Economic Opportunity Council of Suffolk, Inc.

Risk Management Plan
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**Risk Management Program**

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Risk Management Philosophy

Economic Opportunity Council of Suffolk, Inc. aspires to operate in a way that protects the health, safety and security of clients, staff members and volunteers while lifting up the organization's mission and safeguarding assets needed for mission-critical programs and activities.

Risk Management Goals

Economic Opportunity Council of Suffolk, Inc. 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

- Economic Opportunity Council of Suffolk, Inc. strives at all times to operate in compliance with local, state, and federal laws and regulations.
- Economic Opportunity Council of Suffolk, Inc. adheres to the policies and standards of all funding sources in matters related to the health safety, and well-being of service recipients.
- All staff involved in Economic Opportunity Council of Suffolk, Inc. 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.

- Economic Opportunity Council of Suffolk, Inc. 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

- Adopts annual capital budget with risk management in mind.
- 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.

Chief Executive Officer

- Sets risk management goals, adopts annual operating objectives and budget with risk management included.
- Reviews operational reports to determine compliance and future priorities.
- Ensures compliance with policies and standards imposed by national organization or accrediting organization.
- 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.

Chief Financial Officer

- Champions organization-wide effort to protect the vital assets of Economic Opportunity Council of Suffolk, Inc. and engage key stakeholders in risk management activities.
- 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.

Governance Structure

Articles of Incorporation
Economic Opportunity Council of Suffolk, Inc. was incorporated in the State/Commonwealth of New York on May 1967. The articles of incorporation were last reviewed by legal counsel in February 5, 2010 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 August 14, 2001 Board representatives reviewed the articles for compliance with the current mission and purpose of the organization in February, 2010. The Board and legal counsel will review the articles of incorporation every five years to maintain its currency and legality. The original articles of incorporation are stored at 31 West Main Street, Suite 300, Patchogue, NY 11772.

Bylaws

The bylaws were reviewed by legal 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 at 31 West Main Street, Suite 300, Patchogue, NY 11772.

Indemnification

The indemnification provision is funded by a Directors' & Officers' liability insurance policy underwritten by Philadelphia Insurance Companies under policy number PHSD101375 with a term of 1/19/15 – 3/1/16. The policy limit of liability is $4,000,000 with a deductible limits of $5,000 and $10,000.

Conflict of Interest Policy

The conflict of interest policy was adopted by the board on April 27, 2012 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 May of each year.

Board Operations

Board Manual

The Economic Opportunity Council of Suffolk, Inc. has adopted a Board Manual containing key policies and expectations of the board. Periodic review and update is done as needed.

Board Orientation

To ensure that the members of the Board of Economic Opportunity Council of Suffolk, Inc. are properly trained and prepared for their service, the organization conducts board orientation training for all board members on an annual basis. The experienced board members will share their insights and coach the new members in fulfilling their board duties.

Board Development
The board of Economic Opportunity Council of Suffolk, Inc. is dedicated to improving the skill and knowledge of its members by continually educating the members on the legal, financial, and operational aspects of governing a nonprofit organization. The board will allocate time during the year to increase its governance knowledge.

**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**

Economic Opportunity Council of Suffolk, Inc. 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**

The Board is committed to having the minutes accurately reflect the actions of the board. The minutes are stored with other corporate documents to protect them from harm or loss.

**Insurance/Risk Financing Strategy**

Economic Opportunity Council of Suffolk, Inc. is committed to protecting its financial and human assets to the greatest extent possible. Economic Opportunity Council of Suffolk, Inc. 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.

**Human Resources**

**Written Employment Policies**

Economic Opportunity Council of Suffolk, Inc. 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 administrative staff.

**Communicating Policy Changes**

All new policies are communicated in writing to staff through the use of memos and other appropriate policy documents including email. In addition, new policies are incorporated in the policy manual when that manual is updated periodically.

**Policy Review and Updating**

The Economic Opportunity Council of Suffolk, Inc. provides periodic reviews of its Employee handbook to ensure that policies remain suitable for the organization and in compliance with state and federal employment laws.

**Use of Position/Job Descriptions**

Economic Opportunity Council of Suffolk, Inc. uses job descriptions for both paid and volunteer positions in the organization. These documents are developed by management and updated on an as needed basis.

