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FRPA Conference!  
August 30 - September 2



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## Learning objectives

1. Review the standards for Chapter 9 of the Agency Accreditation process
2. Understand thoroughly the suggested evidence of compliance for CAPRA accreditation
3. Identify your agency's potential weaknesses in this CAPRA standard



*This course is not intended to be a preparatory course for the CAPRA process. This course is not offered on behalf of the CAPRA Commission or the NRPA and is being offered as a method of sharing resources and information relative to process and documentation for agencies wishing to consider accreditation. For official information on CAPRA and the accreditation program, please visit*

*<https://www.nrpa.org/certification/accreditation/CAPRA/>*

## *Getting to Know Section 9*

### **9.0 - Risk Management - 6 Standards, 1 fundamental**



- 9.1 Risk Management Policy
- 9.1.1 Risk Management Plan & Procedures★
- 9.1.2 Accident & Incident Report Procedures
- 9.1.3 Personnel Involvement and Training
- 9.2 Risk Manager
- 9.3 ADA Compliance and Face-to-Face Resolution



## Resources worth noting

### Management of Park and Recreation Agencies, 4th Ed. Bundle



*Management of Park and Recreation Agencies, 4th Edition*, sponsored by the Commission for Accreditation of Park and Recreation Agencies (CAPRA), provides park and recreation professionals with best practices for the profession based on National Accreditation Standards. The purpose of the book is to help current and future administrators and managers in every area of parks and recreation, including those in for-profit, nonprofit, commercial and public operations. This book is the #1 resource for professionals preparing for accreditation or the Certified Park and Recreation Executive (CPRE) exam.

This bundle includes both the physical copy and ebook of *Management of Park and Recreation Agencies, 4th Edition*, and the *Management of Park and Recreation Agencies Compendium*

The ebook is available for online viewing only and cannot be downloaded.



1. Always be responsible for the safety of yourself and others.
2. Always remember all accidents are preventable.
3. Always follow company rules, regulations and procedures.
4. Always assess the risks, Stop and think.
5. Always be proactive about safety.
6. Always deter from situations you're not trained to handle.
7. Always manage the lift.
8. Always Be prepared.
9. Always practice good housekeeping.
10. Always take the safest path, never take shortcuts.

[www.stpaul.gov](http://www.stpaul.gov)

### The 10 Commandments of Risk Management

## 3 Phases of Risk Management

Identification and assessment

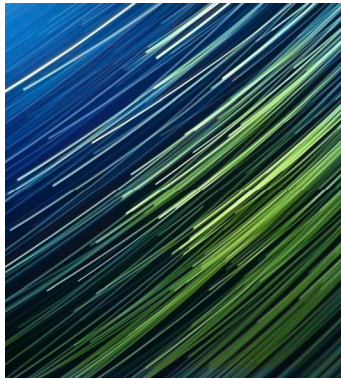
Methods of response

Management planning, development and training.

## Identification and Assessment of Risk

Natural Hazards			
Geophysical	Meteorological	Hydrological	Climatological
Earthquake	Hurricane or Cyclone	Flood	Freeze
Tsunami	Extreme Rain	Surface Water	Wildfire
Volcanic Activity	Wind/Tornado	Avalanche	Drought
Landslide	Hail/Ice Storms		
Man made Hazards			
Cyber Warfare	Chemical Hazards	Environmental Risk	Bio-Hazards
Terrorism		Disruptions in Services	

## Defining risk factors within your department



Workforce – Background and criminal record screening

Facilities – Accessibility, counter measures, response

Equipment – Preventative maintenance, near miss data, training

Programs – Waivers

Participants – Hold harmless, ADA provisions

## Decoding your department's risk factors

Phase	Example
Identification & Assessment	Heavy equipment use, scope of work, environment
Assessment	Data review, injury trends, workers comp reports
Methods of Response	Orientation, PPE, work site preparation, emergency response training
Management Planning	Arborist certification with on going CEUs, equipment and technology investments



