

Community Connections Support Services

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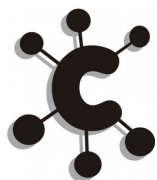
Risk Management Plan and Assessment 2011

Community Connections Support Services remains committed to long range planning to ensure service continuity and, therefore, to a formal and periodic risk management process. Specifically, the organization is committed to Risk Management as a way to:

1. identify any loss exposure
2. analyze and evaluate any loss exposures
3. identify a strategy (including action plans and time lines) to be taken to counter any potential losses or identified exposures,
4. implement the most effective strategy or plan to reduce risk for the organization,
5. provide for ongoing monitoring of any actions taken to reduce risk,
6. report result of action taken to reduce risks, and
7. include the results of risk reduction activities in performance improvement activities.

The following chart is representative of the risks facing Community Connections Support Services from May 2011-May 2012.

| Area of Risk | Identified Risk | Proposed Action Plan | Person(s) Responsible | Time-line |
|---------------------|------------------|---|-----------------------|---|
| Individual Programs | Aging population | Report on age statistics of the population served by CCSS, medical/health planning, retirement planning, age related illness and change in direction of service, RDSP's, representation agreements, end of life planning. | QAM | Currently being worked on. To be complete and presented to Management Support Team (MST) by November 2011 |

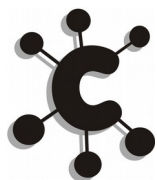


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| Individual Program | Reduced attendance at events due to cost of programs in community support | <ol style="list-style-type: none"> 1. Create section on website for family members / caregivers regarding program costs 2. Disclose program costs to persons served | <ol style="list-style-type: none"> 1. QAM 2. Director / QAM | November 2011 |
| Individual Program | Agency liability in the event of injury sustained during a planned CCSS event | <ol style="list-style-type: none"> 1. Ensure event-specific risks are identified to consumer and consent for participation is obtained. 2. Ensure all measures are taken to prevent an emergency situation. 3. Ensure agency has sufficient insurance coverage | <ol style="list-style-type: none"> 1. Community Support Team 2. Community Support Team 3. Director | <ol style="list-style-type: none"> 1. At planning stage of events 2. At planning stage of events 3. Done |
| Organizational Leadership | Reduction in program allocation as determined by CLBC | Ensure program costs are reported accurately to our funder. Advocate for additional funding where necessary. | Director | on-going |
| Organizational Leadership | Rely solely on one funder | <ol style="list-style-type: none"> 1. Include section in Strategic Plan addressing actions to be taken should CLBC lose funding or suffer cut-backs 2. Ensure Employees are aware of the importance of maintaining a respectful relationship with CLBC representatives | <ol style="list-style-type: none"> 1. Director / QAM 2. Director / Service Coordinators | On-going |
| Organizational Leadership | Agency leadership lacks succession plan | <ol style="list-style-type: none"> 1. establishment of Management Support Team 2. cross-training of Management Support Staff 3. Formal succession plan | <ol style="list-style-type: none"> 1. Director 2. Management Support Team 3. Director / QAM | <ol style="list-style-type: none"> 1. Done 2. in progress 3. September 2011 |

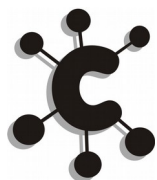


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| Organizational Leadership | Business competition in Community Support Program as well as Home Share Provision | <ol style="list-style-type: none"> 1. Continue to provide effective, responsive, and consumer focused services 2. Continue to request and make recommendations based on feedback obtained 3. Establish a process by which to track complaints | <ol style="list-style-type: none"> 1. All personnel 2. All personnel / QAM 3. QAM / Director | <ol style="list-style-type: none"> 1. On-going 2. On-going 3. May 2011 |
| Organizational Leadership | Misappropriation of agency funds, monies belonging to persons served, monies collected to fund events | Agency will remain committed to accurate and transparent accounting practices in all areas while continuing to employ a bookkeeper / accountant who monitors the program in accordance with generally accepted accounting principles | All personnel / Management Support Team / Director / Bookkeeper | On-going |
| Health and Safety | Health and Safety issues being overlooked due to autonomous nature of Home Share provision and the program being in its infancy. | <ol style="list-style-type: none"> 1. Implement Health and Safety checklist and monitor for necessary changes to items requiring follow-up or scheduling change (ie. More / less frequent) 2. Establish need for Home Share Health and Safety Officer | <ol style="list-style-type: none"> 1. Home Share Coordinators / Home Share Team Leader / QAM 2. Director / QAM / Home Share Team Leader | <ol style="list-style-type: none"> 1. Done / On-going 2. June 2011 |
| Health and Safety | Lack of preparedness for people relying on electricity for assistive technology | Look into generators / alternate power sources for those resources requiring them | Director / QAM / Health and Safety Committee | September 2011 (in collaboration with Health and Safety Audit) |

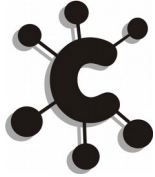


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| Health and Safety | Liability due to inability of having external health and safety inspections completed by Fire Dept in Trail, B.C. | <ol style="list-style-type: none"> 1. Contact Fire Chief in Trail and establish their commitment to performing inspections. 2. Investigate other external health and safety authority willing to conduct inspections | <ol style="list-style-type: none"> 1. QAM 2. QAM | Done June 2011 |
| Health and Safety | Lack of response from personnel to fill Health and Safety Officer role | <ol style="list-style-type: none"> 1. Develop formal job description 2. Establish wage increase for officers 3. Establish method by which position gets filled (ie. Posting, volunteer, assignment?) | <ol style="list-style-type: none"> 1. QAM 2. Director / QAM 3. Director / QAM | <ol style="list-style-type: none"> 1. Done 2. Done 3. November 2011 |
| Technology | Ensuring the privacy of people being served when files/photos identifying them are shared via email or web | <p>Ensure Consents are kept current. Ensure that employees are aware of privacy procedures when communicating via email or on the web. Ensure that all private documents are password protected where there is a need to share them on the internet.</p> | QAM / Director | On-going |
| Technology | Confidentiality and maintenance of files / loss reduction | Ensure that secondary back-up systems are in place for all resources | Director | November 2011 |
| Technology | Loss of information. As the agency provides support in several communities in a variety support models | Look into purchasing information management / CRM software to assist in data management | Director | November 2011 |

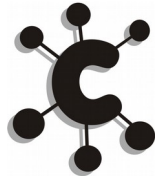


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| | information may be lost due to multiple reporting relationships and distance | | | |
| Personnel | As policy and procedures as well as support expectations change in an on-going way, and the amount of personnel and contractors has increased significantly, it may be challenging to ensure all supports are kept up to date. | <ol style="list-style-type: none"> 1. Ensure all personnel are made aware of and review agency policy and procedures on an annual basis 2. Increase access to policy by posting it on the websites using password protection. 3. Ensure Management Support Team is made aware of any changes as they become relevant | <ol style="list-style-type: none"> 1. Management Support Team 2. Director / QAM 3. QAM | <ol style="list-style-type: none"> 1. On-going 2. November 2011 3. On-going |
| Personnel | Dual Employment | Develop agency policy regarding employees that have several different reporting relationships and/or work in the same field for other agencies and/or are / have been employed under one area of service and are currently applying to a different service provision area. | QAM | Done |



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This report is generated annually and is meant to be used in conjunction with all other CCSS performance reports. Review of this report, the action plans and time-lines are set to be reviewed within six (6) months of the completion of this report.

Date Report Generated: April 2011

Report Generated By: Jacqueline Burnham, Quality Assurance Manager

Date For Review: October 2011