

# ALPHA KAPPA ALPHA SORORITY, INCORPORATED® IOTA OMEGA CHAPTER



## 2020-2021 RISK MANAGEMENT PLAN

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# **IOTA OMEGA CHAPTER RISK MANAGEMENT PLAN**

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Supreme Basileus

## **Risk Management Task Force**

2018-2020

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# IOTA OMEGA CHAPTER RISK MANAGEMENT PLAN

## FOREWORD

### RISK MANAGEMENT PLAN

The purpose of this Risk Management Plan is to help Iota Omega assess how risks may potentially impact specific projects, programs, events, membership and general operations. Iota Omega is encouraged to develop and implement this Risk Management Plan and annually review the plan. The Iota Omega Chapter's Risk Management Plan will define how risks will be identified, evaluated, managed and monitored.

The Iota Omega Risk Management Plan includes the following elements:

- **Identify:** Identify and acknowledge the existence of particular risks including potential threats to the chapter's operations, programs and membership.
- **Evaluate:** Assess the identified risks to understand the scope, severity and frequency of the risks.
- **Manage:** Develop strategies to manage the risks, such as avoiding the risks, implementing measures to control the risks, or obtaining insurance to transfer the risks.
- **Monitor:** Monitor and observe the effectiveness of the selected risk mitigation strategies over time. Consider adjusting the strategy as the situation evolves.



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# IOTA OMEGA CHAPTER RISK MANAGEMENT PLAN

## INTRODUCTION

Risk Management is the process of identifying, quantifying, and managing the risks that an organization faces. One of the key things about risk management is that it is a “process”. It is not something that you do once and complete it. It is something that requires monitoring, evaluation, and revising as needed. While it is impossible to remove all risks from the sorority/chapters, it is important that we understand and properly manage these risks in the overall corporate strategy.

## MISSION STATEMENT

The mission of the Iota Omega Chapter Risk Management Committee is to develop strategies to preserve Alpha Kappa Alpha Sorority, Incorporated® Iota Omega Chapter resources by identifying and minimizing the chapter's risk exposure. Through continuous education, participation and communication, we strengthen the chapter's membership to protect our legacy.

## PURPOSE

The purpose of the Iota Omega Chapter Risk Management Committee is to:

- Assess the risks and potential threats to Iota Omega Chapter and its members
- Develop strategies and risk management approaches for implementation by the chapter in order to minimize or prevent risks
- Develop an overall risk management plan for Iota Omega Chapter
- Interface with the sorority's legal team and insurance professionals to ensure that our risks are properly managed

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## RISK MANAGEMENT CONCEPTS

Risk is anything that jeopardizes the health, safety, or welfare of an individual or organization. Risk is a factor in every organization including the sorority. For that reason, it is important to review various areas of risk and the possible impact on the sorority and especially Iota Omega Chapter. Key areas of risk include, but are not limited to:

- Hazing
- Reputation
- Financial
- Operation and Programs
- Membership

## RISK MANAGEMENT

Risk management is the process of assessing the potential risks involved in undertaking specific activities or events. It includes implementing specific measures, controls, procedures and practices to proactively reduce or eliminate risks including the consequences of incidents and/or losses. As part of risk management, Iota Omega Chapter will include safety, as well as the cost/benefit of conducting the event or activity.

## RISK MANAGEMENT STRATEGY

Any strategy to address risk issues starts with developing a comprehensive risk management program. The Iota Omega Chapter's risk management program includes identifying the risks, evaluating the risks, managing the risks and monitoring the risks. Education and training are key components of the chapter's risk management program and includes workshops, webinars and learning modules. Critical conversations with Iota Omega Chapter's membership are also a key component of our risk management program. The conversations will be timely, relevant, specific, tactful and honest.

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Communicating the chapter's risk management plan will be designed to assist chapter members with accepting ownership for their part in an effective risk management plan that protects the interests of everyone and the organization.

