

Updated Risk Management FAQ 2023

Are there repercussions for not following the Risk Management policies and guidelines?

Failure to follow the Risk Management policies, procedures, rules, and guidelines may result in a Code of Conduct violation

Overview

How are “youth programs” defined if it’s not for EMBODI, GEMS or Academy? If we have programming involving youth, should it follow “youth programming” guidelines?

Youth programs are any programs designed for youth and being implemented by Delta Sigma Theta. Yes, the polices apply to all youth initiatives.

2.0 Foundational Principles

2.4 Risk Management Roles

Is this only for risk management coordinators? I am social action chair and want to have a program for children.

The Risk Management Certification Training is designed to certify Chapter Risk Management Coordinators. If sorors plan to work with youth in any program or activity they should attend the Chapter Volunteer Training and undergo the Volunteer Screening Process, including the background check.

Is this presentation geared toward Risk Management chairs or it permissible for program planning chairs to also attend?

The Risk Management Certification Training is designed to certify Chapter Risk Management Coordinators; however, program planning chairs could have attended.

I am interested in working with the GEMS, is this the correct training to attend? Or should I have attended the Toolkit session?

This webinar was to certify Regional & Chapter Risk Management Coordinators. You can attend the chapter’s Volunteer Training to work with your chapter’s GEMS program.

Should Chapter Presidents go thru screening and background check?

Yes, if they plan to participate in the youth initiative programs.

Do the RM Coordinators need to have the background screening etc. if they are not going to be in contact with the youth?

If the risk management coordinators plan to participate in the youth initiative programs, they must complete the candidate screening process and required annual volunteer training.

Will each member of the team have to be certified or just the chair of the committee?

Only the Risk Management Coordinator for the chapter is required to be certified. However other committee members can complete the certification training to serve as a backup.

In putting together a team, what are the requirements for team members?

Some chapters have a Risk Management team that includes the Risk Management Coordinator and Chairpersons of the youth initiatives. Other Chapters have a single Risk Management Coordinator or some have a standing Risk Management Committee with the Risk Management Coordinator as the Chair and committee members to assist her. As a best practice, work with the Chapter President to seek committee members with a variety of skills and experiences.

Is the Risk Management Coordinator/Committee ultimately responsible for reviewing all parent/guardian forms? Or is it OK for that responsibility to be assigned to the EDC and Cotillion Chair/Co-Chairs?

Please refer to the Risk Management Manual (September 2023 revision) for Risk Management positions, roles, and responsibilities.

Can a person be a Risk Management Coordinator if they refuse to complete a criminal background check?

No, if they plan to participate in the youth initiative programs. Delta Sigma Theta requires all volunteers who participate in its Youth Initiatives, including Risk Management Coordinators, to complete the screening process. Refer to Section 3.3 Volunteers of the Risk Management Manual (September 2023 revision).

Should the chapter's last Risk Management Coordinator share their Excel spreadsheet with the new Risk Management Coordinator, so we have the most recently used spreadsheet?

All chapter records should be turned over as part of the chapter's transition of officers, chairperson, and/or other appointed or elected leadership positions.

The chairperson for the youth group has been requesting the information from the parent(s) and they want to hold on to that information. Can you share the difference between what the youth chair should obtain and keep versus the risk management chair?

Please refer to the Risk Management Manual (September 2023 revision) for Risk Management positions, roles, and responsibilities.

3.0 Operational Principles

3.2 Volunteers

A. Who Is A Volunteer?

Can non-financial sorors volunteer to be a part of the youth program?

Yes. All individuals participating in youth initiatives are defined as "Volunteers" Includes Deltas and Non-Deltas. As best practices, the Chapter President should check with the Regional Director or Headquarters to make sure there are no disciplinary actions against the soror.

How do we cross-check the volunteer with other chapters?

Each chapter must maintain evidence of each volunteer's successful completion of training. Refer to **section D.1. Volunteer Candidate Screening Procedure of the Risk Management Manual** (September 2023 revision).

D. Volunteer Candidate Screening

Does the volunteer screening process apply if the chapter hosts a community program/event that youth may attend? (Youth on their own or with parents)

One-time community youth events open to the public and are not part of the chapter's youth programs will not require screened and trained volunteers. Community youth activities involving more than a single event/day must adhere to the Risk Management policies and guidelines.

Can you provide clarity regarding the background check three-year period? For example, if the background check was completed on 1/1/23, it would expire on 1/1/26, correct?

Yes, that is correct.

The Volunteer Candidate Screening and the Criminal Background Check are good for 3 years, correct?

Yes, The volunteer candidate screening and the criminal background check are both good for 3 years.

There were multiple answers given when asked, which left me confused. Can you provide clarity? For example, if the background check was completed on 1/1/23, it would expire on 1/1/26, correct?

Yes, the criminal background check is good for 3 years.

Is there another way to receive background screening results other than sending through the chapter president, who is already labored with other matters associated with the chapter activities?

Volunteer information and files must be kept strictly confidential among anyone who is processing and/or reporting the background screening results. The information must be stored in a secure location. The file and its contents must not be disclosed to anyone other than the Chapter President and/or her designee, National officers, or National staff who are participating in the screening process.

Can an approved volunteer from a different chapter volunteer with a different chapter if s/he has evidence of their approval?

Each Chapter President can only speak for her Chapter and issues **Appendix A5 Volunteer Candidate Acceptance Letter** for her Chapter and Youth Initiative Program(s).

