

# **Citizen Father Foundation**

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# **Risk Management Program**

## **Risk Management Philosophy**

Underlying the mission of Citizen Father Foundation is a concern for the well-being of the service recipients, volunteers and employees in the organization. Protecting the health, safety, and security of the people who serve and receive services is an integral part of every program. In keeping with this philosophy, activities must be chosen with the abilities of participants in mind, and staff must be selected with care and trained to carry out their activities with a high degree of safety.

## **Risk Management Goals**

Citizen Father Foundation seeks to involve appropriate personnel at all levels of the organization in the identification of risks and creation of practical strategies in order to make certain that the organization's approach to risk management considers diverse perspectives and staff understand their roles and responsibilities in protecting the mission and assets of the organization.

## **General Safety Principles**

- Citizen Father Foundation strives at all times to operate in compliance with local, state, and federal laws and regulations.
- Citizen Father Foundation adheres to the policies and standards of [name of national umbrella organization or accrediting agency] in matters related to the health safety, and well-being of service recipients.
- All adults involved in Citizen Father Foundation bear responsibility for the health, safety, and security of service recipients. This is a primary responsibility of the board of directors, CEO, operational volunteers, and program staff.
- Safety and risk management activities are multi-faceted and include:
  - Thoughtful screening, selection and training of operational volunteers and employed staff.
  - Creation and enforcement of policies, standards, guidelines, and procedures as guides for planning.
  - Maintaining safe and secure facilities.
  - Establishing procedures to be followed in the event of an emergency.
  - Maintaining clear communications channels.
- Citizen Father Foundation purchases insurance coverage as a financing mechanism for certain risks, but recognizes that insurance is not a substitute for vigilance in planning and implementing programs.

## **Responsibility for Risk Management**

### **Board of Directors**

- Sets risk management goals, adopts annual operating objectives and budget with risk management included.
- Adopts annual capital budget with risk management in mind.
- Reviews operational reports to determine compliance and future priorities.
- Ensures compliance with policies and standards imposed by national organization or accrediting organization.
- Adopts and establishes policies and standards.
- Reviews the organization's insurance program periodically.

- Reviews the organization's *Risk Management Plan* annually.

## **Legal Counsel for the Organization**

- Serves as advisor to the board of directors in legal matters, making referrals to specialists on an as needed basis.
- Advises senior staff on the contracts, agreements, forms, etc.; reviews contracts on an as needed basis.

## **Executive Director or CEO**

- Assigns staff to design and carry out safety and risk management activities.
- Assigns staff to perform annual review of the safety and risk management activities.
- Executes contracts for the organization.
- Keeps the board apprised of emerging threats and opportunities facing the organization.

## **Risk Manager**

- Champions organization-wide effort to protect the vital assets of Citizen Father Foundation and engage key stakeholders in risk management activities.
- Coordinates meetings of the Risk Management Committee.
- Develops, implements and monitors loss prevention programs.
- Conducts contract reviews; develops indemnity agreements, hold-harmless agreements and consent forms, and coordinates the purchase of insurance.
- Monitors and evaluates the insurance program, maintaining appropriate funding levels, accurate loss forecasting, claims management, loss prevention and cost containment programs.
- Integrates risk management throughout the organization's programs.

## **Risk Management Committee**

- Champions organization-wide effort to protect the vital assets of Citizen Father Foundation and engage key stakeholders in risk management activities.
- Convenes periodically to review the agency's priority risks and corresponding risk management strategies.
- Oversees the development, implementation and monitoring of loss prevention programs.
- Oversees the purchase of insurance for the organization.
- Evaluates the insurance program.

# **Governance Structure**

## **Articles of Incorporation**

Citizen Father Foundation was incorporated in the State/Commonwealth of [state] on [month, day, year]. The articles of incorporation were last reviewed by legal counsel in [month year] to ensure compliance with state laws. We have maintained our corporate status by filing with the state as required by law. The date of our last filing was [month day, year]. Board representatives reviewed the articles for compliance with the current mission and purpose of the organization in [month year]. The Board and legal counsel will review the articles of incorporation every [number] years to maintain its currency and legality.

The original articles of incorporation are stored [storage location name, address] An authenticated copy of the articles are stored [storage location name, address].

## **Bylaws**

The bylaws were originally filed and approved by the State of [state] on [month, day, year]. Board representatives reviewed the bylaws to determine the need for any revisions and if necessary followed the proper amendment process in [month, year]. All amendments were filed with the state and the last filing was made on [month day, year]. The bylaws were reviewed by legal counsel in [month year] to ensure compliance with federal, state and local laws. The Board will review the bylaws annually and propose amendments as needed. Every member of the board receives a current copy of the bylaws when they join the board and whenever the bylaws are amended.

The original bylaws as approved by the state and any amendments are stored [storage location name, address]. An authenticated copy of the bylaws and amendments are stored [storage location name, address].

## **Indemnification**

Legal counsel reviewed the indemnification provision for compliance with state law on [month day, year]. The indemnification provision is funded by a Directors' & Officers' liability insurance policy underwritten by [insurance company] under [policy number] with a term of [policy dates]. The policy limit of liability is [limit] with a deductible of [amount of deductible or retention].

## **Conflict of Interest Policy**

The conflict of interest policy was adopted by the board on [month day, year]. Every year each board member completes and signs a disclosure statement declaring any known conflicts and agreeing to comply with the policy. These annual statements are gathered in [month] of each year.

## **Board Operations**

### **Board Manual**

Citizen Father Foundation began in October of 2023 and has adopted a Board Manual containing the key policies and expectations of the board. The Manual is reviewed every two years by the Executive Committee of the board and updates are made on an as-needed basis.

## **Board Orientation**

Citizen Father Foundation does not have a board orientation program but will develop one by [month year].