## HAZING RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<ol style="list-style-type: none"> <li>1. MIP (Iota Omega)</li> <li>2. MIP (Delta Epsilon and Kappa Gamma)</li> <li>3. Attending unauthorized meetings, sessions or rehearsals before, during or after the Membership Intake Process</li> <li>4. Performing errands and tasks for any sorority member</li> </ol>	<ol style="list-style-type: none"> <li>1. Am I being asked to keep these activities a secret or am I telling someone to keep these activities a secret?</li> <li>2. Am I doing anything illegal or contrary to Alpha Kappa Alpha policies and procedures?</li> <li>3. Does participation in this activity violate my values or those of Alpha Kappa Alpha?</li> </ol>	<ol style="list-style-type: none"> <li>1. Chapter will follow the Alpha Kappa Alpha MIP Manual (members will be encouraged to purchase manuals and training will be conducted.</li> <li>2. Adhere to the Anti-Hazing Policy</li> <li>3. Adhere to the Soror Code of Ethics</li> <li>4. Conduct risk management training</li> <li>5. Only certified members of IO and Sorors selected by graduate advisors to conduct MIP workshops will be allowed to participate in the undergraduate MIP if she attends an orientation workshop.</li> </ol>	MIP Chairman MIP Co-chairman Basileus Elected Graduate Advisors Graduate Advisory Council All Sorors	<ol style="list-style-type: none"> <li>1. Evaluation will be conducted after each graduate and undergraduate MIP session.</li> <li>2. Any soror or candidate found to be in violation of the Alpha Kappa Alpha MIP Manual, Soror Code of Ethics, or Anti-Hazing Policy will be referred to the Mid-Atlantic Regional Director for possible disciplinary action.</li> </ol>

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## REPUTATIONAL RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<ol style="list-style-type: none"> <li>1. Inappropriate social media postings, including photographs, videos, and sorority confidential documents and rituals (Facebook, Instagram, Snapchat, Twitter, YouTube, etc.)</li> <li>2. Lack of Discretion (discussing chapter/personal business)</li> <li>3. Bullying</li> <li>4. Cyberbullying</li> <li>5. Unsisterly behavior</li> </ol>	<ol style="list-style-type: none"> <li>1. Is the behavior or activity consistent with the Soror Code of Ethics?</li> <li>2. When I hashtag Alpha Kappa Alpha in social media posting, is the content related to, or do the images reflect sisterhood, service or scholarship?</li> <li>3. What would a potential corporate sponsor or partner think if they googled Alpha Kappa Alpha and my social media post appeared in the search results?</li> </ol>	<ol style="list-style-type: none"> <li>1. Members will report incidences of inappropriate social media posts to the Basileus or Members At Large.</li> <li>2. Conduct Training/Workshops</li> <li>3. Focus on sorority values</li> <li>4. Protect your privacy on social media</li> <li>5. Think before posting information and photographs on social media. Have critical conversations with sorors as needed</li> <li>6. Hold sorors accountable for their individual actions</li> </ol>	<p>Membership Basileus Executive Committee Basilei Council</p>	<ol style="list-style-type: none"> <li>1. Incidents reported to the Basileus or Members-At-Large will be documented on the Risk Management log.</li> <li>2. Trainings conducted twice a year will be documented and evidenced by sign-in sheets, agendas and resource materials.</li> <li>3. PowerPoint presentations will be maintained along with conference registration attendance.</li> </ol>

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## CHAPTER MEMBERSHIP RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<ol style="list-style-type: none"> <li>1. Unsisterly behavior (secluding Sorors, not speaking to Sorors, rude behavior)</li> <li>2. Sorors suppressing/resistance to new ideas</li> <li>3. Sorors sharing chapter concerns in meetings or via Members-At-Large in an unsisterly manner (derogatory, demeaning, insulting remarks, or personal attacks)</li> </ol>	<ol style="list-style-type: none"> <li>1. Is the behavior or activity consistent with the Soror Code of Ethics?</li> <li>2. Does the behavior demonstrate high ethical standards?</li> <li>3. Does the behavior increase the reclamation and retention of sorors?</li> </ol>	<ol style="list-style-type: none"> <li>1. Sisterly relations activities</li> <li>2. Review Soror Code of Ethics</li> <li>3. Have critical conversations with sorors as needed.</li> <li>4. Hold sorors accountable for their individual actions.</li> <li>5. Sorors should initiate informative conversations with an individual soror or committee chairperson(s) to obtain process information and/or an educated/factual response.</li> </ol>	<p>Basileus Sisterly Relations Chairman Protocol Chairman Basilei Council</p>	<ol style="list-style-type: none"> <li>1. Sisterly Relations activities will be held quarterly outside of chapter meetings <i>and</i> at 4 chapter meetings per year.</li> <li>2. Trainings conducted at least twice a year on the Soror Code of Ethics.</li> <li>3. Sorors will attend sorority conferences and seminars.</li> <li>4. A soror's concerns are to be expressed at meetings or via letter to the Members-At-Large in a tone and manner consistent with the standards set in the Soror Code of Ethics.</li> </ol>