Do we need to wait for the official clearance report from the Regional before issuing an approval letter for a volunteer? Or, can an approval letter be issued if the volunteer provides a copy of their InfoMart clearance report AND they have completed all other steps in the screening process?

The **Appendix A5 Volunteer Candidate Acceptance Letter** is sent as conditional acceptance to the candidates that successfully pass the steps listed in the Risk Management Manual (September 2023 revision) under the Volunteer Candidate Screening Procedure.

This past year a number of parents initially completed applications to volunteer with our youth programs. Due to the low numbers of youth in our programs, these applicants were never screened (no reference or volunteer interviews, no background checks → applications are in a secure portal. They did sit through volunteer orientation. Do these potential volunteers need to fill out a new application and start over?

All volunteers must undergo the Volunteer Candidate Screening Procedure defined in the *Risk Management Manual* (September 2023 revision) under **section D.1**. The candidate screening procedure includes the volunteer application, interview, reference check, and background screening.

Can we find the background check dates completed anywhere on Delta's website, i.e., Red Zone?

Volunteer screening information/documentation is not maintained in the RedZone.

Is this the same background check performed during intake? If a new initiate (under 3 years) wants to participate, will they need another background check?

The newly initiated soror will not have to complete another background check to become a volunteer in the chapter of her initiation; however, the Regional Risk Management Coordinator(s) must confirm with the Regional Director that the member has completed the background screening for Membership Intake with InfoMart and update her records accordingly. Additionally, the member must complete the remaining components of the Volunteer Candidate Screening Process.

Who adds the new initiates to the completed background cleared list?

The Chapter President should be able to provide a list of new 2023 initiated sorors that successfully completed a background screening. The Regional Risk Management Coordinator(s) must confirm with the Regional Director that the member has completed the background screening for Membership Intake with InfoMart and update her records accordingly.

During the RM process, reference checks are required. Is there a possibility this can be streamlined or eliminated because thinking realistically, what Soror would provide a reference that would provide negative feedback? Is this a value-added process?

There may be situations when a soror is not used as a personal reference. Therefore, this step is still viable and required.

For new coordinators, can we have a printout of all Sorors who have successfully completed Background Screening for the past 3 years, so we can have a strong foundation to begin?

The Chapter President and/or the prior Chapter Risk Management Coordinator you replaced should be able to get you a list of your chapter members who have successfully completed the Background Screening for the past 3 years.

After the volunteer completes screening - does the RM team still review the references during the other two years?

The candidate volunteer screening is valid for 3 years, this includes the reference checks.

D.1 Volunteer Candidate Screening Procedures

Last year, some of the background checks cost was not \$25, we had some cost that was up to \$62. What would be the best way to address this to the chapter members?

Share with them that the baseline fee for the background check is around \$19.50; the other fees are dictated by each individual State. We have no control over the charges for these and other State reports, MVR, etc.

Please confirm, can we conduct interviews via Zoom video (not via phone call)? Are there any other guidelines we need to be aware of for interviews?

The volunteer candidate interviews must be conducted face to face. Due to COVID 19 constraints, video conference options like ZOOM and DUO can be used, but you will need to see a valid picture ID or driver's license to validate candidates that you do not personally know.

Are we required to collect new applications from continuing volunteers annually?

Please review the Risk Management Manual, Section 3.3, that addresses returning volunteers. The Volunteer Candidate screening must be conducted triennially (every 3 years) for as long as the candidate remains a volunteer. However, each volunteer selected must annually sign the Confirmation of Volunteer Status and Information Update form (**Appendix A11**) on the years when the screening is not required.

Will any of the forms in the appendices be available via an online source to be sent out to participants and parents to complete? If not, is that permitted to be done at the local level? Are electronic signatures permitted?

Yes, all the forms are PDF fillable. They can be sent by email and returned by email with e-signature. All forms can be located in the Risk Management Manual.

Are electronic signatures permitted? Yes

Can volunteer and youth application documents be retained electronically? Yes

For the application packet, it sounds very manual. Is there an electronic version? If not, what would it take for consideration to handle electronically - a database? That would also help with records retention.

The application and forms are available as a fillable pdf.

How long do we keep the volunteer records (electronic or paper)?

Chapters must retain all volunteer candidate files for seven (7) years. Chapters should also reference and follow Delta Sigma Theta Sorority, Incorporated's Record Retention guidance as found in the Chapter Management Handbook.

Are we able to use a Jotform for the youth participant forms?

To ensure consistency across the sorority related to Risk Management policies, chapters are asked to refrain from modifying the Risk Management fillable electronic forms.

In regards to secured electronic files, do they need to be password secured?

Chapters should reference Delta Sigma Theta Sorority, Incorporated's Delta Technology Guidelines for electronic files and password protection.

How long (year) should a chapter keep parent & youth documents on file?

We are currently working with the Legal Team on retention guidelines for Risk Management documents. Please follow the Scholarship & Standards requirement for the retention of documents until otherwise notified.

I have not been able to find the background screening application on the National Website. Can you direct me to where the screening application is located?

Go to the national website (www.deltasigmatheta.org) > Click on the ABOUT DELTA tab at the top of the homepage > Click on LEADERSHIP, then REGIONAL LEADERSHIP. At the bottom of the page select "Risk Management" under Background Screenings. Please also refer to the Risk Management Manual (September 2023 revision) **Appendix C3 InfoMart Background Screening Instructions**.

