Agenda

- Risk Management 101
- Building Relationships
- Community Engagement in a Pandemic
- Thinking about Community Partnerships
Risk Management 101

How it Can Help (not hinder) Your Programs
Laying the Foundation...

- **Risk management** not risk elimination
- Duty of care
- Tools to reduce liability and increase safety
- Informed consent (release of liability, waiver, hold harmless)
- Indemnification (Who will pay damages?)
- Insurance programs and options (How will you pay for claims?)
- Personal liability protection
- Informs our legal authority, regulations, boundaries
Who does this anyway?

- Structures vary in higher education
- Campus Risk Manager (RM)
  - might be only “one hat” or a % of their job
- Regional, headquarters, main office
- Where the RM is in the organizational structure says something about the “risk appetite” of the institution
Getting to “Yes!”

• Assessing the risk
  • What could go wrong? (harm to people or property)
  • What has gone wrong? (claims and loss history)
• Reducing the risk
  • Safety laws, rules, regulation, creativity
• Informed consent
• Insurance
• Other controls and based on all this ...Do you still want to do it?
It’s just what we all do!

• Risk management handbook/guide
• Integrate/embed risk mitigation processes and procedures into engagement plans
• “Everyone’s a Risk Manager”
• Foster positive relationships around caring
Building Relationships

Can’t we all just get along?
Partnership is Key

• Partnership with Risk Management and Office of Community Engagement
• Shifting from risk averse stance
• Ethical community engagement practice requires robust risk management
Building Relationships

• Key to success –
  • Trust & respect are key to building a relationship with your risk manager
  • First - do your homework – learn about risk management
    • What it is - why it’s important
    • Where it ‘lives’ at your institution
    • Who is your key colleague
Building Relationships

• Reach out to your risk management colleague
  • Introduce yourself and your office
  • Set up a time to meet
  • Share what you do
  • Emphasize importance of working as a team
  • Listen and learn
Building Relationships

• Follow up
  • Ask questions
  • Respond to inquiries
  • Include colleague in meetings
  • Seek advice
  • Stay in touch
Added Factors to Consider

How does a pandemic change service learning risk management
What stays the same?

• Identify, assess, manage, and monitor risks
• Act with reasonable care to prevent foreseeable harm
• Proactively inform students of the risks in the activity
• Site visits
• Pre-program orientation
What will change?

- Types of engagements available
- Virtual vs. In-Person
- Tracking of hours
- Supervision
- Working with youth in a virtual setting
Thinking About Community Partnerships
Topics to discuss with Partners

- The partnership agreement
  - MOU, Contract, Agreement
  - Broad language including pandemic, etc.
- States the objective of the relationship
- Clearly identifies the two agreeing parties
- States the purpose
- Solid terms and conditions
Topics to discuss with Partners

Terms and conditions continued...

• Term, i.e. 1 yr., 3 yrs., ...
• Responsibilities of the community partner
• Responsibilities of the university
• Other terms and conditions
Topics to discuss with Partners

Other terms and conditions

• The “if something goes wrong” parachute

“Today we are going to decide who to blame”
Topics to discuss with Partners

• Discuss your goals for student learning
• What are the partners goals, resources and needs
• Let the partner know the type of service you want your students to provide
• Your academic calendar
• Your students availability and compatibility with partners hours
Topics to discuss with Partners

- Capabilities and limitations of your student
- How will student orientation be conducted
- How supervision will be handled
- How will problems be handled
Topics to discuss with Partners

Desired outcomes, roles and expectations for both parties will be better met when these items are discussed and memorialized upfront...
Thank you!

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