



Assistance League® of Omaha Risk Management Policy

Purpose

To identify risks, assess their severity and determine ways to address them with a goal of avoiding or minimizing harm and financial losses. This policy will address the main categories of risk facing Assistance League of Omaha.

Assistance League of Omaha will achieve risk management through policies, both internal and external (insurance), committees, and oversight by the Board.

General Safety Principles

Assistance League of Omaha:

- Strives to operate in compliance with local, state and federal laws and regulations.
- Adheres to the policies and standards of National Assistance League® in matters related to the safety and well-being of service recipients.
- Assumes responsibility for the health, safety and security of service recipients. This is a primary responsibility of members when performing services on behalf of the organization.

Safety and risk management activities are multi-faceted and include:

- Training Assistance League members and volunteers.
- Creating and enforcing policies, standards, guidelines and procedures to achieve the risk management goals.
- Maintaining safe and secure facilities.
- Establishing emergency procedures.
- Maintaining communications between the Board, Budget and Finance Committee, Risk Management Committee and members.
- Purchasing insurance coverage as a mechanism to reduce certain financial risks and recognizing that insurance is not a substitute for vigilance in planning and implementing risk management procedures.

Risk Management Committee and Chairman

An appointed committee shall be formed when circumstances are deemed necessary. The committee may be composed of the President-Elect, Treasurer or Assistant Treasurer, Chair of Finance Committee, VP of Support Services, Insurance Chair, a representative from Christmas Caravan and Operation School Bell and three members to carry out the work of the committee. This committee shall be chaired by a past-president.

The Risk Management Chairman shall:

- Coordinate meetings of the Risk Management Committee.
- Oversee committee in identifying risks, implementation and monitoring the risk management program to protect the vital assets of Assistance League of Omaha.
- Represent the committee in communications to the Board, members and volunteers where appropriate.

Governance Structure Articles of Incorporation

On February 13, 1973, an Assistance League Guild of Omaha was formed. Assistance League® of Omaha was chartered with National Assistance League® on May 26, 1976. The organization maintains a nonprofit corporation status by filing with the Nebraska Secretary of State biennially as required by law.

The original Articles of Incorporation are stored in a safe deposit box at American National Bank 7921 Dodge Road in Omaha, Nebraska 68114. The Treasurer also retains a copy of this document.

Bylaws and Standing Rules

Board representatives review Bylaws and Standing Rules and recommend revisions. After review, Bylaws and Standing Rules are filed with the National Assistance League Bylaws Committee, which ensures compliance with national standards. Every member has access to a current copy of the Bylaws and Standing Rules on the chapter's website and in the Policy Notebook at the Chapter Office.

Chapter Policies

The chapter maintains and publishes all policies on its website. Policies are reviewed and updated as needed, by an appointed committee, and approved by the Board. All new policies are communicated in writing to members and are incorporated into periodical updates on the chapter website, and in the Policy Folder on the Chapter House computer, and in hardcopy in the Policy Notebook in the Chapter House Office. Membership Policy Acknowledgement Forms are required to show member acceptance of policies. New members shall sign the Membership Policy Acknowledgement Form upon joining Assistance League of Omaha and existing members shall resign the Membership Policy Acknowledgement Form every ten years. Refer to the Membership Policy Acknowledgement Form on the Assistance League of Omaha website.

Policies to be acknowledged include:

- Ethical and Professional Behavior Policy
- Whistleblower Policy
- Conflict of Interest Policy
- Protected Persons Behavioral and Reporting Policy
- Social Media Policy

Members will be reminded annually by website, Newsletter, Blast and/or verbal announcements about policy importance.

Members will update Contact Information and In Case of Emergency Information yearly with the submission of dues. **(Exhibit #1)**

Board of Directors

The Board:

- recognizes the legal and operational responsibilities associated with its existence as a chapter of National Assistance League.
- has access to the Red Book from National Assistance League website that is updated annually to assist with chapter management.
- operates under the policies of the national organization.
- acknowledges and accepts their respective responsibilities for ensuring that these policies are met.
- undergoes training annually to ensure that they are prepared for their service.

