



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.

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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

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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

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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.

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Indoor Air Quality Resources

- www.epa.gov/iaq
- www.nsc.org/ehc/indoor/iaq
- www.cpsc.gov/cpsc/pub/pubs/iaq
- www.lungusa.org
- www.epa.gov.iaq/molds/index

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Others Areas That Require Attention

- Elevators
- Escalators
- Stairways
- Floors

■ And remember: Record Keeping

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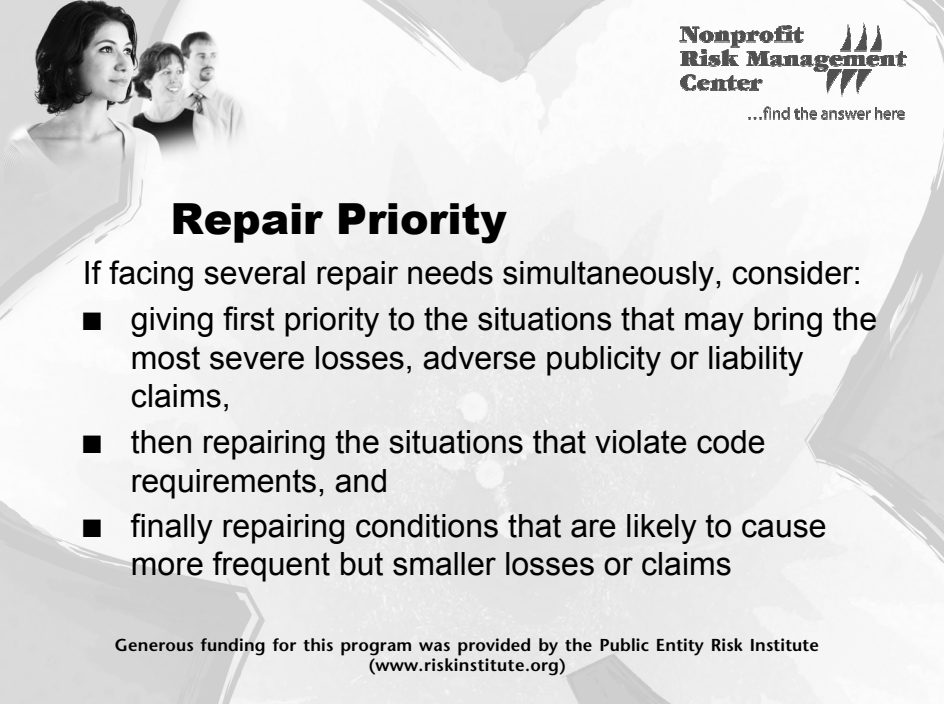


Repair Priority

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

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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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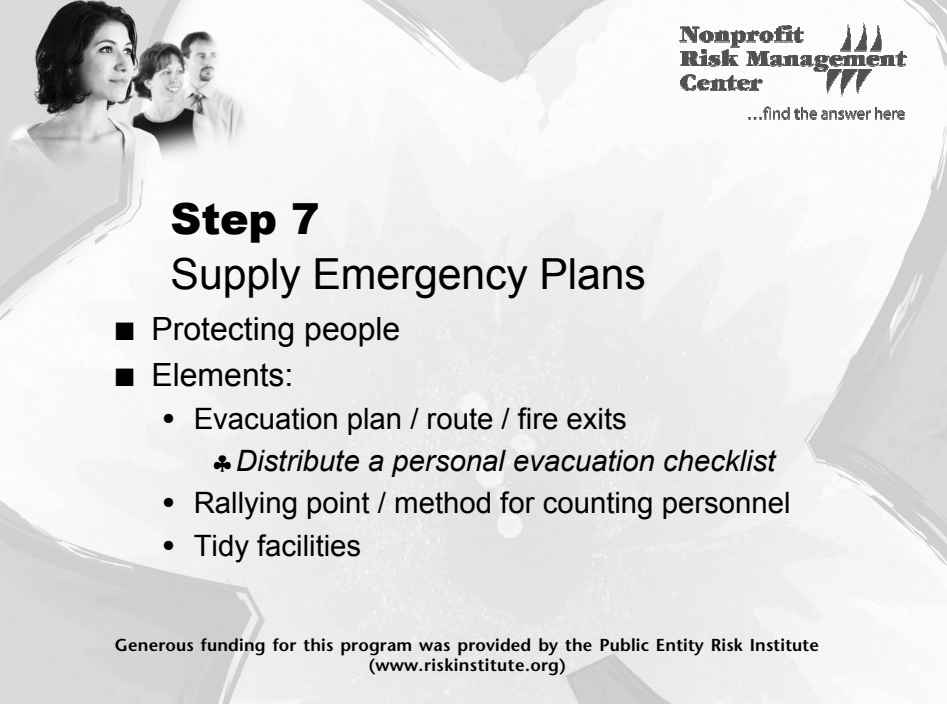
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CPTED Concepts

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

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Thank You!

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Next Month's Webinar

■ Managing Risk in Residential Treatment

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

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