Baker-Eubanks is a Black woman-owned Background Screening company who we can support. She is certified by the National Minority Supplier Development Council and the Women's Business Enterprise National Council. Let's support our own. Kim Cockerham, President and CEO, 513-607-2500.

Background Screenings are \$22.95, less than InfoMart.

We are required to use InfoMart, the company that is approved by Delta Sigma Theta Sorority, Inc. for background screening.

Should we still expect approval from the Regional Director's office after the vendor background check?

We have not been getting them for all of our volunteers who have completed the background check. We got back 3 of about 8. And yes, they are doing them because I have them forward the report to me. Your Regional Risk Management Coordinator(s) is your first point of contact for any risk management-related issues or concerns, including non-technical assistance with the background screening.

Are all background checks sent to the email address provided at the time of screening?

If volunteer applicant would like to receive a copy of their background screening report once their background screening application is processed, they must check the box requesting a copy of their background screening report and will receive a copy of their report to the email address that was provided. Please refer to **Appendix A3 InfoMart Background Screening Instructions**.

Newly initiated sorors (Spring 2023) had a new member background check. Do they need a RM background check too?

No. Newly initiated sorors (Spring 2023) will not be required to complete another background screening for the 2023 Extended/Short year. The Regional Risk Management Coordinator(s) must confirm with the Regional Director that the member has completed the background screening for Membership Intake with InfoMart and update her records accordingly.

Who sends the Acceptance/Rejection Letter, the President or the Risk Management Coordinator or either?

Appendix 5: Volunteer Candidate Acceptance Letter and **Appendix 6: Volunteer Candidate Rejection Letter** are both signed by the Chapter President so she will typically send out these letters as necessary. She may request a designee to send it out on her behalf.

D1. For Sorors that may have participated at schools in read across America as a one-time event, would they have needed to go through risk management training?

These reading events appear to be activities sponsored by the school and not Delta Sigma Theta Sorority, Inc. If that is the case, the sorors should follow the policies and procedures of the respective schools.

If a local chapter coordinates youth activities with another local youth activity, such as the Boys and Girls Club tutoring program, does the chapter follow Delta's Risk Management Guidelines?

If the activity is sponsored by Delta Sigma Theta, including its local chapter(s), the sorority's risk management policies should be followed as defined in the Risk Management Manual. However, if the activity is sponsored by the Boys and Girls Club and not Delta Sigma Theta Sorority, Inc., the policies and procedures of the respective organization should be followed.

Question regarding hosting youth program at the school -- if the participants are students at said school AND the teachers are the teachers at said school, Delta background screening process is still required?

If the event/activity is being sponsored by the school or others and not Delta Sigma Theta Sorority, Inc., the sponsor's respective policies and procedures should be followed. If the event/activity is sponsored by Delta Sigma Theta, then Deltas policies and procedures are to be followed.

If there are Deltas who want to participate in an activity involving youth that is NOT sponsored by Delta do they need to be Risk Management cleared before doing so?

Delta Risk Management policies and procedures are required for youth initiatives that we sponsor. If another entity is sponsoring an activity/event, then that entity's policies and procedures should be followed.

Volunteer Scholarship Interviewers - Do they have to be Risk screened for a one-time event?

The volunteer candidate screening is required for any Chapter member who has direct contact with youth on multiple occasions.

I would like to know if members of our Social Action committee are going into schools to do voter registration, do they have to be screened?

The volunteer candidate screening is required for any Chapter member who has direct contact with youth on multiple occasions.

Does the risk management process apply if Delta is partnering with other organizations? If chapter members must go through the process, do the members of the other organization?

If an activity is sponsored by Delta Sigma Theta, including its local chapter(s), the sorority's risk management policies should be followed as defined in the Risk Management Manual. However, if the activity is sponsored by another organization then that organization's policies should be followed.

What happens when you have hundreds of Delta volunteers in your chapter? Do we have to interview all of them?

The candidate volunteer screening is valid for 3 years. If their screening has expired, you will need to conduct the FULL background screening, which includes a face to face interview. This step cannot be skipped.

D.2. D. Areas of Concerns Related to Screening

What if a parent has red flags or fails? Will the child not be able to participate in a cotillion? The child can participate, however the parent cannot. In this instance, alternatives can be offered for a parent/guardian substitute (i.e., uncle, brother, cousin, family friend, etc.).

What happens if the volunteer has information about abuse on social media but it is not picked up in the background check because of pending charges? Can we use the social media information to not allow them to volunteer?

Any information that would be considered a red flag should be forwarded to the Chapter President. She and/or the Risk Management Coordinator will conduct a further investigation. The Chapter President may speak with the potential volunteer regarding the allegation. The Chapter President will make the final determination regarding the volunteer approval for chapter youth initiatives.

If a volunteer's "violent crime" was done more than 20 years ago, are they still prohibited from volunteering?

Per our current RM manual and guidelines, those who have been convicted of, or have pled guilty to, other violent crimes against persons (rape, domestic violence, assault, battery etc.) shall not be allowed to work with youth. This is regardless of the time since the crime/conviction has elapsed. Please refer to Section D.2 of the Risk Management Manual.

E. Training/Orientation

Does the one-and-done exception apply to sorors of Delta Sigma Theta? If my local councilwoman, who is a Delta, would like to conduct a session with our youth group but is not trained, is she allowed?

All volunteers must complete the annual training before they will be allowed to participate in Delta's youth programs. The only exception is for one-time volunteers. This includes speakers, vendors, or presenters who are NOT sorors of Delta Sigma Theta Sorority, Inc., who participate in a single activity inclusive of all youth initiatives during the program year.