- recognizes its legal and fiduciary responsibility as a corporate board in the State of Nebraska.
- recognizes its legal and fiduciary responsibility as a board for an organization granted 501(c)(3) status by the Internal Revenue Service.
- signs the Membership Policy Acknowledgement Form yearly.

Non-member/Community Volunteers

Assistance League® of Omaha benefits from the use of interested community volunteers who offer assistance to a chapter. These individuals, though not chapter members, can provide talent and community support. Community volunteers are to be considered an enhancement to the programs that are provided to the community, but not a replacement for a successful membership recruitment program and a viable membership base. Services that require a time commitment by a member of the community shall be considered as volunteer service hours to Assistance League of Omaha and should be tracked and recorded by the chapter. Community volunteers are an asset to the chapter.

- An information sheet for all community volunteers shall be on file with the chairman of the event where the volunteer is providing assistance. The sheet shall include personal contact information, background check/fingerprint information, if required by state law or the Chapter, and emergency contact information.
- Volunteers will be trained and guidance provided by members.
- A contact with the chapter's insurance carrier shall be made yearly prior to the start of the use of community volunteers to ensure that proper coverage is in place.
- Chapter funds are the responsibility of the chapter and, as such, shall be handled only by chapter members.
- A volunteer who assists in an ongoing capacity with specialized skills, shall have a job description.
- A safe environment will be ensured for all who provide service to Assistance League of Omaha. The decision to use a community volunteer to work directly with recipients shall be made with caution and only with ongoing member supervision.

Non-member volunteers sign a form that requests volunteer contact information and in case of emergency contact information. **(Exhibit #2)** The chapter adheres to national guidelines on community volunteer participation found in the Red Book.

Financial Management Risk Strategy

Financial Responsibilities

Assistance League of Omaha:

- Follows National Assistance League's® Financial Policies and the Financial Policies of the Chapter.
- Maintains a current asset reserve which covers the current year's operating expenses; a requirement of National Assistance League.
- Maintains reserve funds for building maintenance as required in the Building Maintenance Reserve Fund Policy.

Financial Reports/Audits

- Monthly Financial Statement of Activities Report is prepared by the Treasurer and presented to the Budget and Finance Committee, the Board and membership as specified in the Chapter Bylaws under Treasurer.

- Assistance League® of Omaha engages the services of an independent CPA firm to conduct a review/audit of its financial records.
- Audits and Form 990s are reviewed and accepted by the Board and then placed on the Assistance League of Omaha website.
- Assistance League of Omaha's financial statements will be prepared in accordance with accounting principles in the United States of America.

Facility Risk Strategy

The prudent use of facilities and resources is required to protect the safety and well-being of all personnel, including members, volunteers, and service recipients while safeguarding the organization's financial assets.

Facility Safeguards

Assistance League of Omaha has appropriate smoke alarms, warning systems, fire extinguishers, exit doors and emergency lighting. These are maintained and operational to facilitate vacating the premises in the event of an emergency.

- At the beginning of the chapter's fiscal year, the VP Support Services and Chapter Office Manager completes internal and external inspections of the Chapter Building noting any deficiencies, problems or visible signs of damage and completes the Chapter Building Safety Checklist **(Exhibit #3)**.
- VP Support Services periodically reviews the Chapter Building Safety Checklist **(Exhibit #3)**.
- VP Support Services posts Emergency Response Plan Policy posters **(Exhibit #4 and Exhibit #5)** in prominent locations on both levels of the Chapter House.
- VP of Support Services informs members periodically about the safety checklist, emergency plan and security system through Newsletters, the Blast and Regular Assistance League of Omaha meetings.
- VP Support Services maintains and monitors a log of the keys for the Chapter House.
- VP Support Services schedules inspection of the premises periodically by local fire department.
- VP Support Services and the Chapter Office Manager maintains and files information regarding maintenance and repair service.