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## CHAPTER OPERATIONS RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<ol style="list-style-type: none"> <li>1. Sharing confidential chapter information (lack of discretion)</li> <li>2. Not following national documents (Constitution and Bylaws and Manual of Standard Procedure)</li> <li>3. Failure to train officers and membership</li> <li>4. Failure to secure appropriate authorization to work with/transport minor students</li> <li>5. Failure to select secure transportation to conferences or chapter sponsored activities</li> </ol>	<ol style="list-style-type: none"> <li>1. Does the chapter have protocols in place to protect sorority information?</li> <li>2. Does the chapter hold leadership development workshops?</li> <li>3. Does the chapter hold a chapter retreat?</li> <li>4. Does every member of the chapter have access to corporate office communication?</li> </ol>	<ol style="list-style-type: none"> <li>1. Mini Workshops during meetings on discretion and national documents</li> <li>2. Identify members interested in possibly running for offices and have them shadow current officers.</li> <li>3. Conduct officer training.</li> <li>4. Conduct transition meetings between old and new officers.</li> <li>5. Secure a parental authorization agreement for students participating in chapter programs.</li> <li>6. Ensure bus has minimal liability coverage.</li> </ol>	<p>Membership Basileus Protocol Chairman Basilei Council</p>	<ol style="list-style-type: none"> <li>1. Mini Workshops will be held after Regional Conference by June and Boule/Leadership Seminar by October of the concurrent year.</li> <li>2. Leadership Development Training will be held in cohorts at least once a year</li> <li>3. Transition meetings will be held in December of the election year and/or an officer relinquishes her duty.</li> </ol>

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## CHAPTER OPERATIONS RISK-CHAPTER PROGRAMS AND EVENTS

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<ol style="list-style-type: none"> <li>1. Safety at events (food allergies, risks of falls or injuries, medical emergencies)</li> <li>2. Failure to maintain a security, emergency, and evacuation plan</li> <li>3. Overcrowding</li> <li>4. Execution of event related contracts (entertainment, venue, minimums, etc.)</li> </ol>	<ol style="list-style-type: none"> <li>1. Does the chapter know if it has insurance coverage? If so, for what and how much?</li> <li>2. Does the chapter know how to obtain insurance riders for specific events?</li> <li>3. Is the contract in the name of the chapter?</li> <li>4. Does the chapter have a security, emergency, and evacuation plan for events and meetings?</li> <li>5. Does the chapter provide adequate security at your events?</li> <li>6. Does the chapter have event/program evaluations to ensure that alignment with sorority mission and purpose is achieved?</li> </ol>	<ol style="list-style-type: none"> <li>1. Fire Marshall attends events and inspects to ensure the safety of the facility.</li> <li>2. Have chefs identify ingredients of dish on the application</li> <li>3. Chefs need to post warning signs for common food allergens such as seafood and nuts.</li> <li>4. Committee will review and be familiar with the building evacuation plan.</li> <li>5. Review annually the sorority's insurance policy and coverage at chapter meeting.</li> <li>6. Prior to event review the sorority's insurance policy and coverage limits to determine if additional insurance coverage is needed and submit appropriate paperwork and fees to ensure coverage is obtained?</li> <li>7. Develop a maximum capacity plan.</li> </ol>	<p>Basileus Anti-Basileus Fundraising Chairman Fundraising Committee Risk Management Chairman Program Committee Chairman Event Chairman Legal Counsel if necessary</p>	<ol style="list-style-type: none"> <li>1. Evacuation drill will be conducted during at least one meeting per year and/or when the meeting location changes</li> <li>2. Additional information will be included in the Fundraising Application</li> <li>3. An announcement of the Evacuation Plan will be done at all chapter events and activities.</li> </ol>