## **Board Development**

The board of Citizen Father Foundation strives to enhance the ability of its members to govern the organization by providing training for board members. Periodically the board will assess the educational needs of the members and offer training, support or assistance as needed.

## **Board Assessment**

To become a more effective board, the members will conduct a board self-assessment at least once every three years. The board will use the self-assessment as a tool to improve its performance and energize the organization to achieve its mission.

## **Board Recruitment and Nomination**

Citizen Father Foundation strives to have a diverse and qualified board with people who bring the skills, qualities, and expertise needed to lead and govern the organization in accomplishing its mission.

## **Board Meeting Minutes**

Citizen Father Foundation recognizes the importance of the board meeting minutes and each board member is aware of his/her responsibility for ensuring the accuracy of the minutes. The minutes are maintained in a safe location to preserve their integrity.

## **Insurance/Risk Financing Strategy**

Citizen Father Foundation is committed to protecting its financial and human assets to the greatest extent possible. Citizen Father Foundation will seek to eliminate or reduce as much as practicable the conditions, activities, and practices that cause insurable losses. The organization will 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. The board will receive an annual insurance stewardship report summarizing its insurance program, any significant losses and any changes made to the program during the prior year.

## **Affiliate/Chartering Arrangement**

# **Human Resources**

## **Written Employment Policies**

Citizen Father Foundation has adopted a number of critical employment policies which are contained in the Employee Handbook. The Handbook is distributed to all incoming staff on their first day of employment and employees are required to acknowledge receipt of the Handbook and an agreement to abide by the policies therein. It is the organization's policy to review the Handbook carefully prior to taking any disciplinary action against an employee to ensure that the organization's policies have been followed. Employees who have questions or concerns about any of the policies contained in the Handbook are encouraged to speak with their direct supervisor or the Director of Human Resources.

## **Communicating Policy Changes**

New policies are communicated verbally and in writing to employees. Staff are also required to confirm their understanding of and willingness to abide by any new policies.

## **Policy Review and Updating**

The Citizen Father Foundation commits to a biennial review and revision of its Employee Handbook. This practice is essential to maintain the relevance and effectiveness of our policies and ensure adherence to all applicable state and federal employment regulations. To facilitate this process, we engage the expertise of an employment attorney to provide guidance and ensure our policies meet the necessary legal standards.

## **Use of Position/Job Descriptions**

Citizen Father Foundation uses job descriptions for both paid and volunteer positions in the organization. These documents are developed by supervisory personnel and updated on an as needed basis.

## **Orientation Process for New Employees**

Each supervisor at Citizen Father Foundation is responsible for designing and conducting an appropriate orientation session for their new hires. The orientation must take place within the first week of employment. A typical orientation includes review of key policies, introduction to software programs and hardware programs that will be used by the employee, introduction to other staff and key volunteers, and a review of the supervisor's expectations and reporting requirements.

Citizen Father Foundation relies on a matrix management or team approach to managing projects and activities. Major projects involve personnel from various units in the organization who work under the direction of a team leader. The team leader for a project is responsible for holding team members accountable. The team leader may impose discipline on a team member who fails to meet performance requirements or violates the code of conduct for the organization.

## **Performance Appraisal**

**Performance Appraisal Policy for Employees and Volunteers Purpose** The purpose of this policy is to establish a structured and fair performance appraisal process for both employees and volunteers at the

Citizen Father Foundation. Regular performance appraisals ensure that our team members are recognized for their contributions, receive constructive feedback, and have opportunities for growth and development. This policy aims to enhance individual performance, align team efforts with organizational goals, and promote a culture of continuous improvement. Scope This policy applies to all employees and volunteers of the Citizen Father Foundation. Performance appraisals will be conducted annually, with mid-year reviews to monitor progress and address any issues or changes that may arise.

**Performance Appraisal for Employees**

1. Objectives: Evaluate individual performance against defined job responsibilities and organizational goals. Identify areas of strength and opportunities for professional development. Set clear performance goals for the upcoming year.
2. Process: Preparation: Supervisors will gather relevant data, including job descriptions, performance records, and feedback from colleagues and beneficiaries. Self-Assessment: Employees will complete a self-assessment form, reflecting on their achievements, challenges, and goals. Appraisal Meeting: A one-on-one meeting will be scheduled between the supervisor and the employee to discuss the performance review. This meeting will focus on achievements, areas for improvement, and future goals. Documentation: The appraisal will be documented, and both the employee and supervisor will sign off on the final evaluation. A copy will be kept in the employee's personnel file.
3. Follow-Up: Supervisors will conduct mid-year reviews to assess progress towards goals and provide ongoing support and feedback. Employees will have access to resources for professional development, including training programs and mentoring opportunities.

**Performance Appraisal for Volunteers**

1. Objectives: Recognize and appreciate the contributions of volunteers. Provide feedback to enhance volunteer effectiveness and satisfaction. Align volunteer efforts with the mission and goals of the organization.
2. Process: Preparation: Volunteer coordinators will collect input from team members, beneficiaries, and other stakeholders regarding the volunteer's performance. Self-Assessment: Volunteers will complete a self-assessment form, highlighting their contributions, experiences, and areas where they seek growth. Appraisal Meeting: A meeting will be arranged between the volunteer and the volunteer coordinator to discuss the performance review. This discussion will focus on recognizing contributions, addressing any challenges, and setting future objectives. Documentation: The appraisal will be documented, and both the volunteer and coordinator will sign off on the final evaluation. A copy will be retained in the volunteer's record.
3. Follow-Up: Coordinators will maintain regular communication with volunteers to ensure ongoing support and address any concerns promptly. Volunteers will be encouraged to participate in training sessions, workshops, and other development opportunities to enhance their skills and contributions.