Technology and Information Management

Assistance League of Omaha's information technology systems, networks, software and computers are tools provided to members to enhance productivity and performance in their volunteer activities.

Members shall follow the Assistance League of Omaha Website Privacy Policy and the Social Media Policy.

Limiting Access to Confidential Information

Due to the nature of its programs, Assistance League of Omaha has client files with confidential information as well as business records that are proprietary.

Assistance League of Omaha:

- Limits access to certain records to individuals whose positions require access.
- Protects access to computers through the use of passwords.
- Stores confidential information in paper form and electronically.
- Expects members to use good judgment and common sense to ensure protection of confidential and/or sensitive information.

Managing Internet and Web Risks

- Subscribes to offsite computer security back up services for primary computer data.
- Follows National Assistance League® Website Policies, as well as, Assistance League® of Omaha Website Privacy and Social Media Policies.

Transportation

- Members/non-members using their own vehicles for Assistance League of Omaha business shall do so at their own risk.
- Assistance League of Omaha may hire only reputable, insured outside transportation.

Crisis Management

Assistance League of Omaha will define a major disturbance or crisis situation as any event which could cause a large safety risk to any person or large financial cost to Assistance League of Omaha. During a major disturbance or crisis situation, the first priority of Assistance League of Omaha is to assure the safety of clients, members and volunteers. The Board recognizes the need to provide timely and accurate information to members and the community during a crisis period.

- Crisis Team Members include the President, VP Marketing Communication and the President's appointee(s).
- A Crisis Management Checklist (**Exhibit #6**) is on file in the Chapter Office.
- All Crisis Team Members shall retain a copy of the Crisis Management Checklist in their procedure books.
- A Crisis Incident Report (**Exhibit #7**) shall be completed for all incidents.

Insurance Program

Assistance League of Omaha is committed to protecting its financial and human assets to the greatest extent possible.

- Assistance League of Omaha maintains insurance to protect against loss.
- The Insurance Chairman is designated as contact person with respect to communication with insurance broker, carrier and claims personnel.
- The President, President Elect, Treasurer and Insurance Chairman will review insurance contracts prior to approval by the Budget and Finance Committee and the Board.

Risk Strategy

Assistance League of Omaha will:

- Seek to eliminate or reduce, as much as practical, the conditions, activities and practices that cause insurable losses.
- Purchase insurance to provide indemnity for catastrophic losses and will decide, based on an analysis of the best interests of the organization, to either insure or retain those risks not considered of major importance to mission critical operations and financial well-being.
- Maintain current asset inventory and check the replacement values to ensure adequate insurance coverage.
- Request an annual meeting with the chapter's insurance agent, the Board, Budget and Finance Chairman and Insurance Chairman to review the current insurance program, the report on all open and closed claims filed during the current year and any recommended changes to the policy for the subsequent year.
- Periodically ask for bids from the broker to determine if current policies are competitive.
- Maintain an indemnification provision funded by Directors and Officers liability insurance policy.

Additional Risk Management Policies

Policy	Date of Approval by Board
Building Maintenance Reserve Fund Policy	January 13, 2021
Emergency Response Policy	January 13, 2021
Finance Policy	March 10, 2021
Conflict of Interest Policy	March 10, 2021
Retention/Destruction Policy	February 10, 2021
Protected Persons Behavioral/Reporting Policy	February 14, 2020
Website Privacy Policy	January 13, 2021

The Board recognizes the need to adequately analyze risk/exposures of any new or proposed programs as well as be vigilant in adhering to existing risk management policies and procedures. It also recognizes that the Risk Management Policy is a working document and will need to be changed and updated to meet the needs of Assistance League® of Omaha.

