

Subject: Parks and Recreation Risk Management Plan

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City of Woodstock
Parks and Recreation Department
RISK MANAGEMENT PLAN

Table of Contents

Executive Summary.....	1
Why a Risk Management Plan?.....	1
Safety Statement.....	1
Objectives.....	1
Definitions.....	2
Risk Management Plan.....	3
Identify the risks.....	3
Analyze the risks.....	4
Select/implement risk management techniques.....	4
Monitoring the risks.....	4
Safety/Security.....	6
Appendix:	
Parks Inspection Report	
Facility Inspection Report	

Executive Summary

Why a Risk Management Plan?

Unanticipated accidents, incidents, and losses can be very costly for an organization. So, making every possible attempt to control/manage such events is vital to the fortitude of such organizations.

The City of Woodstock currently has a Risk Manager, housed in the Human Resources Department, and a Safety Committee composed of one staff member from each department (see City Organization Chart). The Safety Committee meets monthly to discuss current safety concerns and solutions for existing issues.

The Parks and Recreation Department has decided to establish a comprehensive risk management plan for the Department to be used as a supplement to the Safety Committee's guidelines and directives.

Safety Statement:

Some risks/hazards are inherent in public parks and facilities, but it is the goal of the Woodstock Parks and Recreation Department to take all precautions necessary to provide safe and enjoyable services and facilities to the community. This will be accomplished through periodic inspections of all parks, equipment, and facilities and continuous staff training and evaluations.

Objectives:

- Avoid all preventable risks/hazards;
- Minimize the impact of unavoidable risks/hazards;
- Implement steps to prevent a repeat of any incidents/accidents.

Definitions

Risk Management:

- “Planning for the negative consequences of any decision process or action by using whatever means feasible to control the chance of financial loss.”
 - *Public Sector Risk Management Manual, PRIMA Institute*
- “The process of planning, organizing, leading, and controlling the activities of an organization in order to minimize the adverse effects of accidental losses on that organization at a reasonable cost.”
 - *Essentials of the Risk Management Process, Insurance Institute of America*
- Trying to stop losses from happening through: avoidance and loss prevention. Managing losses that do occur through: reduction, insurance, and risk transfer.



“I think, perhaps, we need to come up with a new approach to risk management.”

Risk Management Plan

Identify the risks:

Determine what services and/or properties could bring about an accident, incident, or loss for the Department...

- Division Coordinators should complete park/facility inspection reports (see Appendix) on a regular basis to ensure that risks are identified in a timely manner;
- Regular review of customer complaints (on evaluation forms, by phone, mail, or e-mail);
- Regular review of accident/incident claim forms;
- Review of anticipated new risks/projects at bi-weekly staff meetings.

Risk Management Plan

Analyze the risks:

After identification each risk should be analyzed in order to determine the type of loss it may bring about, how often it may occur, and how severe the loss may be.

This step is important in determining which risks are more significant thereby requiring closer monitoring and resource allocation to prevent them from occurring.

Select/implement risk management techniques:

CPM #900-0002

Approved on 5/14/2012

Choose the most efficient risk management technique and implement it. Be aware that avoiding some risks can be more costly than the likelihood of their occurrence.

Loss Control – “A conscious action intended to reduce the frequency, severity, or unpredictability of accidental losses.”

Monitoring the results:

- Compare data annually by type of loss, frequency, and severity;
- Assess patterns or changes in incident/accident reporting forms and facility/park inspection reports;
- Benchmark data to similar programs and departments;
- Make revisions as necessary.

Risk Management Plan

In conjunction with the City and the Human Resources Department, the Parks and Recreation Department aims to maintain a culture of safety. This is accomplished through employee training (equipment and task specific), supervisor accountability, and staff evaluations. Every employee is considered a risk manager and is expected to be alert for any and all possible hazards.

Please see City’s Policies and Procedures Manual for additional information on:

Worker’s Compensation

Insurance

Vehicle operations

- Drivers must possess a valid state issued drivers license;
- Drivers must provide an MVR clear of any major incidents/accidents;

- Drivers must wear safety restraints at all times while vehicle is being operated;
- Vehicles must be inspected and maintained according to the fleet inventory schedule.

Risk Management Plan

Emergency Plans: Section VI of the Department Policies and Procedure Manual states the following:

Safety/Security

Each facility is to be staffed with competent employees. It is the responsibility of the Division Coordinator to ensure that staff are well trained in and follow established safety guidelines.