**Confidentiality and Transparency** The Citizen Father Foundation ensures that the performance appraisal process is conducted with the highest level of confidentiality and transparency. All discussions and documents related to performance appraisals are confidential and will be shared only with relevant parties. Employees and volunteers will have the opportunity to express their views and appeal their evaluations if necessary. Continuous Improvement Feedback from the performance appraisal process will be used to improve organizational practices and policies. The Citizen Father Foundation is committed to fostering an environment where feedback is valued, and continuous improvement is encouraged. Regular reviews of the performance appraisal process will be conducted to ensure its effectiveness and relevance.

## **Programs and Services**

Citizen Father Foundation adopts specific risk management strategies to address risks associated with trauma-informed services: Comprehensive Training: All staff and volunteers receive thorough training on trauma-informed care, ensuring they understand trauma's impact and how to respond appropriately. This training includes recognizing trauma symptoms, implementing supportive practices, and avoiding re-traumatization? Policy and Procedure Adjustments: The foundation regularly reviews and updates its policies and procedures to align with trauma-informed principles. This includes creating safe physical and emotional environments, setting clear guidelines for behavior, and ensuring consistent, predictable routines Support for Staff and Volunteers: Addressing secondary traumatic stress is critical. The foundation provides support and wellness programs for staff and volunteers, helping them manage stress and maintain their well-being. Regular debriefing sessions and access to mental health resources are available to all team members? Community Collaboration: Building partnerships with local organizations, schools, and healthcare providers enhances the support network for families. These collaborations ensure a coordinated approach to addressing trauma and provide comprehensive resources for participant Continuous Evaluation: The foundation implements ongoing evaluation processes, including participant feedback and program assessments. This data is used to refine the program, ensuring it meets the needs of the community and effectively addresses trauma-related challenge

### **Major Service Area #1**



# Client Safety

## Client Safety Policy

### Staff Code of Conduct

I understand that my active participation in Citizen Father Foundation's program is important to the success of my involvement and the organization's efforts. Therefore I agree to abide by the following rules for my participation.

- I understand that my consistent participation is important and I will honor my time and service commitment.
- I will respect the rights, dignity and worth of all people involved within the program. I will be a positive role model for the clients with which I have contact.
- I understand that the relationship between the clients and me is important and I will not include other people in our activities, including members of the client's or my family.
- I understand that my role as a volunteer (or employee) is a matter of trust and will not pursue any activities with the client(s) outside the confines of the organization's program.
- I understand that I may learn personal information about others that I will keep confidential.
- I will not engage in activities that pose a serious risk of injury to myself and others, including but not limited to, use of alcohol or drugs (illegal or that impair my ability to perform my duties), or smoking in the presence of clients.
- I will refrain from any form of personal abuse towards others, including verbal, physical and emotional abuse.
- I will not engage in any inappropriate contact or relationship with a client or other participant of the organization's programs.
- I will be alert to any form of abuse from other sources directed toward clients.
- I will not arrange nor participate in any overnight activities (or other prohibited activities) without express permission from the organization.
- I will inform the client's family of any activity plans and obtain their approval as needed.
- I will not buy gifts nor give money to any client. Whenever in doubt of the appropriateness of a modest gift I will check with the organization.
- I will maintain regular contact with my supervisor by responding promptly to any calls, letters, or other means of communication. I also understand that the organization may request a meeting to discuss my participation and I will respond promptly.
- I understand that if a problem arises between the client and/or the client's family or caregiver, I will contact the organization immediately.
- I understand the importance of ending my involvement with the organization properly therefore I will participate in the organization's exit or termination procedures.
- I agree to follow all established rules and guidelines of the organization
- I have read and agree to abide by the Citizen Father Foundation's Code of Conduct. I understand that if I violate this Code of Conduct I will subject to a range of consequences, up to and including being prohibited from participating in any activities or programs of the organization.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Client Code of Conduct

- I understand as a participant in the Citizen Father Foundation's program that I am responsible for

my behavior.

- I will act in ways that bring respect to me, my family and friends and other participants within the program.
- I will not use bad language, swear, insult or fight with other people. I will refrain from any form of personal abuse towards others, including verbal, physical and emotional abuse.
- I will not engage in any inappropriate contact or relationship with any other participant in the organization's programs.
- I will participate actively in the program.
- I will try new activities and learn new skills to the best of my ability.
- I will not ask to include my friends, brothers, sisters, or other family members in program activities unless they are so invited.
- I will inform my family or caregivers of my program activities. I will not keep secrets about my relationship or activities within the program.
- I will be on time and dressed appropriately for all program activities.
- I will let the organization know if my plans change and I am unable to keep an appointment or participate in an activity.
- I will not expect the staff to buy me gifts, give me money or take me on expensive outings.
- I will ask any staff or other participants if I may call him or her at home. If he/she agrees, I will be reasonable and responsible about the time of day and how often I call.
- I will keep contact with the organization' staff by responding to phone calls, letters and other means of communicating promptly.
- If a problem develops, I will immediately talk to my family or caregiver and/or a representative from the organization about it.
- If a problem develops within my family or other circumstances occur that affects my participation in the program, I will contact the organization.
- I agree to follow all established rules and guidelines of the organization

I have read and agree to abide by the Citizen Father Foundation's Code of Conduct. I understand that if I violate this Code of Conduct I will subject to a range of consequences, up to and including being prohibited from participating in any activities or programs of the organization.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Interpersonal Relationships and Program Boundaries**

Citizen Father Foundation serves people vulnerable to additional abuse, mistreatment and exploitation. To protect all, we limit contact between our clients and staff (employees and volunteers) to approved activities. Staff should not meet with a client outside the parameters of our organization. Specific limitations are detailed below:

- Staff is prohibited from "baby-sitting" for our clients, the clients' families or other participants within the program.
- Staff cannot meet with a client and/or the client's family other than during scheduled program activities.
- Staff cannot include anyone other than an authorized employee or volunteer in any program activities involving our clients. Clients cannot include members of their families or friends in any program activities unless specifically permitted.
- No overnight visits or activities are permitted without the approval of the organization.
- No gifts of a value greater than [insert dollar amount] should be exchanged between staff and clients.
- No money should be given to a client and expenditures for program activities should be limited to

[dollar amount].