**Orientation Process for New Employees**

Each supervisor at Economic Opportunity Council of Suffolk, Inc. 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 agency and program 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. Economic Opportunity Council of Suffolk, Inc. views effective staff supervision as an essential component of risk management. Supervisory staff is expected to communicate their expectations of direct reports clearly and consistently and hold employees accountable with regard to key tasks and responsibility and compliance with the organization's employment policies. All employees are encouraged to raise concerns or questions about work priorities and assignments with their direct supervisor.

**Performance Appraisal**

The Economic Opportunity Council of Suffolk, Inc. requires annual reviews for all employees. Supervisors are responsible for scheduling review meetings and completing the Performance review form.
**Client Safety**

**Staff Code of Conduct**

The Economic Opportunity Council of Suffolk, Inc. has expectations that staff will abide by the following rules to ensure program success on behalf of the agency.

- Consistent participation is important and honoring one’s time and service commitment.
- Respecting the rights, dignity and worth of all people involved within the program and serving as a positive role model for the clients with which one has contact.
- The relationship between the clients and staff is important and other people will not be included in our activities, including members of the client's or my family.
- 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.
- Personal information about others that I will keep confidential.
- No engagement 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.
- Refraining from any form of personal abuse towards others, including verbal, physical and emotional abuse.
- No engagement in any inappropriate contact or relationship with a client or other participant of the organization's programs.
- Alert to any form of abuse from other sources directed toward clients.
- No arrangement or participation in any overnight activities (or other prohibited activities) without express permission from the organization.
- Inform the client's family of any activity plans and obtain their approval as needed.
- No buying of gifts or give money to any client. Whenever in doubt of the appropriateness of a modest gift ($20 or less, meals, performance tickets, sports events, etc.). I will check with the organization.
- Maintain regular contact with my supervisor by responding promptly to any calls, letters, or other means of communication. Organization may request a meeting to discuss my participation and a prompt response will be provided.
- If a problem arises between the client and/or the client's family or caregiver, contact will be made with the organization immediately.
- Understand the importance of ending involvement with the organization properly therefore, participating in the organization's exit or termination procedures.
- Follow all established rules and guidelines of the organization

**Client Code of Conduct**
Is determined specifically in detail by program but generally includes the understanding:

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

**Interpersonal Relationships and Program Boundaries**

To protect our clients, Economic Opportunity Council of Suffolk, Inc. has established guidelines for activities, programs and services it will pursue. Deviation from these guidelines may create unacceptable risks and endanger our purpose and mission. All personnel should be committed to following these guidelines and work to meet the needs of our clients.

**Position Descriptions**

Economic Opportunity Council of Suffolk, Inc. has developed job descriptions for all positions in the organization.

**Applications**
Economic Opportunity Council of Suffolk, Inc. uses an application form for paid positions only.

**Interview Guide**

Economic Opportunity Council of Suffolk, Inc. 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**

Economic Opportunity Council of Suffolk, Inc.'s screening process includes checking references for finalists for paid and volunteer positions.

**Criminal History Background Checks**

It is the policy of Economic Opportunity Council of Suffolk, Inc. 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, Economic Opportunity Council of Suffolk, Inc. has established an emergency action plan. The emergency action plan is a way for Economic Opportunity Council of Suffolk, Inc. 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 as applicable and test the plan and ensure its readiness in the event of an emergency.

**Facility Access**

Economic Opportunity Council of Suffolk, Inc. has adopted a policy requiring central check-in for all unscreened personnel and visitors to the organization's facilities and premises. Once checked-in, all visitors must be escorted on the premises.

**Training and Supervision**

The Economic Opportunity Council of Suffolk, Inc. has program specific guidelines that provide training to ensure that all clients are protected and kept from harm’s way.

**Financial Management**

**Financial Responsibilities and Objectives**
It is the responsibility of the Board of Directors to approve financial policies and review the operations and activities of Economic Opportunity Council of Suffolk, Inc. on a periodic basis. The Board delegates this oversight responsibility to the Finance Committee. The Chief Financial Officer 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 CFO may delegate to qualified professional staff responsibility for managing various aspects of financial management.

The financial management objectives of Economic Opportunity Council of Suffolk, Inc. 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 Chief Executive Officer and Chief Financial Officer shall be responsible for developing and presenting to the Finance Committee a proposed budget for the upcoming fiscal year no less than 30 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**

Economic Opportunity Council of Suffolk, Inc.'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 Chief Financial Officer shall prepare or direct the preparation of monthly Financial Statements and presentation of these statements to the Chief Executive Officer. Financial statements shall be presented to the board at each board meeting.

