks and opportunities, organizations can protect their assets and create greater safety for their members, employees, volunteers and communities. Through our comprehensive assessment process Safe-Wise Consulting will integrate concepts of strategic planning, operational management, and internal control to create your organization's risk management plan.

Assessment Process: The risk assessment process incorporates the following key elements for addressing risk management, health and safety for the organization:

Management Commitment: The leadership of the organization must demonstrate its commitment to continuous improvement in managing risk and promoting safety and health by communicating that commitment to volunteers, employees and participants/families. Leadership sets program expectations and responsibilities with staff at all levels making safety and health a core organizational value. Safety and health goals and objectives are implemented and adequate resources are allocated to support the program. Leadership and administration encourage the goals and objectives through communication, feedback and by setting a positive example.

Staff Involvement and Engagement: Employees and volunteers are involved in all aspects of the program—including setting goals, identifying and reporting hazards, investigating incidents, and tracking progress. Everyone involved with the organization understands their role and responsibilities and how to effectively carry them out. Everyone throughout the organization is encouraged to communicate openly and to proactively report safety and health concerns without negative consequences. A Safety Committee is empowered and provided the resources to encourage, monitor and evaluate the risk management program for the organization.

Training and Education: Employees and volunteers are trained to understand program goals and how to fulfill their roles and responsibilities. All levels of staff and supervisors receive regular training on safety concepts, their responsibility for everyone's safety and how to respond to observations, reports and concerns. Volunteers and employees are trained to recognize risks and hazards. Volunteers and employees are trained to understand risk management strategies and how to prevent and/or control incidents.

Risk Identification and Assessment: The organization has a written system in place for continually identifying hazards and evaluating risks. Program and Job Hazard Analyses are conducted whenever positions or programs are changed or added. Safety and health risks including low to high severity, high to low frequency and emergency situations are identified and assessed. The initial assessment of existing risks, hazards, exposures, and management strategies is followed by regular audits and evaluation to identify new risks or hazards. All incidents and "near misses" are investigated with the goal of identifying the root cause(s). Risks and hazards are prioritized for management, prevention and control.

Risk Prevention and Control: All levels of the organization cooperate to identify and implement strategies for eliminating, reducing, transferring and/or controlling risks. A written plan is developed to ensure that strategies are implemented, progress is monitored, and effectiveness is verified and evaluated.

Program Evaluation and Improvement: The organization's risk management efforts are periodically evaluated for effectiveness. Procedures are established to monitor program performance, verify program implementation, and identify opportunities for improvement. Actions are taken to improve the program and the overall safety and health effectiveness of the organization.

Focus Areas:

- Aquatic Safety & Pool / Spa Management
- Child Abuse & Bullying Prevention
- Code & Regulatory Compliance
- Emergency Preparedness, Business Continuity & Crisis Communication
- Facilities
- Fire Prevention
- Health & Safety
- Human Resource Practices
- Injury Prevention
- Off-Site Risk Management
- OSHA Compliance, Workplace Health & Staff Safety
- Program Safety
- Risk Transfer & Financing
- Transportation Safety
- Use of Technologies

Electronic Assessment: All assessment programs are initially conducted with our electronic model which includes an online self-assessment questionnaire. Organizations will be contacted by their Safe-Wise consultant to review the assessment process prior to completing the self-assessment tool. The electronic self-assessment process will follow this format:

- Initial consultation communication (email/phone) with Safe-Wise staff consultant
- Review of assessment materials, instructions and develop timeline
- Review procedures for self-review of compliance with current policies
- Identify contact individuals that will participate/contribute to the assessment for the organization and each location
- Provide a list of policies, brochures, staff manuals and parent handbooks that will be reviewed as part of the assessment
- Review directions for completing the online self-assessment questionnaire
- The organization completes the online self-assessment questionnaire(s) and provides requested documentation to Safe-Wise
- Safe-Wise reviews the submitted materials and develops a written assessment report that provides benchmarking comparisons and an improvement plan
- The assessment report is presented to the organization's stakeholder leadership via web-conference
- A final plan for compliance, improvement and strengthening abuse prevention efforts is developed; including timeframes for action and staff responsibilities
- The final plan is presented to the organization's risk management committee (or equivalent) by staff
- Safe-Wise provides ongoing monitoring and resource for completion of the action plan

Onsite Assessment: Onsite services are available after the initial electronic assessment model is completed. Visits onsite include review of facilities, programs, staff interviews and discussions with volunteer leadership. These visits can often be combined with presentation of the initial action plan (based on the self-assessment) presentation or training programs to offer a more customized and complete risk management service plan.

Safe-Wise will partner with your organization in the development and implementation of a plan for strengthening practices at your organization after the assessment process is complete. Goals in your plan are attained through regular email and phone support, progress review, resource development, on-site and online training programs.

Our Leadership: Our staff consultants have extensive local and national experience as organizational leaders along with strong safety and risk management knowledge. This combination of proven operations-based experience and strong safety knowledge uniquely enables Safe-Wise to provide consulting, training and support services, encouraging effective, practical and sustainable organizational processes. Every organization is different and has different needs. By analyzing your operations, we can partner with you to develop the best combination of services to meet your needs.

Let Safe-Wise become your partner in a comprehensive approach to safety and risk management today.