## **Position Descriptions**

Citizen Father Foundation has developed job descriptions for all positions in the organization.

## **Applications**

Citizen Father Foundation uses an application form for paid and volunteer positions.

## **Interview Guide**

Citizen Father Foundation uses an interview guide as a strategy for managing the risks associated with interviewing prospective staff and volunteers. All personnel involved in interviewing have been trained on the principles contained in the guide.

## **Reference Checks**

Citizen Father Foundation's screening process includes checking references for finalists for paid and volunteer positions.

## **Criminal History Background Checks**

It is the policy of Citizen Father Foundation to conduct criminal history background checks on all applicants for paid employment and volunteer service. The results of these checks are reviewed against the organization's eligibility criteria to determine whether any applicants must be excluded due to the results of the background check.

## **Emergency Procedures**

To ensure the safety of our clients, Citizen Father Foundation has established an emergency action plan. The emergency action plan is a way for Citizen Father Foundation to prepare and plan for various emergencies. All personnel are responsible for knowing and following the plan. Each facility must schedule and hold emergency drills to test the plan and ensure its readiness in the event of an emergency.

## **Facility Access**

In order to protect our vulnerable clients, Citizen Father Foundation has adopted strict protocols concerning access to areas where programs and services are delivered. Visitors must be issued and wear prominent name tags. Staff and volunteers understand their responsibility for reporting the presence of any person who does not have proper credentials.

## **Client Discipline**

In order to protect the health and safety of all persons involved in our programs, Citizen Father Foundation enforces the Client Code of Conduct. This requires addressing disciplinary issues with clients from time to time, up to and including removal from the organization's programs. The organization never withholds nutrition or hydration as a form of discipline, and only employs non-physical methods of correction.

## **Training and Supervision**

The Citizen Father Foundation is committed to ensuring the safety and well-being of the clients we serve. This Client Safety Manual outlines our policy on training and supervising staff to protect our clients effectively. We prioritize creating a safe and supportive environment through comprehensive training, strict supervision, and a robust reporting system. Policy Overview: Our policy focuses on three main areas: Training Supervision Reporting and Accountability

# **Financial Management**

## **Financial Responsibilities and Objectives**

It is the responsibility of the Board of Directors to formulate financial policies and review the operations and activities of Citizen Father Foundation on a periodic basis. The Board delegates this oversight responsibility to the Finance Committee, of which the Treasurer is the Chair. The CEO of the organization acts as the primary fiscal agent, with responsibility for implementing all financial management policies and procedures on a day to day basis. The CEO may delegate to qualified professional staff responsibility for managing various aspects of financial management.

The financial management objectives of Citizen Father Foundation are to:

- preserve and protect financial assets needed for mission critical activities;
- exercise appropriate care in the handling of incoming funds and disbursement of outgoing funds;
- strive for transparency and accountability in fiscal operations.

## **Budgeting**

The CEO, CFO and Treasurer (Finance Committee Chair) shall be responsible for developing and presenting to the Finance Committee a proposed budget for the upcoming fiscal year no less than 60 days prior to the beginning of the new fiscal year. The Finance Committee shall review and approve the budget and present it to the board no less than 30 days prior to the beginning of the new fiscal year. The budget shall contain detailed projections for revenues and expenditures as well as cash flows.

## **Financial Statements**

Citizen Father Foundation's financial statements shall be prepared on an accrual basis in accordance with Generally Accepted Accounting Principles (GAAP). Under GAAP, net assets and revenues, expenses, gains and losses are classified based on the existence or absence of donor-imposed restrictions. The net assets of the organization and changes shall be classified as unrestricted, temporarily restricted or permanently restricted. Separate funds may be established for specific purposes, such as Endowment Fund.

The presentation of the Financial Statements shall follow the recommendations of the Financial Accounting Standards No. 117, Financial Statements of Not-For-Profit Organizations (SFAS No. 117).

The CEO shall prepare or direct the preparation of monthly Financial Statements and presentation of these statements to the Finance Committee. Quarterly financial statements shall be presented to the board by the Finance Committee.

## **Internal Controls**

Citizen Father Foundation has adopted a number of internal control measures as part of an overall effort to safeguard financial assets. These controls include:

- A policy requiring that all incoming checks are immediately stamped with a restrictive endorsement indicating for deposit only
- A detailed log of all incoming checks and cash is maintained and reconciled with deposit slips and

monthly bank statements

- All cash and checks are deposited the same business day if possible, and no later than the next business day

In addition, and to the extent possible given its size and circumstances, the organization strives to segregate the following duties so that a single staff member isn't required to perform two or more of the following incompatible functions:

- Authorizing the purchase of goods and services;
- Preparing a purchase order to purchase goods;
- Receiving goods or validating the performance of services;
- Approving the payment of accounts payable for goods and services received;
- Recording the liability for accounts payable;
- Preparing and signing checks to pay the respective accounts payable;
- Forwarding payments to the payee.

## **Audit**

Citizen Father Foundation engages the services of an independent CPA firm to conduct an audit of its financial statements whenever conducting an audit is required by a funding or regulatory agency. Otherwise it is the policy of the organization to evaluate on an annual basis whether an independent financial statement audit is feasible.

## **Investment Policy**

Citizen Father Foundation's philosophy with regard to short-term investments is safety of principal and liquidity. Acceptable investments shall include: Certificates of Deposits and Bankers Acceptances rated A1; Domestic Commercial paper rated A1 and/or P1 by two (2) major rating services; all short-term Securities of the U.S. Government or an agency thereof. The organization's long-term investment strategy shall be reviewed and evaluated by the Finance Committee annually to ensure the portfolio's property diversification, security and return on investments. All financial institutions shall be selected and approved by the Finance Committee and must have a long-term investment rating of A or higher by Standard and Poor's or a comparable rating. Investments shall be reported on the monthly financial statements at cost or market value.