**Internal Controls**

Economic Opportunity Council of Suffolk, Inc. 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;
- Check endorsement policies based upon dollar amount by authorized signatories;
- Forwarding payments to the payee.

Audit

It is the policy of Economic Opportunity Council of Suffolk, Inc. to engage the services of a reputable, independent CPA firm to conduct an annual audit of the organization's financial statements. The audit is required to be completed within six months of the end of each fiscal year. The audit firm is selected by and reports to the organization's Finance Committee. A representative of the audit firm is requested to make an annual presentation to the Finance Committee who then presents to the full board.

Investment Policy

For the purpose of managing investment risk and to optimize investment returns within acceptable risk parameters the following funds have been established:

- Operating funds - current restricted bank accounts for day to day payroll and program expenses.
- Short term restricted funds - restricted bank account for program expenses in excess of FDIC insurance limits.
- Finance Committee will recommend investment options when applicable for board approval.

Fundraising and Public Relations Risks

Gift Acceptance Policy
1. Economic Opportunity Council of Suffolk, Inc. 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, Economic Opportunity Council of Suffolk, Inc. 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 Economic Opportunity Council of Suffolk, Inc... 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**

Funds received by Economic Opportunity Council of Suffolk, Inc. for restricted purposes will be tracked in accordance with generally accepted fund accounting principles specified by the Industry Audit Guide for the American Institute of Certified Public Accountants. External reports required by donors and grantors will be prepared according to the donor's or grantor's specifications. The Chief Financial Officer is responsible for tracking grant funds and the Director of Development is responsible for coordinating the preparation of periodic reports due to funders.

**Policy Concerning the Use of Solicitors**

The Chief Executive Officer of Economic Opportunity Council of Suffolk, Inc. 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 Needs**

Economic Opportunity Council of Suffolk, Inc. seeks to utilize its resources and assets fully in achieving its mission. The prudent use of facilities and resources is required to protect the safety
and well-being of all personnel - including staff, volunteers and service recipients - while safeguarding the organization's financial assets.

**Facility Design**

Economic Opportunity Council of Suffolk, Inc. is committed to providing a safe environment for its clients and staff through the appropriate use of its premises whether owned, leased or borrowed. The organization strives to construct or modify each property to most efficiently and effectively provide services to our clients while meeting all required codes and regulations.

**Inspections**

To ensure the safety of our operations, Economic Opportunity Council of Suffolk, Inc. inspects its facilities on a regular basis to ensure compliance with regulations, accreditation standards, and our own principles.

**Preventive Maintenance**

To protect its property, personnel and clients from harm, Economic Opportunity Council of Suffolk, Inc. will take steps to ensure that the organization complies with manufacturer's recommended guidelines for maintenance and repair of equipment and premises, building codes and safety regulations of all jurisdictions applicable to our facility; and maintains a log of service, repair and replacement.

**Policy Concerning Invitees**

As a facility owner, Economic Opportunity Council of Suffolk, Inc. is committed to providing outside users of its premises with a safe environment. This commitment includes, but is not limited to meeting building code requirements, making timely repairs, and providing and maintaining appropriate security.

**Use of Others' Facilities Policy**

Economic Opportunity Council of Suffolk, Inc. will only use others' facilities for special events, or in an emergency up to and until its facilities are inhabitable once again. The organization will be certain to:

- have a written agreement signed by representatives of all parties that spells out the organization's requirements, expectations and responsibilities with regard to the space; this may be a mutual aid agreement in the event of an emergency situation.
- fulfill its obligations as spelled out in the agreement and leave the site as tidy as it was found.
- supervise its employees, volunteers and service recipients when they use the facility.
- refrain from serving alcoholic beverages in facilities being used in the name of the organization.
obtain and review appropriate insurance coverage to cover injury, illness and property damage.

**Emergency Planning Policy**

Emergency planning activities by Economic Opportunity Council of Suffolk, Inc. will:

- Assure compliance with federal, state and local regulations
- Provide information, training and safeguards for employees in order to protect staff, service recipients and visitors
- Undergo testing and evaluation at least once a year and be updated to reflect changes in the services provided and the facilities occupied by the organization
- Address varied program requirements and building configurations
- Establish guidelines for varied types of emergencies and varied responses from evacuation to shelter in place.