The Assistance League of Omaha has additional policies that address specific areas of risk. These policies include:

EXHIBITS:

Exhibit # 1 – Member Information and In Case of Emergency Information

Exhibit #2 – Non-member/Community Volunteer Information Sheet

Exhibit #3 – Chapter Office Safety Checklist Exhibit

Exhibit #4 – Emergency Response Plan Poster

Exhibit #5 – Emergency COVID-19 Response Plan Poster

Exhibit #6 – Crisis Management Checklist Exhibit

Exhibit #7 – Incident Report

Assistance League® of Omaha
(#1) MEMBER INFORMATION & IN CASE OF EMERGENCY FORM
Due by May 1st with Dues

MEMBER INFORMATION

Print Name: _____

Please provide updates below.

Address: _____

City, State, Zip: _____

Home Phone: _____ Cell Phone: _____

Email Address: _____

EMERGENCY CONTACT INFORMATION

Name: _____

Relationship: _____

Phone: _____ Alternate Phone: _____

MEMBERSHIP CLASSIFICATION & DUES

_____ Voting Member – Dues: Eighty dollars (\$80)

_____ Non-Voting Member – Dues Ninety-five dollars (\$95)

PRINTED NAME: _____

MEMBER SIGNATURE: _____ **DATE:** _____

Make checks payable to: Assistance League of Omaha

Remit with this form to:
Assistance League of Omaha
8502 West Center Road
Omaha, NE 68124-2159

Assistance League® of Omaha

(#2) NON-MEMBER/COMMUNITY VOLUNTEER INFORMATION SHEET

Thank you for volunteering for Assistance League of Omaha. Please provide the chapter with the following information.

Name: _____

Address: _____

Home Phone Number: _____ Cell Phone Number: _____

E-mail Address: _____

EMERGENCY CONTACTS:

Name: _____ Phone No. _____ Cell No. _____

Name: _____ Phone No. _____ Cell No. _____

Date: _____

Non-member/Community Volunteer Signature: _____

**Assistance League® of Omaha
(#3) CHAPTER BUILDING SAFETY CHECKLIST**

GENERAL

- Chapter Building is clean and orderly.
- Floors are clear and aisles, hallways and exits are unobstructed.
- Floor surfaces and outside walkways are kept dry and free of slip hazards.
- Stored materials are secure and limited in height to prevent collapse.
- Equipment and machines are clean and working properly.
- Heating system is inspected on a preset schedule.
- Water heater temperature is set no higher than 120 degrees.
- The City of Omaha's requirement for water testing is followed.
- A first aid kit is kept in the office on the lower shelf behind the desk, in the Thrift Shop under the checkout counter, and in the Thrift Shop Housewares Kitchenette. There is an extra first aid kit by the Donation Door in the Thrift Shop.

ELECTRICAL

- Illumination is adequate in all common areas.
- Nineteen emergency lights are placed throughout the building.
- Flashlights are kept with first aid kits in case of power outage with the exception of the Thrift Shop Housewares Kitchenette area.
- Electrical cords and plugs are in good condition with proper grounding.
- Cords are not run under rugs or across doorways.
- Portable electric heaters have at least 3 feet clearance from combustible materials (e.g., paper products).
- Manufacturer's directions for maximum wattage of lamp bulbs and outlet requirements for plugs are followed.
- No more than one high wattage appliance/machine is plugged into a single outlet.

FIRE, SMOKE, CARBON MONOXIDE DETECTORS

- Fire extinguishers are placed in the Thrift Shop kitchenette, on Thrift Shop wall in men's clothing, in the lower-level hallway, and in the lower-level kitchen on the elevator wall.
- Fire extinguishers are serviced annually.
- Lit emergency exit signs are visible.
- Smoke Detectors are located in the Thrift Shop near the elevator, near the check-out counter and near the dressing rooms; in the Thrift Shop kitchenette and work area hallway; and on the lower level in the ASK Room, the kitchen, and two in the hallway.

SECURITY SYSTEM

- The Security System includes burglar, fire and carbon monoxide services.
- The Security Company tests the system on a regular basis.
- The Security Company is updated on current President and security system codes changes.

