Special Facilities

- Special facilities, such as swimming pools with diving boards, day care programs, ball fields, playgrounds and food preparation areas that require additional compliance to rules and regulations by the nonprofit.
  - Food preparation is a good example because it is a highly regulated activity.

Generous funding for this program was provided by the Public Entity Risk Institute (www.riskinstitute.org)

Step 4

Schedule Maintenance and Repair

- Conducting regular maintenance and tracking repairs is more economical in the long run
- Records can also be used to demonstrate that nonprofit met duty of care

Generous funding for this program was provided by the Public Entity Risk Institute (www.riskinstitute.org)
Strategies – Maintenance Schedule

Generally:
- Check manufacturer’s instructions
- Review building codes and safety regulations
- Find reliable contractors and schedule annual and seasonable inspection and maintenance visits

Customized maintenance schedules:
- HVAC systems
- Water heaters

Indoor Air Quality

Issues that may worsen indoor air quality:
- Dirty air ducts
- Improperly maintained or dirty flex duct supply and return air plenum
- Placement of fresh air intake on flat roof adjacent to area where water pools
- Failure to repair roof leaks
- Allowing building materials, such as drywall, to sit on ground (drywall acts as a wick for moisture)
- Absence of fans in bathrooms
- Misapplication of cleaning solutions by contract housekeeping staff
- Misuse of cleaning equipment, such as vacuum bags not attached properly.

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Addressing Indoor Air Quality complaints:

- Be transparent—do not keep complaints a secret.
- Be compassionate and communicate openly with employees who complain about indoor air quality.
- Maintain detailed records concerning complaints, including details and where and when complaints occur and whether any special activities were being conducted or there were unusual circumstances.
- Establish an air quality policy/procedure.
- Involve the person making the complaint in the process of investigating the complaint.

Indoor Air Quality Resources

- www.epa.gov/iaq
- www.nsc.org/ehc/indoor/iaq
- www.cpsc.gov/cpscpup/pubs/iaq
- www.lungusa.org
- www.epa.gov/iaq/molds/index
Others Areas That Require Attention

- Elevators
- Escalators
- Stairways
- Floors

- And remember: Record Keeping

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Repair Priority

It’s best to prioritize safety problems ahead of other maintenance and repair assignments.

- a regular basis (It’s the first Monday of the month, time to wax the floors.)
- in order of discovery (Joe happened to notice today that there are only 3 inches of mulch under the swings and we need 12 inches),
- when the budget allows (This last donation will let us replace the chain and padlock on the back door with a working deadbolt lock).

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**Repair Priority**

If facing several repair needs simultaneously, consider:

- giving first priority to the situations that may bring the most severe losses, adverse publicity or liability claims,
- then repairing the situations that violate code requirements, and
- finally repairing conditions that are likely to cause more frequent but smaller losses or claims

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**Step 5**

**Monitor Visitors**

- Who should sign in and sign out?
  - temporary employees, VIPs, consultants, contractors, volunteers and clients—should sign in upon

- Establish a check point
- Use a visitor log
- Use identification badges, escorts
Step 6
Prevent Crime Through Design

■ Crime Prevention Through Environmental Design (CPTED)
  • Based on theory that proper design and use can increase feeling of safety, improve quality of life and reduce opportunity for crime

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CPTED Concepts

1. Natural surveillance
2. Natural access control
3. Territorial reinforcement

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Step 7
Supply Emergency Plans

- Protecting people
- Elements:
  - Evacuation plan / route / fire exits
    - Distribute a personal evacuation checklist
  - Rallying point / method for counting personnel
  - Tidy facilities

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Step 8
Limit Liability

- Well-drafted lease or rental agreement is an opportunity to limit liability
  - If your nonprofit is the rental group, the rental agreement is an opportunity to protect your organization
  - Consultant an attorney for help
- Affirmative defenses to claims

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Step 9
Provide Risk Financing

- General liability insurance
- Record Keeping
- Insurance for Contractors
- Property insurance

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Keeping Premiums Low

- Have you met local and state building codes for the type of facility you run?
- Have you met local and state fire regulations for the building?
- Has your facility been inspected by the local fire department for improvement in fire safety?
- Do you have appropriate fire extinguishers for the types of fires (grease, paper, chemical) you might have?
- Do you have sprinkler systems and are they maintained as suggested by the manufacturer?

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Do you have a key-card access system and/or burglar alarm system?

Are entrances brightly lit and well-marked?

Are bushes and shrubs neat and trimmed around the entrance?

Do you regularly inspect equipment using checklists, and maintain records of inspections, maintenance, repair and replacement?

Do you have a formal risk management program in place with documented evidence of mitigation activities?

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Step 10

Instill a Risk Management Culture

- Awareness / training
- Checklists
- Reporting Procedure

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Webinar Review

Thank You!

Contact information:

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Generous funding for this program was provided by the Public Entity Risk Institute (www.riskinstitute.org)
Next Month’s Webinar

Managing Risk in Residential Treatment

- September 5, 2007
- 2:00 – 3:00 pm EST

Generous funding for this program was provided by the Public Entity Risk Institute (www.riskinstitute.org)