**Technology and Information Management**

**Technology Policy**

Economic Opportunity Council of Suffolk, Inc.'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 Economic Opportunity Council of Suffolk, Inc.'s systems. The Chief Executive Officer or Chief Financial Officer or his/her designee reserves the right to access the employee's computer or files at any time. Staff is expected to use good judgment in their use of Economic Opportunity Council of Suffolk, Inc.'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 Economic Opportunity Council of Suffolk, Inc.
- Defamatory, inflammatory or derogatory statements about individuals, companies or their products
- Any use that constitutes a waste of Economic Opportunity Council of Suffolk, Inc.'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**

It is the policy of Economic Opportunity Council of Suffolk, Inc. to emphasize its commitment to the safe operation of all motor vehicles used by its employees while on organization business. Accordingly, we discourage the use of wireless communications devices (hereinafter "WCDs") for business purposes while driving motor vehicles. The use of any WCD in violation of any federal, state or local laws or regulations is prohibited. If an employee uses a WCD while driving, it should only be used in a life-threatening emergency or when the person cannot pull to the side of the road and stop safely. Any employees or volunteers who are found to be in violation of this policy will be subject to discipline, up to and including termination of employment or volunteer service.

**Assets- Agency Records**
The Economic Opportunity Council of Suffolk, Inc. records all assets in value within funding source guidelines in our Asset Inventory Database.

- Assets are recorded at purchase price.
- Depreciation is calculated annually.
- Assets are disposed of with funding source approval only.

**Physical Security for Technology Assets**

Economic Opportunity Council of Suffolk, Inc. 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 Chief Financial Officer.

**Access Security**

Economic Opportunity Council of Suffolk, Inc. maintains numerous files containing personal data, financial information, and other confidential or proprietary information. These files may be in paper or electronic form. The systems administrator will limit access to certain files based upon individuals' responsibilities and job tasks. Confidential documents will be secured in locked filing cabinets. Any employee whose work requires access to confidential documents should ensure that files are returned to their secure location. Persons who knowingly obtain unauthorized access to confidential information will be subject to discipline, up to and including termination. All incoming employees will be required to execute a Privacy Policy concerning access to and use of confidential information prior to being given access to any confidential information.

**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 assigned a unique password to be kept confidential.

**Disaster Recovery Plan**

Information technology is critical to Economic Opportunity Council of Suffolk, Inc.'s ability to provide its programs and services. As a key component of our operations, the Chief Financial Officer is responsible for establishing a disaster recovery plan for our network and computer operations. The Economic Opportunity Council of Suffolk, Inc. backs up its server data on a daily
basis on fireproof external drives. Backup is also performed offsite via internet based cloud solutions. Each employee has a unique data drive to store program files that are backed up daily. All employees and volunteers will support this staff person in developing, maintaining and testing the plan. All personnel involved with the disaster response must be familiar with the plan and their assigned roles and responsibilities.

**Internet Security**

In order to protect personal information, Economic Opportunity Council of Suffolk, Inc. uses technologies and processes such as encryption, access control procedures, network firewalls and physical security. These measures increase the security and privacy of information traveling to, from and within our Web site. Only our authorized employees or agents carrying out permitted business functions are allowed to access personal information. Employees who violate our privacy access policies may be subject to disciplinary actions, up to and including termination.

**Web Site Functionality**

Due to the importance of Economic Opportunity Council of Suffolk Inc.’s website, Director of Youth and Adolescent Services have been assigned this responsibility. This is managed through a third party consultant. This position shall oversee the creation of a policy to ensure ongoing monitoring of the website. This policy shall include a process for suspending the operation of the site when required as well as its speedy restoration.

**Web Content**

To maintain the integrity of the organization's website, the Director of Youth and Adolescent Services will oversee the content and look and feel of the site. This position is responsible for ensuring that content meets the organization's quality standards and due diligence has been completed to ensure that the organization is within its rights to use any material it posts.

**Web Site Disclaimer**

As part of its work to protect the reputation and legal interests of the organization, Economic Opportunity Council of Suffolk, Inc. will post the following Web site disclaimer effective [date]:

*Website Disclaimer*

All materials posted on this site are subject to copyrights owned by Economic Opportunity Council of Suffolk, Inc. 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 Economic Opportunity Council of Suffolk, Inc. 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 Economic Opportunity Council of Suffolk, Inc. 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, Economic Opportunity Council of Suffolk, Inc. 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 Director of Youth and Adolescent Services as soon as possible.

