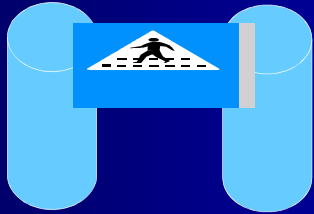


Two Silos and a Crosswalk

Protecting your clients - protecting your organization



Two Silos and a Crosswalk

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Disclaimer:

This presentation is intended to contain general information only – not specific legal advice. Consult with legal counsel familiar with your program and the laws applicable to it.

Perspective:

Your primary goal is, or should be, a quality program.

A quality program takes care of its clients and itself.

The image:

These two responsibilities – to the client and to the organization - are the silos of an effective risk management plan. They are interdependent. They are frequently refreshed.

Silo #1:

Silo #1 contains those aspects of your operations which most directly affect your clients. This is the “front line” in managing the risk of loss to your clients, including meeting (or not) your legal duty of care owed to them. This is where things can go wrong!

Silo #2:

Silo #2 contains those aspects of an organization’s management which anticipate and react to a loss to a client (and a loss to the organization).

The crosswalk:

The crosswalk between the two silos represents their interdependence and relatedness. It is a busy place - a dynamic medium. It is the control center for identifying, analyzing and managing risks.

What's in silo #1:

(The weeds, the "deep grass")

1. Disclosing and collecting information – information exchange
2. Emergency response
3. Environment
4. Practices (activities) and policies (sacred cows?)

Silo #1 (continued)

5. Gear
6. Records
7. Administration
8. Screening, supervision/training and separation of clients and staff

What's in silo #2?

("Clippers" – to get out of the weeds)

1. Contracts (staff, vendors, clients)
2. Limited liability form of "business"
3. Insurance
4. Wise use of professionals (medical, law, travel, etc.)

Silo #2 (continued)

5. Prevailing industry practices
6. Emergency Response Plan (EAP)
7. Releases, indemnities, etc.
8. Standards, laws and regulations

In the crosswalk: (Connecting the silos)

The silos' interdependence reflects the importance of the ongoing effort to manage and reduce the risk of loss to the client AND to the organization.

The crosswalk: (Connecting the silos)

Analyze and manage.

Analyze and align your mission, activities, people and risks.

Manage the risks of the activities that remain. If you can't reasonably manage the risks of an activity, don't do it.

What can go wrong, how to reduce the chances of things going wrong, what to do when they do.

Summary and conclusion:

Silos that have been thoughtfully stocked, refreshed and integrated will produce positive results for your organization, including:

- A. A quality program, with fewer incidents and more satisfied clients
- B. Effective incident response
- C. Positive conflict resolution, including a suit
- D. Enhanced ability to bear a loss, including insurance

Summary and conclusion:

“Life is best organized as a series of daring adventures from a secure base.”

John Bowlby, Child Psychologist

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