# **Fundraising and Public Relations Risks**

## **Gift Acceptance Policy**

1. Citizen Father Foundation solicits and accepts gifts that are consistent with its mission.
2. Donations will generally be accepted from individuals, partnerships, corporations, foundations, government agencies, or other entities, without limitations.
3. In the course of its regular fundraising activities, Citizen Father Foundation will accept donations of money, real property, personal property, stock, and in-kind services.
4. Certain types of gifts must be reviewed prior to acceptance due to the special liabilities they may pose for Citizen Father Foundation. Examples of gifts which will be subject to review include gifts of real property, gifts of personal property, and gifts of securities.

## **Monitoring Restricted Gifts Policy**

Citizen Father Foundation will fulfill a donor's specified gift intent to the extent that doing so is legal, consistent with the organization's tax exempt purpose and capable of being performed. Citizen Father Foundation will discourage donors from imposing investment and transferability restrictions on assets given to the organization. However, once donations with such restrictions have been accepted, the organization will comply with such restrictions.

The Audit Committee of the board shall review, at least annually, the organization's compliance with donor- and grantor-imposed restrictions and direct any changes necessary to ensure future compliance.

## **Policy Concerning the Use of Solicitors**

The executive director of Citizen Father Foundation shall approve any proposed fundraising plan before funds are solicited on behalf of the organization. The plan must indicate the groups or audience that will be solicited, the literature that will be used to support the fundraising effort, the timeframe for the campaign, and the names of the persons who will be soliciting funds on the organization's behalf.

# **Facility/Site Safety and Security**

**Facility Design**

**Inspections**

**Preventive Maintenance**

**Policy Concerning Invitees**

**Policy Regarding the Use of Others' Homes or Apartments**

**Emergency Planning Policy**



# **Technology and Information Management**

## **Technology Policy**

Citizen Father Foundation's information and office technology systems (networks, software, computers, telephones, printers, copiers, etc.) are tools provided to employees and volunteer to enhance productivity and performance on the job. Limited non-business use is permitted when on personal time (e.g. during lunch hour or after work). Regardless of the type of use, employees must not have any expectation of privacy to data, information or files that are created, stored or used on Citizen Father Foundation's systems. The executive director or his/her designee reserve the right to access the employee's computer or files at any time. Staff are expected to use good judgment in their use of Citizen Father Foundation's information and office technology systems, especially electronic mail. Access to all systems, including electronic mail and the Internet, is a privilege, not a right.

Examples of inappropriate uses of technology include:

- Any violation of law or government regulation
- Any unauthorized access to computer systems or networks
- Any use promoting disrespect for an individual, discrimination, or any use constituting a personal attack, including ethnic jokes or slurs
- Viewing, copying or transmitting material with sexual or profane content
- Transmitting harassing or soliciting messages
- Transmitting unsolicited advertising
- Using copyrighted material without permission or legal rights
- Any use for personal financial gain, or in a manner creating a potential conflict of interest for the employee or Citizen Father Foundation
- Defamatory, inflammatory or derogatory statements about individuals, companies or their products
- Any use that constitutes a waste of Citizen Father Foundation's resources, including network resources
- Sending or forwarding chain letters
- Any use of network systems for recreational games or other recreational purposes
- Any use that involves corruption or destruction of data, including knowingly launching a virus, worm or other malicious software

The failure to use good judgment or the abuse of the organization's policies may result in suspension of privileges or disciplinary action. If any employee discovers he or she has unintentionally violated this policy, that employee should notify his or her supervisor immediately.

## **Policy Concerning the Use of Wireless Communications Devices**

As part of the organization's commitment to safety in the delivery of programs and services, Citizen Father Foundation places special emphasis on the safe operation of motor vehicles used by employees or volunteers to conduct the organization's business. If an employee must use a wireless communications device (hereinafter "WCDs") while driving, it should be used only in a life-threatening emergency and when the employee cannot pull to the side of the road and stop safely.

For the purposes of this policy, WCDs include, but are not limited to, wireless phones, personal digital assistants, computers, online email devices, navigation aides, and any other information or entertainment service or equipment, whether or not such devices are provided by or paid for by the organization.

Employees are advised to adhere to the following safety precautions with respect to the use of WCDs:

- If you must make a telephone call while driving on the organization's business, pull into a parking lot or off the road onto a wide shoulder and park the car before retrieving the telephone to receive or make the call.
- Exercise extreme caution if pulling on or off the shoulder of a busy thoroughfare.
- Where possible, try to make all necessary calls before setting off on a trip, or after arriving safely at your destination.
- Call for help to protect yourself and your passengers from dangerous situations or to report an emergency situation involving others. Dial 911 in case of fire, traffic accident, road hazard or medical emergencies.

Employees and volunteers who violate this policy are subject to discipline, up to and including termination of employment or volunteer service.

## **Development of Systems Inventory**

Citizen Father Foundation is committed to preserving its assets. To expedite recovery from an incident involving the organization's equipment and systems, responsibility has been assigned for establishing and maintaining an inventory and documentation of all systems. The documentation shall include a complete inventory of electronic equipment and computers technology, including hardware, software, media and data. The assigned staff member will update the documentation on a quarterly basis or as warranted by system acquisitions. The inventory will be stored on-site as well as off-premises.

## **Physical Security for Technology Assets**

Citizen Father Foundation is committed to protecting its office technology assets. The organization takes all reasonable steps to protect and safeguard systems and equipment from damage due to power fluctuations, water damage, dust, extreme temperature change and other environmental factors. In addition, the organization guards against threats to due to viruses, worms, malicious software and hackers. The position in the organization responsible for overseeing the security of office systems is [position].