**Web Privacy Policy**

The following policy statement is posted on our Web site:

Protecting personal information is a core Economic Opportunity Council of Suffolk, Inc. (EOC of Suffolk) value. This privacy statement describes how EOC of Suffolk collects and uses the personal information you provide on our Web site. It also describes the choices available to you regarding EOC of Suffolk’s use of your personal information and steps you can take to access this information and to request that we correct or delete it.

If you submit personal information, such as your email address, to us by following the “Contact Us” link located throughout our Site, we will use that information to respond to your question or request for information. We will not share your information with third parties without your explicit permission.

You can also contact us by phone at 631-289-2124, completing our general online contact form or by writing us at the following address:

The Economic Opportunity Council of Suffolk, Inc.

31 West Main Street, Suite 300

Patchogue, NY 11772
Our servers automatically collect certain non-personally identifying information, such as your computer’s IP address, the identity of browser in use, and pages viewed, when you visit our Site. We can use this information to understand how visitors navigate through our Site, to enhance your experience while using our Site, and to make the materials we post as valuable to visitors as possible. We do not link this information to personally identifiable information.

We will share your personal information with third parties in the ways that are described above in this privacy statement. We will also share your personal information if we are required to do so by law, or if we believe that doing so is necessary in order to conform to the law, cooperate with law enforcement agencies, comply with legal process served on EOC of Suffolk, or otherwise protect EOC of Suffolk’s legal rights. From time to time we employ service providers to perform various functions involving personal information on our behalf. These service providers are prohibited from using this personal information for any other purpose.

Our Site includes links to other Web site who privacy practices may differ from those of EOC of Suffolk. If you submit personal information to any other site, your information is subject to their privacy statements. EOC of Suffolk’s privacy statement does not apply to information you may submit to those site. We encourage you to carefully read the privacy statement of any Web site you visit.

If we change this privacy statement in ways that affect the personally identifying information we have collected through our Site, we will post those changes in this space and advise you of choices you may have as a result of those changes.

**Transportation**

**Authorized Vehicle Use Policy**

Providing transportation services to clients is a 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 Economic Opportunity Council of Suffolk, Inc. 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**

Economic Opportunity Council of Suffolk, Inc. is committed to providing a safe environment for its staff and clients. To achieve this goal, anyone driving on behalf of the organization must be approved. All approved drivers must possess a valid driver's license, acceptable driving record, and adequate personal automobile insurance.

**Driver Training**

Economic Opportunity Council of Suffolk, Inc. 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**

Persons who drive on Economic Opportunity Council of Suffolk, Inc.'s behalf are subject to oversight by their direct supervisor. As part of the regular performance review process, driver performance will be assessed annually and continuing eligibility to drive will be verified. This verification will include review of a current Motor Vehicle Report (MVR) to ensure that the driver meets the organization's minimum eligibility requirements, and review of the complaint log to determine if any corrective action is required.

**Vehicle Selection Policy**

It is the policy of Economic Opportunity Council of Suffolk, Inc. to carefully select all vehicles used on the organization's behalf. The selection of new vehicles begins with an analysis of the intended use/purpose of the vehicle and continues with research on the safety of the proposed vehicle. Prior to purchasing a new vehicle the organization verifies information on crash test ratings and rollover risk published by the National Highway Transportation and Safety Administration (NHTSA) at [www.safercar.gov](http://www.safercar.gov). Any purchased or borrowed vehicle used on the
organization's behalf must contain basic safety equipment such as air bags, seat belts for all occupants and anti-lock brakes.
For purchased vehicles the organization strives to select vehicles that:

- Contain no risks as established by safety bureaus
- Meet requirements and recommendations of our insurance company
- Contain day time running lights - lights that turn on automatically when the vehicle is switched on

**Vehicle Maintenance**

It is the policy of Economic Opportunity Council of Suffolk, Inc. to inspect all agency vehicles (a checklist is provided by program supervisor for use of all required points of inspection), 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 immediate supervisor immediately for proper follow-up.