Can a speaker who has not undergone a background check be allowed to attend youth group meetings to provide a lecture (i.e., careers, mental health, etc.)?

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For sorors that have not undergone background checks, can they be allowed to attend youth group meetings to provide a lecture (i.e., careers, mental health, etc.)?

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Does the one-time exception apply to Delta volunteers who are NOT guests, vendors, or speakers?

The one-time volunteers exception to the volunteers candidate screening for those who participate in a single activity, including speakers, vendors, or presenters for Delta's youth programs does NOT apply to sorors of Delta Sigma Theta Sorority, Inc.

Please clarify... All Deltas who interact with our mentoring programs, even once, must be screened?

Delta sorors are also considered a volunteer under Delta Sigma Theta's Risk Management policies; therefore, if a soror is going to work with our youth initiatives, she should complete the Volunteer Candidate Screening process as described in the Risk Management Manual.

Can sorors volunteer once with the youth program without being certified?

Sorors do not have to be certified as a Risk Management Coordinator to be a volunteer; however, they must successfully complete the Volunteer Candidate Screening Procedure.

What is the “time frame” for a one-time volunteer....a sorority year?

All one-time volunteers, including speakers, vendors, or presenters who are NOT sorors of Delta Sigma Theta Sorority, Inc., may participate in a single activity inclusive of all youth initiatives during the program year.

It was advised that chapter members are excluded from the exemption of one-time volunteers. While I agree that chapter members should be trained and screened, I cannot find an exception for member vs. non-member volunteers. Please advise where I might find such in the Manual.

The information is not in the September 2023 version of the Risk Management Manual; it will be added in our next update.

If someone went through the risk management volunteer screening in March 2023, are they able to participate with Youth Initiatives and not receive training again until March 2024 or do they need to attend training before?

The volunteer candidate screening expiration date is 3 years from the date of the Volunteer Candidate’s Acceptance/Approval. The Volunteer Training is to be conducted annually for all volunteers, current and new. All volunteers must complete the annual training before they will be allowed to participate in Delta’s youth programs.

Will there be information available later that provides guidance about whether Risk Management training can be conducted virtually to chapter members?

Yes. Chapters can now conduct the Risk Management training virtually to their chapters. Please refer to Delta Technology Guidelines, Virtual Meeting Policy for holding virtual meetings and trainings, located in the National Area of the Members Only Portal under the Technology Committee section.

Is this the training that I teach to the Sorors in charge of the Youth Initiative or am I to be at every Youth meeting?

As the Risk Management Coordinator, you are not REQUIRED to be at every meeting. During the Risk Management Certification training, we provided guidance that Risk Management team should monitor your Chapter’s youth activities. This can be achieved by assigning a Risk Management team member to each youth activity or the Risk Management team members can perform random audits (visits) during the youth program. As the Coordinator you will be responsible for Chapter Orientation training and Volunteer training using the presentation decks that have been provided by the National Risk Management team.

Do we have a deadline date to train the chapter and volunteers?

No, however, no volunteers can participate in your youth programs until you have conducted the annual training.

Is the Chapter Orientation Training every year?

Chapter Risk Management Orientation shall be conducted annually. All Chapter members are encouraged to attend. The orientation does not satisfy the requirements of volunteer training. Refer to the *Risk Management Manual section E Training/Orientation* (revision September 2023)

How soon can chapter orientation training be done?

Chapter Risk Management Orientation shall be conducted annually. A best practice is to complete the orientation during the chapter retreat or by the first or second chapter meeting. Refer to the *Risk Management Manual section E Training/Orientation* (September 2023 revision).

Is there a difference between the chapter Risk Management Orientation and volunteer training?

The Chapter Risk Management Orientation is the mechanism used to ensure that Chapter members are aware of Delta's Risk Management policies. Chapter Risk Management Orientation shall be conducted annually. Volunteer Training is the mechanism used to ensure that volunteers are knowledgeable of Delta's Risk Management policies. The Volunteer Training is to be conducted annually for all volunteers, current and new. All volunteers must complete the annual training before they will be allowed to participate in Delta's youth programs. Please refer to the *Risk Management Manual* (revision September 2023).

Are we, as certified risk management trainers and risk management coordinators, supposed to share this information with chapter members at the chapter orientation, the volunteer training or both?

The information to be shared is contained in the script located in the updated Chapter Orientation and Volunteer Training decks.

How do you know if you have other sorors who are certified Risk Management coordinators in your chapter?

Your Chapter President and Regional Risk Management Coordinator are great resources. If there is a specific question regarding risk management certification, please contact ppd@deltasigmatheta.org.

Does this webinar serve as RM certification for a program chair as well? I am program chair for Ed Development. OR does my chapter RM team have to complete my certification?

No, your chapter Risk Management Coordinator should have participated in the certification trainings offered. Committee chairs and members will be trained by the chapter Risk Management Coordinator as volunteers. Only National Risk Management Committee members can conduct certification training.

My chapter is participating in membership intake. Will we be able to offer training and screening once the new members are initiated, or will we need to wait until next sorority year? Yes, they can participate. The new initiates will need to go through the volunteer or chapter training. The background screening that was completed for membership intake may be used for the youth initiatives program.

For the training decks please update the leadership slides and send out prior to the start of the sorority year. Or is it okay to remove those slides if you are conducting your RM Volunteer training prior to those slides being updated?