Checklist Reviewed By: _____ Date: _____



Assistance League® of Omaha (#4) Emergency Response Plan Poster

Office

**8502 West Center Road
Omaha, NE 68124
(402) 342-4288**

Thrift Shop

**8502 West Center Road
Omaha, NE 68124
(402) 342-3113**

Emergency for Fire, Police, Ambulance: 911
OPPD 1-800-554-6773 (interruption of service)

MUD: 402-554-7777 (gas leaks, water line breaks)

- **Report all emergency situations to the Chapter President immediately.**
- **Also notify VP Support Services who shall notify the Insurance Chairman.**
- **All media inquiries should be directed to the Chapter President.**

FIRE

- Evacuate the building immediately and **call 911** from **outside** of the building.
 - Close the doors behind you when exiting the building to impede the spread of the fire.
 - Remain outside until a competent authority says it is safe to enter the building.
 - If you are comfortable and confident with the use of a fire extinguisher, and the fire is **VERY SMALL**, evacuate the building, then attempt to extinguish the fire with the extinguisher by following the directions on the canister.
- USE CAUTION. Fire extinguishers are located:
- On the lower level on the elevator wall in the kitchen and in the main hallway.
 - On the first level in the houseware kitchenette and on the wall in the men's clothing area.

TORNADO

- When a tornado warning is issued by sirens and/or weather alert radios, alert everyone in the building to take shelter. Direct individuals outside to seek safety inside the building.
- Turn off the electric "Open" signs for the Thrift Shop and lock the door if it is safe to step outside.
- Seek shelter in a small interior room in the lower level.
- Remain sheltered until the tornado threat is over.

BLIZZARD OR UNSAFE WEATHER CONDITIONS

- The Thrift Shop will be closed if unsafe weather conditions exist.
- On Monday – Friday, all activities at the Chapter Office are canceled if the Omaha Public Schools buildings are closed for in-person learning. Refer to local news for school closings.
- On Saturday, the Thrift Chairman will determine if conditions warrant closing. Call the Chairman for the decision.

ROBBERY

(Threat from a Person)

- Stay calm and do exactly as you are told. DO NOT move suddenly, stare at the person, or hide your hands (keep them where they can be seen at all times.)
- Presume the robber has a weapon.
- Press the panic button while the robber is in the building only if it is safe to do so. One panic button is located under the checkout counter in the Thrift Shop. An additional panic button is located on the lower level, in the main office, behind the copier. SEI will immediately notify the police and call ½ hour later to follow up. If it is not safe to push the panic button, wait until the robber has left the store and then lock the door and push the button or call 911.
- Ask witnesses to remain until police arrive.
- When reporting to the police, provide as much information as possible: description,

BURGLARY

(Threat from Property)

- Do not enter the building if suspicious circumstances indicate a burglary (broken window, pried door, etc.)
- Go to a safe location and **call 911**.

TERROR THREAT

- If a threat is received over the phone, attempt to keep the caller on the line.
- Have someone else **call 911** using another phone. Notify the operator that the caller is on the line.
- Evacuate the building and wait for the police from a safe distance.

BODY FLUIDS

All body fluids can potentially carry infectious agents and cause serious infections.

- Secure the area.
- Wear disposable gloves when cleaning up a spill. Gloves may be found in the First Aid kit located on the shelf behind the desk in the main office, on the shelf under the checkout counter in the Thrift Shop, and in the Thrift Shop Kitchenette.
- Carefully dispose of any broken glass or sharp objects.
- Clean the spill area with paper towels to remove most of the spill. Cloth towels may be used but then must be discarded.
- Discard contaminated paper and/or cloth towels, gloves and other disposable equipment in a plastic lined garbage bin. Immediately tie and place in trash container outside. Take care not to contaminate other surfaces during this process.
- Wash hands with soap and water for 30 seconds after gloves are removed.
- If an injury occurs during the cleaning process, seek medical attention immediately.

EARTHQUAKE

- Drop down onto your hands and knees and cover your head and neck with your arms.
- If possible, seek cover under a sturdy desk or table or move to an interior wall.
- If no sturdy shelter is nearby, crawl away from windows, next to an interior wall and stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
- Do not get in a doorway as this does not provide protection from falling or flying objects.