**Accident Procedures**

Persons authorized to drive for Economic Opportunity Council of Suffolk, Inc. have been trained to follow the following procedure if they are involved in an accident while driving any vehicle for the organization:

- Tend to any medical needs. Call the police or ask a bystander to contact the police.
- Do not discuss the accident or admit fault to any other driver involved or bystander.
- Record the name, address and driver's license number of the other involved drivers, using the Vehicle Accident Form in the vehicle glove box.
- Record the license plate and make of the car on the Vehicle Accident Form.
- Record the police report number, police officer's badge number and time, date and place of accident on the Vehicle Accident Form.
- Record the names and addresses of any witnesses.
- Contact your immediate supervisor.
- Submit the completed Vehicle Accident Form to your supervisor prior to the close of business day.
Crisis Management

Emergency Response Policy

Economic Opportunity Council of Suffolk, Inc. has adopted an Emergency Response policy whose purpose is to provide direction to the stakeholders of the organization in the wake of an emergency that may threaten the mission of the organization and the safety of its personnel and clients. The CEO is responsible for managing the organization's emergency response in accordance with the following priorities:

● to save lives;
● to protect health and to provide for the safety and health of all responders;
● to protect property and infrastructure;
● to protect the environment; and
● to restore the principle functions of the organization.

Business Continuity Planning Policy

The Business Continuity Plan of Economic Opportunity Council of Suffolk, Inc. will:
● help the organization fulfill its moral responsibility to protect employees, other stakeholders and the community in which we operate
● facilitate compliance with regulatory requirements of federal, state and local agencies
● enhance the organization's ability to reduce its financial losses, regulatory fines, damage to equipment or disruption to service delivery in the event of a business interruption
● reduce exposure to civil or criminal liability in the event of an incident
● enhance the organization's image and credibility with employees, clients, funders, vendors and the community.

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

All pertinent policies and procedures needed to ensure that services are provided during a business interruption will be provided electronically to all senior managers on an annual basis. It is up to these managers to educate their respective staffs about their role in supporting the business continuity plan.

**Vital Information Backup Policy**

Economic Opportunity Council of Suffolk, Inc. will develop backup procedures for protecting and preserving paper-only records and documents; electronic documents and data; and staff status availability and notification, including emergency contact information.

**Crisis Communications Policy**

The Economic Opportunity Council of Suffolk, Inc. is committed to taking a preemptive approach to public relations crises, using disclosure whenever possible as the preferred strategy for preventing or minimizing a crisis. No one is authorized to speak to the news media during a crisis without clearance from the Chief Executive Officer. The Chief Executive Officer or his or her designee will be responsible for developing crisis communication strategies. When a crisis unfolds, the Chief Executive Officer’s designee will gather and verify information about the crisis and with the Chief Executive Officer will assess the severity of the matter and determine how information is to be released, who should speak for the organization (unless a spokesperson has been named and trained) and who is to be notified.

**General Evacuation Policy**

The organization's building should be evacuated whenever remaining in the building becomes life-threatening, when a warning device (alarm, flashing light, other) is activated, or upon the request of authorities. The occupants of the building should be evacuated away from the source following routes posted on each floor. If it is safe to do so, windows and doors should be closed - and left unlocked - as occupants leave the building. No elevators are to be used in either a drill or an actual fire or other emergency evacuation. Once people have evacuated the building, they should proceed to the designated assembly point and report to their supervisor who will document the safe exit of all employees, volunteers and service recipients under their chain of
Volunteer Risks and Risk Management Strategies

Priority Volunteer Risks

Volunteers are subject to the same policies as paid staff, thus risk is no greater.

Addressing Risks Through Recruitment, Screening and Selection

Economic Opportunity Council of Suffolk, Inc. 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 Economic Opportunity Council of Suffolk, Inc. 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 Economic Opportunity Council of Suffolk, Inc. 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 thanked for their past service and provided a reason why their continued service is no longer required. All volunteer dismissals will be reviewed by senior management in advance of taking action.

**Insurance Program for Economic Opportunity Council of Suffolk, Inc.**

Economic Opportunity Council of Suffolk, Inc. retains the services of insurance advisors in order to assist the organization purchase adequate insurance coverage at an acceptable price.

**Selection Process**

It is the policy of Economic Opportunity Council of Suffolk, Inc. to evaluate the performance of any and all insurance advisors (agents or consultants) on an annual basis and seek competitive bids for these services no less than every five years. The incumbent advisor will be invited to participate in the bidding process as long as their current performance meets the minimum requirements of the organization.

**Current Insurance Advisors**

Lamb Financial Group  
Professional Group Plans  
Bradley & Parker