



Volunteer Risk Management

Presented by
Drew Brien, Carlene Brown & Farah Derosier
Senior Risk Management Representatives

WCIA



- Washington Cities Insurance Authority
- Formed in 1981
- Interlocal agency
- Over 165 Members
- Provide coverage, risk management, claims handling and training



Today we will discuss...



- Liability risks associated with volunteers
- Steps you can take to reduce, eliminate or control these risks
- Sample scenarios for discussion



Types of Volunteers

- One time
- Continuous
- Group
- Community service workers
- Special projects
- Boards or Commissions

Types of Exposures



- Injury to volunteer
- Liability as a result of volunteer acts
 - Bodily injury
 - Auto liability
 - Property loss
- Money & securities



Volunteer Liability



- Volunteer Protection Act-42 USC 14503(a)
 - Provides immunity to volunteers
- RCW 4.96.010
 - Liability rests with Governmental Agencies



Injury to Volunteers



► Labor & Industry coverage

- RCW 51.12.035
 - Volunteers only afforded medical aid benefits
 - Must keep time log for each hour the volunteer works

► May still make a liability claim for:

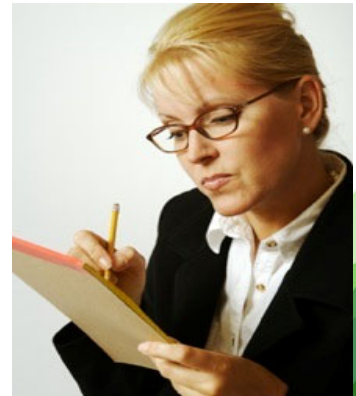
- Pain & suffering
- Wage loss
- Death benefits



Volunteer Coordinator



- Primary Responsibilities
 - Assessing needs and risks
 - Prepare documents
 - Screening
 - Authorizing and coordinating volunteer activities
 - Conduct training
 - Maintaining records



Assess the Need



- What will volunteers do
- Staff involvement in determining needs
- Benefit to using volunteers
- Barriers to a volunteer program

Volunteer Applications



- Applicant background information
- Personal references
- Consent/Privacy waiver
- Any limitations/restrictions
- Interests, expertise
- Availability
- Position Description

Screening



- Be selective.....you don't have to take everyone who wants to volunteer
- Interview
 - Opportunity to compare your needs with talents & interests of volunteers
- Background checks
- Driver's license and ADR



Volunteer Agreements



- Legal contract
 - Outlines responsibilities & duties
 - Volunteer
 - Agency
- Waiver and hold harmless



Volunteer Orientation



- Volunteer handbook
- Role in organization
- Recordkeeping
- Behavioral standards
- Accident/Incident procedures
- Confidentiality



GET PLUGGED IN!
WE NEED YOU

ORIENTATION

TUESDAY AUGUST 19
7:00PM IN THE RENOVATION CENTER BASEMENT

Volunteer Handbooks



- Purpose and introduction
- Policies and procedures to be followed
- Expectations and behaviors
- Customer service
- Signed acknowledgment



Training Volunteers



- Specific to tasks
- Safety – 296-800-160 WAC
 - Equipment use
 - PPE
 - Potential hazards
- Documentation
 - Sign in sheets



Supervising Volunteers



- Supervision vs. resources
- Site based
- Specific to type of service performed



Minors as Volunteers



- Minimum age: 14
- Waivers
- Job restrictions – WAC 296-125-030



Volunteer Files



- Individual files
 - Application
 - Training
 - Signed agreements and waivers
 - Background and credit checks
- Project Files
- Centralized storage
- State retention requirements



Monitor & Update Program



- Evaluation forms
- Talk to volunteers & departments





Types of Volunteering

Continuous Volunteer



- Senior Center Volunteer
 - Assist with bingo, book club & other onsite activities
 - Monthly off site trips, requiring driving of city van and assisting with coordination of the event
 - Looking for availability every Tuesday and Thursday from 10:00 a.m.-2:00 p.m. and once a month on Wednesday from 9:00 a.m. to 3:00 p.m.



Special Event



- City sponsored summer festival
- Two day event
- Vendors – food, inflatables, kid games, face painting arts and crafts
- Parade
- Car show
- Live music



One Time Volunteers



- Beautify city park
- One day only
- Weed, plant flowers, spread bark
- Families welcome
- Tools provided by city



Group Project



- Local Boy Scout Troop
- Will build benches
- Installation in park



Volunteer Organization



- Local church wants to clean city parks
- One day for church's day of service
- Church will be providing tools and personal protective equipment



Discontinuing Service



- May be unable or unwilling to fulfill duties assigned
 - Reassignment?
 - Improve with training?
 - Counsel?
- Don't be afraid to say "No Thank You"
- Document



Drew Brien
drewb@wciapool.org

Carlene Brown
carleneb@wciapool.org

Farah Derosier
farahd@wciapool.org