## **Limiting Access to Confidential Information**

Due to the nature of our programs, Citizen Father Foundation has client files with confidential information as well as business records that are proprietary. Therefore it is essential to limit access to certain records to only personnel whose positions require access. Confidential information in paper form will be stored in locked file cabinets and in a locked room during non-working hours. All personnel should use good judgment and common sense in protecting confidential information while in use during business hours. The [TechResp2] will oversee the creation of a system to limit access to electronic records based on duties and responsibilities in the organization. Access will also be protected through the use of passwords. Access will be modified from time to time as work assignments change. Any employee who intentionally obtains unauthorized access to records shall be subject to discipline, up to and including termination. Any employee who accidentally obtains access to confidential records should inform his or her supervisor immediately.

## **Use of Passwords as a Security Measure**

Information is a valuable asset necessary to the delivery of services and mission fulfillment. The use of passwords is essential to protecting computer systems and data. Use of a password enables the

organization to ensure accountability for all transactions. Each individual with access to computer systems is responsible for the selection, security and changing of their passwords in accordance with the following guidelines.

Passwords must:

- Be changed every three months
- Be memorized, not written down
- Be at least six characters long
- Contain changes in case and three non-alphabetic characters
- When changed, be significantly different than previous passwords

Passwords must not contain:

- A dictionary word in any language
- Personally identifiable information of the user

Staff have also been instructed to adhere to the following additional considerations:

- Do not use the "Remember Password" feature of applications and do not create a "hot key" for password use.
- Do not use the same password to access multiple company systems.
- If you believe or suspect that your password has been compromised, report this fact to your supervisor as soon as possible.

## **Systems Backup**

Citizen Father Foundation understands the importance of maintaining computer operations in order to deliver services and programs. A major tool to mitigate damage to computer systems is to adopt procedures for creating and storing system backups to enable the organization to quickly restore any lost files or systems.

### *Backup Guidelines*

- Monthly — The last work day of each month the network administrator will perform a backup of the entire hard drive/server. The most recent monthly tape will be stored off-site at the administrator's home and the previous months tapes will be stored in a safe deposit box. The tapes will be rotated on an annual basis and tapes replaced every two years.
- Weekly — Every Friday the network administrator will perform a full backup. The most recent backup will be stored at the administrator's home and the remaining tapes stored in the safe deposit box. The four tapes are rotated on a monthly basis and to be replaced annually.
- Daily — Every evening (Monday through Friday), the network administrator will perform a differential backup. The daily tapes are stored in a fireproof safe within the office. The tapes will be rotated in a weekly basis and replaced every six months.
- Testing — The network administrator will perform a test of the backups on a quarterly basis.
- Audit — The network administrator will conduct an audit of backup media at least once every six months.

## **Disaster Recovery Plan**

Citizen Father Foundation's clients are dependent upon us and we must be able to meet their needs even if our facilities become inaccessible or suffer damage. To protect both our clients and our operations we

shall adopt a disaster recovery plan for the repair, recovery, and restoration of our computer operations. The [name of position] is responsible for the development, maintenance and testing of the electronic disaster recovery plan. A test of the plan is conducted on an annual basis.

## **Internet Security**

Citizen Father Foundation is committed to protecting its network and information technology to the greatest extent possible to ensure our ability to provide programs and services to our constituencies. To achieve our objective, the Director of Administration is responsible for establishing our security protocols and training all personnel in the proper use of these measures. All personnel are responsible for following the security guidelines to protect their computers from harm. Staff who fail to abide by these security protocols are subject to discipline up to and including termination of employment or volunteer service with the organization.

## **Web Site Functionality**

Citizen Father Foundation depends on its Web site to distribute information, deliver services, and raise funds required for ongoing operations. An inoperable Web site or one functioning less than optimally can have serious consequences with regard to the organization's reputation, income stream and service delivery. To ensure that the Web site remains fully operational at all times, the MIS unit has established a monitoring procedure which includes a complaint or notice feature allowing visitors/users to report problems encountered while using the Web site. The MIS unit has also established a goal of responding to all complaints or notices of site errors or problems within eight hours. The MIS unit has also provided detailed instructions to staff about their role in reporting Web site irregularities or other malfunctions.

## **Web Content**

The quality and substance of Citizen Father Foundation's website is critical to its reputation. Standards and guidelines have been established to guide the development of content for the site. The [Position] is responsible for overseeing the development and posting of content to the website as well as assuring adherence to the standards and guidelines. All content will be subject to careful review prior to posting. This review will include consideration of any potential legal issues that may arise, such as issues related to copyright and trademark.

## **Web Site Disclaimer**

As part of its work to protect the reputation and legal interests of the organization, Citizen Father Foundation will post the following Web site disclaimer effective [date]:

### *Website Disclaimer*

All materials posted on this site are subject to copyrights owned by Citizen Father Foundation or other individuals or entities. Any reproduction, retransmission, or republication of all or part of any document found on this site is expressly prohibited, unless Citizen Father Foundation or the copyright owner of the material has expressly granted its prior written consent to so reproduce, retransmit or republish the material. All other rights reserved.

The names, trademarks, service marks and logos of Citizen Father Foundation appearing on this site may not be used in any advertising or publicity, or otherwise to indicate the organization's sponsorship of or affiliation with any product or service, with the organization's prior express written permission.

Although this website features links to other sites, Citizen Father Foundation takes no responsibility for the content or information contained on those sites, as we do not exercise editorial or other control over these sites.

This website provides information and services in furtherance of our mission. We make no representations about the suitability or accuracy of the information on this site for any purpose.

If you see any objectionable, inaccurate or improperly functioning content or features on this site, please contact [Person] at [telephone number and email address] as soon as possible.

## **Web Privacy Policy**

The following policy statement is posted on our Web site:

Citizen Father Foundation respects the privacy of visitors to its Web site. We strongly believe that if electronic commerce and online activities are to flourish, consumers must be assured that information provided online is used responsibly and appropriately. To protect online privacy, the organization has implemented the following policy.

