



## ***NVTC Exercise 2014***

- ***Potential Risks***

*Lists ten possible risks faced by transportation services and both paid and volunteer drivers*

- ***Risk Management Terms***

*Includes important risk related terms and provides examples*

- ***Insurance***

*Discusses insurance as both an expensive challenge and provides information about its availability*

- ***Risk Management Review***

*Includes a check list of twenty methods that can be used to address risk.*

- ***Helpful Hints***

*Offers hints about the check list.*

- ***Elements of a Strategy***

*Presents five considerations*

- ***Plan Your Own Strategy***

*Includes space to develop a risk Management strategy*

***For More Information Visit***

<http://nationalvolunteertransportationcenter.org/>

***NVTC is an Initiative of  
CTAA with offices in  
Washington, DC &***

# ***Plan A Risk Management Strategy***

Volunteer transportation programs that serve older adults are like all transportation services in that they entail a certain degree of risk. It is important for programs, drivers, and passengers to understand the risks associated with transportation services.

## ***Potential Risks***

- *the driver and/or passenger will be injured getting to or into the vehicle*
- *there will be a crash*
- *the driver and/or rider will be injured in a crash*
- *property will be damaged in a crash*
- *the driver and/or passenger will be injured at the destination*
- *a passenger or family member will initiate a lawsuit for damages*
- *the driver's insurance premiums will increase because of volunteering to drive*
- *the driver's insurance policy will be cancelled in the event of a fall, crash or litigious action against the sponsor*
- *If the driver goes into the passenger's home, someone could claim abuse*
- *The program does not carry excess liability Insurance covering the driver and passenger*

While the potential risks in providing volunteer transportation includes many possibilities, the most effective way to limit risk is a good risk management strategy that is implemented on an on-going basis.

## ***Risk Management Terminology***

A good place for a volunteer driver program to begin in the development of a risk management strategy is to have a clear understanding of terminology associated with liability, exposure, and risk.

<b>Terms</b>	<b>Description</b>
Exposure	Situation in which the potential for liability may exist. Involves both driver , passenger and vehicle
Direct Liability	Organizational responsibility for property damage, bodily injury, etc.
Indirect Liability	Relates to negligence
Strict Liability	Not any question about situation which assigns fault
Risk Avoidance	Adjusts policies, plans and procedures to reduce potential loss to a level deemed acceptable to the organization
Risk Modification	Spreads risk among multiple parties
Risk Sharing	Partially transferring an activity or consequences of a risk to another party by contractual agreement. It is spreading risk among parties.
Risk Transfer	The purchase of insurance, thus making it possible to accept all or part of the risk and preparing for the consequences if a risk scenario should occur.

## ***Insurance***

According to the Community Transportation Association of America (CTAA), insurance is the biggest and most expensive challenge faced by many transportation programs. As a result, prospective sponsors express concerns about obtainable and affordable insurance. Indeed, insurance can be difficult to obtain (especially when programs provide transportation support or assistance and premiums for vehicle and driver coverage may increase every year. However, the fact that insurance is subject to state regulation, and states vary widely in their legislation and approach to insurance means that programs in some states may have little difficulty securing and paying for insurance, while programs in other states may face a variety of challenges.

It is important to add that volunteer driver programs generally pose little risk to the driver, the passenger, or the sponsoring and administering program. Programs that own vehicles and pay drivers may be subject to greater risk than programs that mobilize only volunteer drivers and volunteer vehicles (the vehicles owned by the drivers).. Volunteers Insurance Service Association, Inc. (VIS) provides insurance (through CIMA) to non-profit organizations that administer a volunteer driver program. Why does VIS insure volunteer driver programs? There is considerable data on the low rate of claims by volunteer driver programs for crashes or activities that result in property damage or bodily injury. Thus, if a volunteer driver program practices good risk management, it may be eligible for insurance coverage.

*“You won’t have any risk if you build a fence and corral all the vehicles inside.”*

## ***Risk Management Review***

Below is a list of twenty methods that can be used to manage risk. Before you begin your selection, you may want to take a look at the four strategies for limiting risk:

**avoidance, modification, sharing, and retention.**

Now, check the activities you might undertake to limit your exposure.

- Check and document valid insurance policies for each volunteer driver.
- Check and document valid driver license for each volunteer.
- Check and document driving record of volunteer drivers.
- Arrange for criminal record check on all volunteer drivers.
- Train drivers in providing assistance to riders.
- Train drivers in first aid and CPR.
- Train drivers in “senior sensitivity”.
- Train drivers on traffic laws and safe driving procedures.
- Train drivers in “behind the wheel” safe driving.
- Provide guidelines to volunteer drivers in good vehicle maintenance.
- Prevent drivers from using their own vehicles.
- Prevent drivers from going to-the-door.
- Prevent drivers from going through-the-door.
- Prevent drivers from helping riders who use wheelchairs.
- Prevent drivers from providing assistance at the destination.
- Prevent drivers from providing rides during rush hours.
- Prevent drivers from providing rides at night.
- Prevent drivers from making multiple stops.
- Prevent drivers from going beyond city boundaries.
- Prevent drivers from allowing a spouse or friend to accompany them.

## ***Helpful Hints***

When you review your responses, it might be helpful to know that the first ten items on the list diminish risk by screening, training and information. The second ten avoid risk by adopting policies that prevent or discourage activities.