## Case Study

St. Petersburg Parks & Recreation,  
Forestry Division

### Phase I - Identification & Assessment of Risk

- Heavy equipment use
- Scope of work
- Environment



## Case Study

St. Petersburg Parks & Recreation, Forestry Division

### Phase II - Methods of response

- PPE enhancements
- Relevant training
- Educational outreach





## Case Study

### St. Petersburg Parks & Recreation, Forestry Division

#### Phase III - Management Planning

- Investing in workforce development
- Policy creation, enforcement and review
- Planning for fiscal reserves

Description	Foreman	MLW	MW2	Hort Splst
Study hall for CORE + O&T- hourly wage X 10 hours	562.20	344.80	297.20	19,238.1
Exam Prep Course Fee	60.00	60.00	60.00	60
Test	100.00	100.00	100.00	100
Exam Fees - Hourly Wage X7	196.77	120.68	104.02	134.61
Recertification (every 4 years)	100.00	100.00	100.00	100.00
Book/Study Materials (2 @ \$24.00 ea)	48.00	48.00	48.00	48.00
CEUs (16 total 4 for CORE, 12 for O & T @\$20 ea)	320.00	320.00	320.00	320.00
CEUs = 1 hour per credit X16 hours	449.76	275.84	237.76	307.68
Total per employee	1,386.97	1,369.32	1,266.98	1089.528
9 Park Operations Foreman	12,482.73			
Districts	Requested	Total Cost		
Waterfront District (3 MLW,3 MW2)	6	6641.92		
Northeast District (3 MLW,4 MW2)	7	9175.88		
Natural & Cultural Operations (2MLW,2 MW2)	4	5272.6		
South District (2MLW,2 MW2)	6	5272.6		
Northwest District(3 MLW,3 MW2)	4	6641.92		
Forestry (1 MLW)	1	1369.32		
Ahtletic Fields (2 MLW,1 MW2)	3	4005.62		
Boyd Hill(2 MLW)	2	2738.64		
Horticulture (3 HS)	3	3268.584		
	36.00	44387.08		

## 9.1 Risk Management Policy

### 9.1 Risk Management Policy

- Does your department have a policy?
- Does your agency (ie: City, County, etc.) have a policy?
- If not, create one
- Preview examples from Largo and St. Pete

### 9.1.1 Risk Management Plan & Procedures

- Does your agency have a Risk plan?
- Does your department have a Risk plan?
- If not, create one that incorporates your policy and the rest of the standards in this section. Review the book for examples.

### 9.1.2 Accident & Incident Report Procedures

- What are your department's accident and incident reporting procedures?
- What data is captured on your forms, is it all the data in the suggested evidence of compliance?
- Do you have procedures to analyze the reports?



### 9.1.3 Personnel Involvement and Training

- What is your training with regards to risk management procedures?
- How do you train staff?
- Who do you train?
- Maintain records as evidence
- Include training in the Risk Management Plan

### 9.2 Risk Manager



- Does your department or agency have a position designated to be responsible for risk management policies?
- If the agency doesn't have a specific Risk Manager position, who in the organization takes on the role of ensuring Risk management plan is carried out, risk policies are established and complied with, and who is responsible for risk training? This could be multiple positions who each plays a role.

### 9.3 ADA Compliance and Face-to-Face Resolution

- Does your agency or department have a written ADA policy/plan that outlines resolving issues, concerns, or complaints of accessibility?
- If not, create a policy and some procedures based on recommendations from the Management of Park and Recreation Agencies, or ask fellow agencies for their examples.
- Largo and St. Pete examples

### What we learned and can improve for next accreditation


- If the suggested evidence asks for a plan, give them a plan
- If the suggested evident asks for a policy, give them a policy
- Pay early attention to the review schedules for plans, policies, and procedures – don't get caught not having done periodic reviews where the standard calls for it

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 Park Association visit [frpa.org](http://frpa.org)