*About the Information We Collect* - Most of the data and information we collect through our website is used only to help us achieve our mission. It is our policy to collect and store only personal information that our clients knowingly provide.

- *From Casual Web Site Visitors and General Users.* We do not collect any personal information from users browsing our website. When you use the public areas of our website you are doing so anonymously. We do collect aggregate use information, such as the number of hits (visits) per page. We use aggregate data for internal and marketing purposes, but we don't collect any personally identifying information.
- *From Our Clients, Donors and Other Customers.* If while visiting our website you order a product, register for a conference, submit a technical assistance question, or request other information, you will be asked to provide certain information. In all cases this information is submitted voluntarily. In most cases, we ask clients to provide their name, title, organization name, address, telephone, and e-mail. If you're making a purchase, you may be asked for credit card information in order to complete your purchase. Similar information may be submitted to us on an order form or registration form.

*Customer Lists* - Our client list is not for sale. When you visit our website or become a client, your name and mailing information will not be sold to a commercial organization.

*Credit Card Account Information* - We utilize secure transaction methods when collecting credit card information over the Internet. Citizen Father Foundation does not disclose credit card account information provided by our clients. We submit the information to the appropriate clearinghouse in order to obtain payment.

*How We Use Cookies* - Cookies are small text files that are sent to your computer when you logon to a Web site that allow us to identify you when you return to the site. Citizen Father Foundation uses cookies only to support the operations of our shopping cart. We do not use cookies to track your usage or any other personal information about you.

# Transportation

## Authorized Vehicle Use Policy

Providing transportation services to clients is an mission-critical function. However, the organization recognizes its responsibility to provide safe and efficient transportation. The following rules apply to all drivers and vehicles:

- Only people approved and authorized by Citizen Father Foundation are permitted to driver either an agency owned vehicle or any other vehicle on the organization's behalf.
- Agency owned vehicles are not to be driven for personal use without the permission of the executive director or his/her designee.
- While driving on behalf of the organization, personal errands should be avoided.
- Agency owned vehicles are to be used within the approved guidelines for use.

## Driver Selection Policy

The purpose of our Driver Selection process is to screen and identify qualified drivers while restricting or eliminating unacceptable drivers. All employees and volunteers that drive either an agency-owned vehicle, a rented vehicle or a personal vehicle on behalf of Citizen Father Foundation *must be approved* to drive *before* they are permitted to drive for the organization.

The driver selection process includes the review of:

1. the employee or volunteer's driver's license for currency and validity,
2. any license restrictions that might render the employee or volunteer ineligible as a driver,
3. the individual's motor vehicle record (MVR), and
4. proof of adequate personal automobile insurance.

## Driver Training Policy

### Driver Training

Citizen Father Foundation strives to provide a safe environment for all of its personnel. In light of this goal, it is necessary that all persons driving on the organization's behalf know and understand the organization's transportation policies and procedures. Each authorized driver is expected to participate in a driver orientation program prior to driving for the organization. During the orientation program authorized drivers will review the following issues:

- driver safety rules
- defensive driving guidelines
- authorized use of agency owned, leased and personal automobiles
- operating specially-equipped agency or leased vehicles or vehicle equipment
- pre- and post-trip vehicle inspections
- vehicle maintenance guidelines
- accident procedures

### Driver Supervision

It is the policy of Citizen Father Foundation to monitor driver performance on an ongoing basis. Employees and volunteers for whom driving is a major responsibility are subject to the following periodic monitoring:

- MVR records are re-checked on an annual basis to determine continuing compliance with the organization's criteria;
- Additional driver criteria (e.g. current license, special certificates) are verified annually;
- Drivers must undergo an on-the-road driving test no less than every two years;
- A written driver safety test is administered on an annual basis;
- Supervisors conduct regular performance reviews and conferences to discuss and resolve performance issues and concerns;
- Supervisors review all driver logs as well as the organization's complaint log to identify any issues that require correction or follow-up.

## **Vehicle Selection Policy**

Citizen Father Foundation does not permit 15-passenger vans to be used on the organization's behalf. Permitted vehicles include buses, small vans, and passenger vehicles designed to carry at least four passengers. All vehicles used on the organization's behalf must be inspected prior to use and must, at a minimum, have the following equipment:

- adequate tire tread
- working brakes
- operational windshield wipers and wiper fluid
- operational defroster
- appropriate side and rear view mirrors
- working seatbelts for all occupants

## **Vehicle Maintenance**

It is the policy of Citizen Father Foundation to inspect all vehicles, except personal vehicles, at least monthly. Vehicle operators/custodians are responsible for ensuring vehicles are serviced/maintained according to the manufacturer's recommended schedule. Any safety problems should be reported by vehicle operators/custodians to the fleet coordinator immediately for proper follow-up.

## **Accident Procedures**

Any accident involving a motor vehicle driven on Citizen Father Foundation's behalf, regardless of severity, location, or fault, must be reported immediately to the law enforcement authority within the jurisdiction where the accident occurred *and* to the driver's supervisor at Citizen Father Foundation. Fleet vehicles contain an Emergency Kit with the following: reflective triangles, accident procedures, blank accident report, and first aid kit. In the event a rented vehicle is being used, the driver should also follow the procedures outlined on the rental agreement and/or posted in the vehicle.

All of the organization's drivers have been instructed to follow the following procedure for all accidents:

- Stop and secure the vehicle.
- Set out warning devices (triangles) properly.
- Immediately contact the local police to advise them of the accident and request medical assistance if there are any injuries.
- Once any medical needs are taken care of, obtain information on the other driver or drivers

involved in the accident. Use the accident form to record this vital information.