Please do not modify any of the risk management documents or training decks. If you have questions about the content, please email your Regional Risk Management Coordinator(s). Email our Programs Coordinator at National Headquarters at ppd@deltasigmatheta.org if your certification is up-to-date and you still need to receive the current training decks.

In the Volunteer Training deck, one of the field trip requirements is that volunteers have a physical description of the youth participants. Can this be accomplished with a group photo?

In the Risk Management Manual - Policies Section K Sign-In/Sign-Out Policy, it states, "The supervising volunteer shall have readily accessible, during every off-site activity, the telephone numbers for the Regional Director, Chapter President and the Parents/Guardians of all youth participants involved in the off-site activities (home, cellular and emergency) as well as a picture and physical description of the child and the clothing worn by the child."

Physical description question... RM Volunteer Training Deck Oct 22, Slide 43, "Off-Site Events" Bullet 4: "A physical description of all participants." I don't know where it is in the Risk Manual Appendix at this time.

In the *Risk Management Manual* - Policies **Section K** Sign-in/Sign-out Policy, it states, "There shall be one volunteer designated as the "supervising volunteer" to whom all other volunteers shall report should a problem arise while off-site. The supervising volunteer shall have readily accessible, during every off-site activity, the telephone numbers for the Regional Director, Chapter President, and the Parents/Guardians of all youth participants involved in the off-site activities (home, cellular, and emergency) as well as a picture and physical description of the child and the clothing worn by the child."

We have an opportunity to work with youth in an after-school program staffed by school personnel who are mandatory reporters, fingerprinted, and screened by the school district. Is it necessary to have this staff go through volunteer training?

This opportunity appears to be an activity sponsored by the school district and not Delta Sigma Theta Sorority, Inc. If that is the case, the school district's policies and procedures should be followed.

What if you received confirmation that you had successfully completed the training but no training decks who should we contact, please?

Please check your email inbox, spam and junk folders for the congratulatory completion email. If you do not have it, please email our Programs Coordinator at National Headquarters at ppd@deltasigmatheta.org if your certification is up-to-date and you have not received the current training decks.

If we gave out the September 2020 Guidelines when we trained in September 2022, do we have to give them the updated guideline from October 2022? We did not receive that until December 2022.

All current revisions of the Risk Management documents, including the Risk Management Manual, training decks, and Guidebooks, should be used and referenced.

Where can we find the updated Training Documents (Decks) that have the updated 2022 information?

Certified Risk Management coordinators are sent a congratulatory completion email with access to the training documents. This email should be retained for use. Announcements are disseminated when updates are made to the documents. Please check your email inbox, spam and junk folders for the congratulatory completion email. Email our Programs Coordinator at National Headquarters, at ppd@deltasigmatheta.org if your certification is up-to-date and you have not received the current training decks.

Is Appendix A11 ANNUAL CONFIRMATION OF YOUTH VOLUNTEER STATUS AND INFORMATION UPDATE due every year?

During the two years that the screening is not required, each volunteer must annually complete and submit the Appendix A11 **Confirmation of Volunteer Status and Information Update** form to confirm that their information has not changed, including any criminal charges. Please refer to Section D of the Risk Management Manual (September 2023 revision).

Is there a separate training module for us to use to become a mandatory reporter, i.e., when I worked for Girls Scouts I was required to take additional training to become a mandatory reporter?

At present, Delta Sigma Theta does not provide separate mandatory report training for volunteers participating in its youth initiatives.

Should the RM Coord meet with the youth programs leads before they have their parent Orientation meeting about the program?

Meeting with the chapter youth program leads before the Parent Orientation will be helpful in ensuring the Chapter Risk Management Coordinator has information to support the coordinator in being aware of the youth program calendar, activities, etc. and for planning purposes especially if an activity requires approval.

As a youth initiative coordinator, can I request to add a parent and participant information session to our calendar in early September after this meeting since I will be recertified?

The Chapter Risk Management Coordinator is responsible for executing the Chapter's Risk Management Program and ensuring the Chapter's compliance with the Risk Management Manual. She also provides a Risk Management Orientation for the parents/guardians of the youth participants. You should discuss your Risk Management orientation needs with your Chapter Risk Management Coordinator.

Will the same level of detail provided in the certification and re-certification training also be provided for the chapter training sessions?

The training deck the coordinators receive will touch on this information and the manuals and guidebooks we mention in the training will have all the details.

F. Supervision

Should there be a certain amount of volunteers?

Yes, the Adult to Youth ratio should be based on the number of youth participants. Please refer to page 10 of the Risk Management Manual (2020) for this information.

Are the supervising ratios applicable if the chapter is hosting a community event that is youth-focused (i.e., the majority of participants will be youth)?

This appears to be a community activity versus a Delta Sigma Theta Sorority Inc. youth initiative/program. Delta's Risk Management Manual (September 2023 revision) and Risk Management Policies are for youth initiatives/programs, i.e., Delta GEMS, Delta Academy, EMBODI, Jabberwock, Debutante, Cotillion, SAT Tutoring, etc.

If a committee wants to add a virtual youth component to one of their community events does the volunteer/participant ratio still apply and should all those members of that committee be risk management trained?

Yes, the Adult to Youth ratio still applies. And all volunteers must complete the full Volunteer Candidate Screening process.

Are we requiring ratio requirements in the virtual environment if so, why?

Yes, the ratio is designed to ensure the safety of our youth participants virtually & in person.

