

# Risk Management

Risk Management is the process of making and implementing decisions that will protect Special Olympics athletes, volunteers and the organization. Managing risk means running safe events, maintaining a positive image and focusing on quality programs.

You can help manage risk by taking a few simple steps and asking the following questions before each activity:

- What can go wrong? What can we do to prevent that from happening?
- What else can we do to prevent or to reduce the chance of harm or loss of property from occurring?
- If an injury occurs, how will medical and other expenses be paid and by whom? How will property losses or legal claims be paid?
- What worked well and what needs attention to be done better next time?

## Crisis Plan

A “crisis” is a serious situation involving a Special Olympics athlete, volunteer, family member, spectator or other involved party. Examples of a crisis may include, but are not limited to:

- Severe injury or death
- Criminal activity

Should a crisis occur, medical or other emergency personnel should be contacted (if needed). After directing necessary emergency action, the crisis should be reported to:

- Mary Conroy, President at (603) 770-4055 or
- Chelsea Gill, Vice President, Administration at (603) 790-0060

Should it be necessary for Special Olympics New Hampshire to provide information to any media outlet, regarding a crisis, no one other than the President and/or Vice President, Administration is authorized to do so.

- All volunteers should direct media representatives with questions about a crisis to the President and/or Vice President, Administration.
- Often a hastily given response to a question, prior to investigation of an incident, lends itself to the emotions of a crisis and may result in misinformation. The President and/or Vice President, Administration will request volunteers to assist in providing accurate information for the preparation of an official statement from SONH.
- Volunteers should not attempt to answer questions from the media at the scene of a crisis.
- An appropriate answer to questions from the media in a crisis situation is: “Special Olympics New Hampshire is investigating the incident and will have a statement as soon as they have had time to review the situation.”