- Provide the other driver(s) involved in the accident with your information and the vehicle's information, including insurance coverage. Insurance information is located in the Emergency Kit of all fleet vehicles.
- Cooperate with the police and other authorities but do not admit fault.
- If necessary due to the condition of the vehicle, arrange for towing to a nearby garage.



# **Crisis Management**

**Emergency Planning/Response**

**Emergency Planning**

**Business Continuity Planning Policy**

**Internal Distribution Policy for BCP Policies and Procedures**

**Vital Records, Data and Documents Backup Policy**

**Crisis Communications Policy**

**General Evacuation Policy**

**Evacuation of Persons Requiring Special Assistance**

# **Volunteer Risks and Risk Management Strategies**

## **Priority Volunteer Risks**

Deploying volunteers is a crucial part of Citizen Father Foundation's mission. However, it also brings various risks that need careful management to ensure the safety and effectiveness of the services provided. Below is a summary of the top risks associated with the deployment of volunteers, considering potential outcomes that could deviate significantly from expectations:

**Inadequate Training and Preparation:** Expected Outcome: Volunteers are well-prepared to deliver services effectively. Risk: Insufficient training can lead to volunteers being unprepared for their roles, resulting in subpar service delivery, miscommunication, and increased risk of errors or accidents.

**Volunteer Misconduct:** Expected Outcome: Volunteers behave ethically and professionally. Risk: Instances of misconduct, including breaches of confidentiality, inappropriate behavior, or abuse of authority, can harm clients and damage the foundation's reputation.

**Volunteer Turnover and Unreliability:** Expected Outcome: Volunteers commit to their roles and responsibilities consistently. Risk: High turnover rates and unreliability can disrupt service continuity, increase administrative burdens, and strain resources.

**Health and Safety Risks:** Expected Outcome: Volunteers operate in a safe and healthy environment. Risk: Volunteers may face health and safety hazards, such as accidents, exposure to illness, or unsafe working conditions, leading to injury or illness.

**Insurance and Liability Issues:** Expected Outcome: Volunteers are adequately covered by insurance. Risk: Gaps in insurance coverage or misunderstandings about liability can result in financial losses for the foundation if volunteers are injured or cause harm while performing their duties.

**Data Security and Privacy Concerns:** Expected Outcome: Volunteer activities comply with data security and privacy regulations. Risk: Volunteers may inadvertently mishandle sensitive information, leading to data breaches and violations of privacy laws, which can result in legal consequences and loss of trust.

**Resource Misallocation:** Expected Outcome: Volunteers are deployed where they are most needed. Risk: Poorly managed volunteer deployment can lead to inefficiencies, with volunteers either being underutilized or misallocated, which can negatively impact the effectiveness of service delivery.

**Client-Volunteer Relationship Issues:** Expected Outcome: Positive and productive interactions between clients and volunteers. Risk: Misunderstandings or conflicts between clients and volunteers can occur, potentially resulting in dissatisfaction, complaints, and harm to the foundation's reputation.

By identifying and addressing these risks, Citizen Father Foundation can better manage its volunteer program, ensuring that it continues to deliver high-quality services while safeguarding the well-being of both volunteers and clients.

## **Addressing Risks Through Recruitment, Screening and Selection**

Citizen Father Foundation integrates risk management into its volunteer recruitment, screening and selection process by:

- Communicating to prospective volunteers the organization's requirements and expectations;
- Designing position descriptions that support the identification of appropriate screening tools based on the risks associated with a particular position;
- Employing a basic, enhanced or rigorous screening process based on an analysis of the position (for example, a volunteer position requiring contact with vulnerable clients warrants a rigorous screening process consisting of an application, interview, reference checks, and criminal history and possibly other records checks).

## **Supervision of Volunteers**

Volunteers appointed to positions at Citizen Father Foundation have specific position descriptions which include the position to which the volunteer reports. After attending an orientation session and training specific to their position, volunteers report on a regular basis to their supervisor. The supervisor has the authority to discipline the volunteer or recommend their removal.

## **Volunteer Dismissal**

Volunteers serving Citizen Father Foundation may be dismissed at any time when a supervisor determines that:

- The volunteer is indifferent with regard to the organization's essential rules and requirements;
- The volunteer cannot adequately perform the job for which they have been retained;
- The volunteer's continued service presents an unacceptable danger to the organization or its personnel or clients.

At the time of dismissal departing volunteers will be provided with a letter thanking them for their past service and explaining the reason why their continued service is no longer required. All volunteer dismissals will be reviewed by senior management in advance of taking action.

## **Special Volunteers**

# **Insurance Program for Citizen Father Foundation**

Citizen Father Foundation Insurance-Buying Strategy and Current Disposition Citizen Father Foundation adopts a strategic approach to insurance procurement to protect against catastrophic losses. The organization's Risk Management Committee collaborates with the Director of Finance to meticulously review proposals from qualified brokers. Together, they determine the most appropriate limits of liability, deductibles, and carriers, ensuring that the chosen insurance solutions align with the foundation's resources, risks, and requirements. Current Insurance Program: Nonprofits Insurance Alliance #84569 Coverage A: Commercial General Liability: Expiration Date: 6/27/25 Coverage B: Automobile Liability: Expiration Date: 6/27/25 Coverage C: Directors & Officers Liability: Expiration Date: 6/27/25 This comprehensive insurance program ensures that Citizen Father Foundation is well-protected across various aspects of its operations, allowing the organization to continue its mission with confidence and security.

## **Insurance Program for Citizen Father Foundation**

Citizen Father Foundation retains the services of insurance advisors in order to assist the organization purchase adequate insurance coverage at an acceptable price.

## **Selection Process**

Citizen Father Foundation puts its insurance program out to bid every 3-5 years, or more frequently if the organization determines that a current provider is unable to meet the service needs of the organization.

## **Current Insurance Advisors**

A separate document will be provided for this statement

# **Your Custom Plan Module**

**Added Custom Policy**