3.4 Youth Policies

If we have a returning G.E.M.S. participant, do they have to complete the forms with parent signatures every year? Or just the first time they join the program?

They have to complete the required Risk Management forms every year.

D. Background Checks for Parents/Guardians of Jabberwock, Cotillion, and other Fundraisers

Why are background checks needed for parents? What if the parents do not want to do a background check?

Delta's policy is: Anyone who has contact with youth programs beyond a one-time activity, must go through the FULL volunteer process - this includes Parents/Guardians. In programs like Cotillions/Jabberwock, it is common for Parents/Guardians to attend multiple rehearsal sessions, luncheons, teas or other planned events or offsite activities. Parents/Guardians of these participants often interact with youth other than their own children. This interaction ranges from limited and public to meaningful and inadvertently private. Many of the interactions are required and mandatory. Under direction from Delta's Legal Counsel, FULL background screening and training is required for parents of participants in programs such as this.

Who pays for background checks for parents?

The background check fee is payable by credit/debit card at the time the background check request is submitted by the Volunteer candidate or Parent/Guardian. Your chapter has the option to reimburse the Volunteer candidate or Parent/Guardian for the background check fee. If your chapter chooses to pay the fee, it will be via reimbursement.

If a parent fails a background check, can the child still participate?

Yes, the child can still participate in the youth program. However, if parent/guardian participation in the youth program is required, this child's parent/guardian will not be able to participate if the program involves being in the same space or having direct contact with the other youth in the program.

What happens if parents have a record or refuse to take a background check?

The Parent/Guardian will not be allowed to participate in the youth program. For Cotillion/Jabberwock programs, if the parent/guardian or chapter cannot find a suitable replacement (screened and trained), a decision will need to be made by the Chapter on the best option that allows the child to participate.

Is multiple more than a certain number of interactions?

Multiple is more than one.

E. Photography

If a parent or guardian does not want to sign the release of photo/image likeness, will this prohibit participation or simply exclusion from photo or videos?

This excludes their child from any photos or videos.

H. Out of Program Contact

Is there a plan to create a form for the out-of-program contact? We are looking to have a mentor/mentee model but there is currently no form to give those permissions.

No, there is no plan to create a form for the out- of-program contact as according to the Risk Management Manual no outside contact is allowed unless the parent/guardian has given written permission or the parent/guardian is present.

J. Overnight and Off-site Activity Approval

Are there forms and a process for off-site approval for non-overnight activities?

Please refer to the Risk Management Manual (September 2023 revision) information regarding overnight and off-site activity approval. Note that the submission process and timelines to be approved for off-site activities are to be specified by each Regional Director at her discretion.

The Offsite form states, "I understand that transportation to and from these activities will be provided for my Child by the Chapter," but we require the parents to transport their children. We aren't allowed to amend the form, so how do we get permission from the parents for their children to be offsite?

The members of the Risk Management subcommittee of the National Program Planning and Development Committee will review the **Appendix B7 Off-site Permission** form if necessary revisions and revise accordingly.

We are planning an offsite activity. The venue is public, and the youth would be in a locale where the public is also invited. If the parents meet us there and can observe their children but not participate with them, do they still need to be risk management trained and certified as volunteers?

Additional clarification is needed to understand the interaction between the parents and youth at the described public location. Please contact your Regional Risk Management Coordinator or email ppd@deltasigmaheta.org with additional information.

If the college tour does not require overnight must the request be submitted 60 days prior?

The submission process and timelines to be approved for other off-site activities will be specified by each Regional Director at her discretion.

L. Transportation

Is a Delta allowed to transport?

Yes, Deltas can transport youth participants with the signed Waiver and Permission to Transport Youth Form (Appendix B5a. in the Risk Management Manual) AND shows proof of a valid driver's license and insurance.

I understand that Deltas are considered volunteers. My question is about Deltas who are not participating in Gems, etc. Can they drive a participant to a program? Are they covered under the permission to transport form? The parent must have a signed Parent Waiver and Permission to Transport Form on file giving the member permission to transport the youth participant.

N. First Aid Kits and Emergency Procedure

Exactly what changed regarding the medical forms and how the chapter manages scenarios where a youth has a disclosed medical condition?

Please refer to the Risk Management Manual (September 2023 revision) and **Appendix B8 - Medical and Emergency Contact Information.**

Do youth need to wear masks?

All current guidance issued by National Headquarters, Grand Chapter, the Centers for Disease Control and Prevention, and State requirements regarding mask and COVID precautions must also be followed for the sorority's use initiatives.

I have the no on medication dispensing. This question came up in one of our trainings, if a child falls ill or passes out are we allowed to perform CPR or do we need to call 911? We have medical professionals who asked.

If it is a life or death situation and you have trained medical professionals, then yes, they may take the needed actions to save a participant's life.

P. Follow Strict Guidelines in Dispensing Medication

Can a parent give a child her own medication to take throughout the day?

The parent/guardian may stay or return to administer any required medications to a youth participant. The parent/guardian may also permit their youth to medicate themselves. However, Delta, its local Chapter, members, or other volunteers will not dispense medication to youth in Delta's program.

What is the procedure for youth with severe allergies who may need an epi-pen administered?

The parent/guardian may stay or return to administer any required medications to a youth participant. The parent/guardian may also permit their youth to medicate themselves. However, Delta, its local Chapter, members, or other volunteers will not dispense medication to youth in Delta's program.

Please reconfirm that we 'cannot' administer epi-pens for those students with severe allergies -- even if the parent provides written permission to do so.