Assistance League® of Omaha (#5) Covid-19 Response Plan Poster

Office

**8502 West Center Road
Omaha, NE 68124
(402) 342-4288**

Thrift Shop

**8502 West Center Road
Omaha, NE 68124
(402) 342-3113**

- **Report all emergency situations to the Chapter President immediately.**
- **Also notify VP Support Services who shall notify the Insurance Chairman.**
- **All media inquiries should be directed to the Chapter President.**

Assistance League of Omaha Members During COVID-19

- **Meetings may occur in the building.**
- **Social distancing of at least six feet is required.**
- **Masks are required.**
- **Gloves are optional.**
- **Assistance League of Omaha workers will limit the number of shoppers in the Thrift Shop per current local guidelines.**
- **Thrift Shop donations will be marked with the date received and donations will sit for 3 days before being processed.**
- **Donation sorters will wear masks; gloves are optional.**

Shoppers During COVID-19

- **Masks are required.**
- **Social distancing of at least six feet is required.**
- **Gloves are optional.**
- **Dressing rooms and public restrooms will be dependent on current COVID-19 conditions.**
- **Clothing and jewelry may not be tried on.**
- **Shoes may be tried on.**

**Assistance League® of Omaha
(#6) Crisis Management Checklist**

- Call police or fire
- Secure area
- Contact crisis team

Spokesperson:

(name & title) _____

(home phone) _____

(cell phone) _____

Team Member:

(name & title) _____

(home phone) _____

(cell phone) _____

Team Member:

(name & title) _____

(home phone) _____

(cell phone) _____

Use the Incident Report to document the information below.

- Document the incident for emergency personnel and crisis team:
 - What happened – date, time and description
 - People involved
 - Witnesses – names and telephone numbers
 - Action taken
- The spokesperson or designee shall:
 - Contact attorney or insurance representative, if applicable.
 - Create position statement, reporting facts accurately.
 - Notify chapter Board.
 - Notify national office, if applicable.
 - Analyze the chapter's response.

Assistance League® of Omaha
(#7) INCIDENT REPORT

DATE _____ TIME _____

Description of incident (Circle one) incident occurred at:

ALO Office, Thrift Shop, OSB location, Caravan home, Caravan Preview Party location, Style Show location, Other

Incident Victim:

Name _____

Address _____

Phone number: Home _____ Cell _____

Incident victim signature _____

911 called? _____ Yes _____ Not needed

First aid offered? _____ Yes _____ Not needed

Victim refused 911 call _____ Yes Signature _____

Victim refused first aid _____ Yes Signature _____

Were pictures taken? _____ Yes _____ No

Please take pictures of the incident scene only – do not take pictures of victim.
If applicable, please draw a diagram of the incident scene on the back of this form.

Weather conditions (if applicable, please note sidewalk/parking lot conditions- cleared of snow: had salt been applied? etc.): _____

Witnesses to the incident: (use back of form to document additional witnesses)

Name _____ Address _____

Home phone _____ Cell phone _____

Witness signature

Name _____ Address _____

Home phone _____ Cell phone _____

Witness signature _____

ALO volunteers on staff at the time of the incident:

Name _____
Address _____
Home phone _____ Cell phone _____

ALO member signature _____

Name _____
Address _____
Home phone _____ Cell phone _____

ALO member signature _____

Name _____
Address _____
Home phone _____ Cell phone _____

ALO member signature _____

NOTIFICATIONS

THRIFT SHOP Chairman notified (if incident occurred at the THRIFT SHOP)
Date _____

OSB Chairman notified (if incident occurred at OSB)
Date _____

VP Support Services & Insurance Chairman notified (for all incidents)
Date _____

President notified (for all incidents)
Date _____

Incident scene pictures forwarded to VP Support Services & Insurance Chairman
Date _____

Form completed by _____

Date _____