A. Emergency Care Skills Training

All Parks and Recreation employees should undergo American Red Cross First Aid and CPR training and AED training. This training is conducted on an annual basis and is taught by certified staff in the Fire Department.

Certified staff shall refer to the American Red Cross standards of care when providing First Aid and CPR and the manufacturer's guidelines for AED usage.

B. Cooperation with Law Enforcement

1. Department Liaison
2. In-Service Staff Training

C. Incident/Accident Management

1. In emergency situations, staff is to follow Red Cross standards, if appropriate. If 911 is called, staff must notify the Division Coordinator who will call the Parks and Recreation Director.
2. Staff must follow the proper opening and closing procedures for their facility.
3. Staff must notify the maintenance division of any issues by using the proper form. If the issue is an emergency, then staff must notify the Parks Maintenance Coordinator as soon as necessary.
4. In the case of hazardous weather, staff must follow the guidelines established at their facility.
5. It is the responsibility of all staff to maintain clean and safe facilities.
6. Record Keeping:
Each division shall have policies and procedures specific to its facility which will serve as guidelines for programs, services, and facility operation.
Incident/accident forms must be filled out for minor and major incidents and

turned in to the Division Coordinator. Records and documents should be kept for at least four years. Divisions and employees are protected by carefully documented proof of techniques used to report and care for accidents, injuries, and incidents.

7. Incident/Accident Identification:

An important step in the risk management process is to identify all potential losses facing each division. It is the responsibility of each division manager to remain vigilant in identifying these areas and communicating this information to the Risk Management Committee along with any maintenance staff who can correct these problems.

Common areas of concern include:

- Potential loss of income/property due to theft, accident, disaster
- Maintenance of equipment and facilities
- Regular inspections of facilities
- Signage, “at risk”, rules, etc
- Employee screening
- Staff and volunteer training
- Special event and program planning, traffic flow? alcohol?
- Detailed, signed rental and usage agreements
- Would you feel safe if your children were participating?

8. Incident/Accident Control:

It is the responsibility of each Division Coordinator to eliminate or reduce potential risks. Elimination of the risk is the primary goal. If risk cannot be eliminated the next choice is to attempt to reduce the risk.

9. Incident/Accident Accounting:

Division Coordinators must obtain a completed incident/accident report for each occurrence. All incident/accident reports will be submitted to the Director immediately. The Director will review the reports and determine if anything can be done in order to reduce or eliminate the possibility of reoccurrence.

10. Crisis Management:

a. Severe Weather, Tornado Warning:

- Staff and guests that are on site will move to an area away from windows in an interior room, such as the restroom, office, or basement if available.
- In the case of lightening, we strongly encourage people outside to come inside until the storm passes.
- Should the facilities be closed and/or programs be cancelled due to inclement weather (determination made by the Parks and Recreation Director) all staff are to be notified as soon as possible. All efforts should be made to inform guests and parents, whether through postings, phone calls, or media announcements.
- Participants will not be transported during a severe weather warning. Trip decisions will be made based on particular conditions.

- Should severe weather develop while on a trip or being transported, staff and drivers will take the participants to the nearest area of safety. Staff will contact the Parks and Recreation Director as soon as possible.
- b. Fire:
- When the fire alarm sounds or fire/smoke is spotted, staff is to immediately call 911.
 - Staff is to have participants exit the facility using the nearest exit. They are to gather in the parking lot, well away from buildings.
- c. Power Failure:
- The facilities are equipped with emergency back-up lighting systems, however, some of these areas will still be too dark for guests to be in.
 - If the power is off for an extended period of time, turn off nonessential items, such as lights in unoccupied rooms until the power comes back on.
 - If the power is off for an extended period of time, contact the Parks and Recreation Director.
- d. Missing Child:
- If a child that is enrolled in a program/event is determined to be missing:
- Staff is to immediately inform the program/event coordinator.
 - The building and the immediate area outside the building is to be searched thoroughly.
 - If the child is still not located, the coordinator will call the police department, the child's parent/emergency contact, and the Parks and Recreation Director.
 - After the City of Woodstock Police Department personnel arrive, all staff will follow the lead investigator's directions.
 - All other children involved in an indoor program/event will be secured in the rooms until they are picked up by parents, unless otherwise directed.
 - Staff is not permitted to release any information to the press, parents or guests unless directed to do so by the coordinator or lead investigator.