Delta members or volunteers cannot administer medication to youth participants, even in emergency situations. We will not permit parents/guardians to provide written permission. They will need to remain during the program (and sit in a designated area) to monitor their child and administer the medication. They can also give the youth permission to give themselves medication.

What if a participant is having an emergency or allergic reaction and cannot self-administer the medication needed?

The parent/guardian may stay or return to administer any required medications to a youth participant. The parent/guardian may also permit their youth to medicate themselves. However, Delta, its local Chapter, members, or other volunteers will not dispense medication to youth in Delta's program.

Does the emergency medication policy apply for college tours when youth are away from their parents?

Yes, only the parent/guardian can administer the medication and give permission to their youth to self-medicate. The parent will need to assess their child's medical requirements and determine if they should attend the college tour with their child. If so, the parent/guardian will need to complete our background screening and training before they will be allowed to attend the tour.

Do we need a waiver from the parent/guardian to allow the youth to administer their own medication?

Yes, the Parents/Guardians must give written permission for their youth to give medicine to themselves, if required, during the youth program activity.

S. Alcohol Policy

If chapter has an event, such as Prided in our Heritage, and light alcohol will be served (wine or beer), if minors attend, do we have to apply risk management alcohol policies?

Yes, please refer to the Alcohol Policy on Delta's website under Scholarship and Standards.

T. Transgender Policy

Please review the policy regarding transgender and cisgender.

Delta will consider for youth initiative and gender specific scholarships any female or any individual who self identifies as female, regardless of her/his assigned sex at birth, or her/his expressions, or the perceived expression of her/his gender for our female youth initiatives and female gender-specific scholarships. – Youth initiative Volunteers for youth initiatives (who are not members of Delta) should be cisgender individuals only. Cisgender refers to people whose gender identify, and expressions match their biological sex at birth. Please review the Transgender Policy on Delta website: Members Portal, National Area, S&S, Transgender Policy.

Can transgender volunteers work with the youth?

Youth initiative Volunteers for youth initiatives (who are not members of Delta) should be cisgender individuals only. Refer to the *Risk Management Manual* (September 2023 revision).

Please advise as to where information about transgender volunteers can be found in the RM manual. I am confused by the scenario in Module 2.

The Transgender Policy is located on page 36, **Section T** of the *Risk Management Manual*.

Are there any guidelines for youth that are non-binary?

Not at this time

U. Virtual Meeting Policy and Guidelines

Security

Are we permitted to put a Zoom address on our Youth Initiative Programs Orientation flyer?

No, for security reasons, each Zoom invitation to a meeting/activity should have a random ID for registration. You can refer them to your Chapter website for the registration link.

If youth are running late to the meeting and we lock the meeting, would the youth experience the waiting room screen, or will they not be able to log in at all?

Yes, you may unlock the meeting to allow them to enter and then lock the meeting. You should instruct the participant to contact the organizer so they can unlock the meeting.

With virtual meeting occurring is there a sign in/sign out process required by the parents or is the registration their approval?

Participant registration for the virtual meeting can serve as your sign in process.

Often our students do not have individual email addresses and we only have parental information, how do we just add the student to an event if the parent is not attending?

Parental email addresses may be used for youth participants. However, it should be explained to parents that they will be required to enter the Zoom meeting information for each programming session.

How long do we have to keep the recording?

The recorded zoom meetings or activities are Chapter records and Chapters should adhere to their Policies & Procedures and/or Chapter Management Handbook for direction.

How, exactly, should we be keeping the files on all volunteers? My understanding is that all paperwork should be electronic. Should we have a specific cloud-based file set up?

The President of the Chapter or her designee shall be the custodian of confidential records. Chapters must retain all Parent/Guardian forms for seven (7) years. Safely maintain all volunteer applications, screening results, Parent/Guardian forms, and all risk management documentation in accordance with Delta's Records Retention Policy.

Is it okay to provide participants application information to the chair / co-chair of the youth programs (EMBODI, GEMS or Academy)?

Youth Program Chairs/Chair(s) should be provided applicable information such as the **Appendix B8 Medical and Emergency Contact Information Form** to comply with the risk management policies. For example, the Risk Management Manual states, "When it is necessary to take a youth to the hospital emergency room, volunteers should always take the Medical and Emergency Contact Information Form with them."

Youth Participant Code of Conduct

If hosting a Virtual College Fair, are all consent forms required if the fair is for the community?

The Code of Conduct and Permission forms will not be required if the following are in place:

1. The virtual event is for the public - both parents, students and Counselors, etc. may join.
2. The event is being presented in webinar platforms -so no cameras/video will be activated
3. The event will not be interactive - questions will be posted in the Q&A or Chat box
4. Even though Panelists or Presenters may be viewed - no others will be viewed

Can you address clothing virtually? Should a participant have clothing such as PJ's should that individual be removed?

Youth participants are required to follow the dress code as if they were participating in the youth initiative program in person. Therefore, youth participants should be fully clothed and must refrain from wearing pajamas or any other revealing or inappropriate attire. Failure to wear the proper attire will result in the youth participant's immediate removal from the Zoom meeting and may subject them to sanctions set forth in the guidelines.

One of the debutantes desires to have her tea outside our chapter's service area, which involves all the debutantes participating in a carriage ride in New Orleans. As a chapter, we desire the debutante to have her tea that she chooses, but we want to ensure we minimize the risk for our chapter and Delta. Please contact your Regional Risk Management Coordinator for additional information regarding the referenced debutante teas.