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## CHAPTER OPERATIONS RISK-FINANCIAL OPERATIONS/FUNDRAISING

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<ol style="list-style-type: none"> <li>1. Sorors not paying dues on time</li> <li>2. Financial officers correctly receipting and paying corporate dues for members in a timely manner.</li> <li>3. Need security when collecting money</li> <li>4. Need a realistic budget to support event expenses</li> </ol>	<ol style="list-style-type: none"> <li>1. Is there an impact on processing per capita payments/dues?</li> <li>2. Is there a theft or robbery risk?</li> <li>3. Is there a profit goal?</li> <li>4. Are events losing money/no profit/breaking even?</li> </ol>	<ol style="list-style-type: none"> <li>1. Utilize the approved financial procedures.</li> <li>2. Provide options for monthly electronic dues and assessment payments.</li> <li>3. Provide security and/or lock box for financial officers collecting money for silent auction.</li> <li>4. Committee Chairman submits budget for approval and for chapter review.</li> <li>5. Money for fundraisers submitted to Norfolk Pearls Foundation of Virginia to distribute for scholarships and community service events.</li> </ol>	<p>Pecunious Grammateus Tamiouchous Basileus Audit Committee Treasurer of Norfolk Pearls Foundation of Virginia</p>	<ol style="list-style-type: none"> <li>1. Monthly financial reports</li> <li>2. Annual Audits</li> <li>3. Budgets for each committee event will be submitted to the Basileus or NPFV Chairman for approval.</li> <li>4. Approved budgets will be submitted for chapter review prior to expenditures</li> </ol>

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## CHAPTER BUILDINGS AND FACILITIES RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<ol style="list-style-type: none"> <li>Slips, trips and falls</li> <li>Medical Emergencies</li> <li>Damage to facility during the course of event</li> <li>Food preparation and food allergies</li> <li>Exterior facility hazards</li> </ol>	<ol style="list-style-type: none"> <li>Has the chapter met with catering department/services to ensure safe food preparation and disclosure of all possible food allergens?</li> <li>Does the chapter work with facilities management to ensure all safety precautions are in place?</li> <li>Does the chapter have a team assigned to monitor for ongoing hazards during the event?</li> <li>Is the facility ADA compliant?</li> </ol>	<ol style="list-style-type: none"> <li>Purchase rider insurance</li> <li>Reserve seats for Sorors and guests with disabilities</li> <li>Operate legally and in compliance with agreements with facility owners and service providers</li> <li>Conduct safety walk</li> <li>Review and utilize proper waivers and disclosures</li> </ol>	<p>Basileus Risk Management Chairman Risk Management Committee Fundraising Chairman Fundraising Committee Legal Counsel, if necessary</p>	<ol style="list-style-type: none"> <li>Incident report will be completed by property facility management.</li> <li>Documentation will be sent to the Risk Management Chairmen for record retention at each meeting and event</li> </ol>

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## RESOURCES

- Alpha Kappa Alpha ***Constitution and Bylaws***
- Alpha Kappa Alpha ***Manual of Standard Procedure***
- Alpha Kappa Alpha Anti-Hazing Policy
- Alpha Kappa Alpha Soror Code of Ethics
- Alpha Kappa Alpha ***Anti-Hazing Handbook***
- Alpha Kappa Alpha Membership Intake Process Manuals (Undergraduate and Graduate)
- ***Financial Fundamentals Guide to Chapter Financial Procedures***
- Documents & Records Retention Guide
- Alpha Kappa Alpha ***Standards Resource Guide***
- ***The Official Guide to Alpha Kappa Alpha Protocol***
- Alpha Kappa Alpha ***Social Media Guide***
- Launching New Dimensions of Risk Management, A Guide to Developing a Chapter Risk Management Plan
- Launching New Dimensions of Graduate Advisors & Certification
- Launching New Dimensions in Risk Management Educational Modules
- Alpha Kappa Alpha Sorority, Incorporated, Insurance and Claim Manual
- Photo Clearance Forms – Refer to Guidelines for Alpha Kappa Alpha Websites prepared by the International Technology Committee – Available under Resources in Members Only Section on [www.aka1908.com](http://www.aka1908.com).
- Crowd Management Training Course (on-line at [www. https://crowdmanagers.com/training/](https://crowdmanagers.com/training/) for \$19.95). The certification of course completion expires after two years

# IOTA OMEGA CHAPTER RISK MANAGEMENT PLAN



## **Iota Omega Chapter Risk Management Committee Members 2019-2020**

Kathy Moore, Basileus  
Denise Jones, Risk Management Chair  
Myra Burton  
Monta Fennell  
Fontaine Ferebee-Johns  
Demetrious Fowlkes  
Robin Gainey  
Chauntrell Guilford  
Toureaan Johns  
Sandra Johnson  
Carla Perry  
Khalilah Shabazz  
Rhonda Steward  
Anordia Weatherly  
Donielle Weil  
Robin Wilson