V. Publicity Policy and Guidelines

Personally Identifiable Information

For youth that receive chapter scholarships (high school seniors entering their freshman year of college) can their picture and name be associated (first and last name) on pictures? No. Chapters may expose a participant to potential risk of harm or damage resulting from disclosure of their picture along with their full name.

May chapters announce that a Jabberwock Participant will receive 30% of funds raised in the form of a scholarship?

Chapters shall not post, share, or otherwise publish the monetary value associated with a scholarship or programming award. General references to scholarship award levels are appropriate but not specific monetary values.

Isn't there a difference between PI and PII? PI encompasses more data than PII. Does this cover that?

Delta's rules apply to Personally Identifiable Information. PII includes but is not limited to full name, school, church, city, state, home address, social media account names, etc.

At what type of event, if any, can we place the youth's name (name of recipient), university name, and/or scholarship amount?

None of the listed personal information or other personally identifiable information about a student. Publishing or releasing personally identifiable information about a youth could put that youth at potential risk or in a potentially unsafe situation.

Print and Online Publications

Does this mean that in a program such as Jabberwock, first and last names should not be shared but possibly first initial and last name?

If the program will be a PRINT only publication, then the first and last name may be shared, however if the program will be an ONLINE publication or made available online then the participant's full name should not be shared. It would be acceptable to include the participant's first name in an online publication with parent/guardian permission.

What if the parents name is included in the print media. During our cotillion we list the debutante's name, daughter of "parents name" in the paper along with a picture of each debutante with her name beneath. We can no longer print this information.

A parent's name may be included in print only publications so long as the participant and parent/guardian have consented through signature of the Participation Agreement. Please review the print publication section of the *Risk Management Manual* for further details.

If a printed souvenir book is made available via a link, does the PII need to be removed? Yes

Does that PII restriction include ads/biographies in a program booklet, once we are non-virtual?

Sorority is aware that print publications, including souvenir books, program booklets, and yearbooks, may contain some participant PII, including full name, age, hometown, and attending school. For print-only publications, you may use PII so long as participants and parents/guardians have signed the Participation Agreement found in the Guide.

Could you give an example of signage that would be considered an exposure of a participant's PII?

Signage that includes a combination of a youth participant's name, school, home address, phone number, email address, social media accounts among others are all examples of personally identifiable information (PII).

Are chapters allowed to record Jabberwock programs and provide participants/parents/community members/chapter members with DVDs?

Yes, you may record Jabberwock programming and distribute the recordings to Chapter members, participants, and their parents/guardians. Please refer to *Media Releases* in **Appendix B**.

For a cotillion - would an online copy of the ad journal book be able to contain a debutante's personal information? As would a print-only book?

Personally identifiable information cannot be used in any online publication. However, is permitted in print-only publications.

With regards to scholarships, should we refrain from using fake scholarship checks at ceremonies since they list the amount of the scholarship?

Chapters and members MAY NOT disclose the value of the monetary award or scholarship to the public or in any online or print publication. Doing so may put the participant at risk for harassment, theft or bodily harm.

Chapter Websites

Just for clarification...if my daughter is a Debutante in the Cotillion, I cannot post her videos/pictures to my FB page?

No, if a parent or guardian (soror or non-soror) wishes to post pictures/videos of their child, they may do so. Parents should not post information or photographs of any other youth participant without first obtaining consent from that youth participant's parent or guardian.

Can a soror post photo of their own child who is in Delta youth program if attending a Delta event?

Yes, if a parent or guardian (soror or non-soror) wishes to post pictures/videos of their child they may do so. Parents should not post information or photographs of any other youth participants without first obtaining consent from that youth participant's parent or guardian.

What is the consequence for a parent (soror or non-soror) tagging or asking to tag the minor child in photos posted by the chapter?

As a reminder, any violation of this or any other Sorority policies by Sorors is a violation of the Sorority Code of Conduct. Please refer to the Code of Conduct for sanctions for these matters. Non-sorors may be subject to other disciplinary or legal recourse. Any violations shall be first reported to your Chapter leadership for further review.

May individual chapter members share the chapter's social media posting of youth initiatives to their personal page?

As a reminder, individual Members are prohibited from posting photographs, recordings, video recordings, and other relevant information regarding youth participants involvement in the Youth Initiative Programs on their personal webpages and/or social media accounts. However, Members may share Chapter posts so long as youth participant PII is omitted from the share.

Social Media and Livestream

Can the youth livestream since the chapter volunteer cannot?

The manual addresses chapter members and volunteers. The committee needs to discuss youth streaming.

Risk Management Manual and Fillable Forms

For the fillable forms, are chapters allowed to add a submit button allowing the form to be completed and submitted online?

Chapters are asked not to alter Risk Management forms and the training decks to ensure consistency. However, chapters may distribute and receive completed electronic forms electronically.

How often are the manuals and training decks updated?

The members of the Risk Management subcommittee of the National Program Planning and Development Committee are responsible for updating the Risk Management Manual and its training decks as necessary and warranted.

Has there been any consideration in collecting data for the Parent/Guardian forms electronically, Jotform? Converting this in Excel takes time when you are serving over 100 youth in a chapter of over 300 plus with over 100 screened volunteers.

All chapters with youth initiatives are not in a position to use Jotform or other resources/tools due to associated fees and other circumstances. All resources/tools required to implement the Risk Management requirements must be accessible to all chapters.