

Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

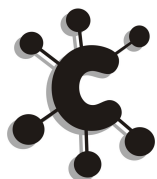
Risk Management Plan and Assessment 2012

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 2012-May 2013.

Area of Risk	Identified Risk	Proposed Action Plan	Person(s) Responsible	Time-line
Individual Programs	Aging population	Medical/health planning, retirement planning, age related illness and change in direction of service, RDSP's, representation agreements, end of life planning.	MST, S/S, HSC	Issues of aging in place are currently being investigated and addressed where applicable.

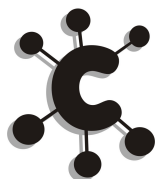


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Individual Program	Agency liability in the event of injury sustained during a planned CCSS event	<ol style="list-style-type: none"> 1. Ensure event-specific risks are identified to consumer and consent for participation is obtained. 2. Ensure all measures 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
Individual Program	Increased risk of behavioural incidents. H/S risk, accountability risk.	<ol style="list-style-type: none"> 1. Develop comprehensive behavioural support plans 2. staff training 	<ol style="list-style-type: none"> 1. MST 2. MST 	<ol style="list-style-type: none"> 1. May 2012 2. by October 2012
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	Formal succession plan	Director	in progress
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 	<ol style="list-style-type: none"> 1. All personnel 2. All personnel / QAM 	<ol style="list-style-type: none"> 1. On-going 2. On-going

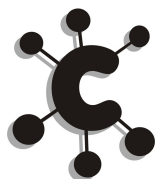


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		recommendations based on feedback obtained		
Organizational Leadership	Misappropriation of agency funds, monies belonging to persons served, monies collected to fund events	Agency will remain committed to accurate and transparent accounting practices 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
Organizational Leadership	Increased level of accountability (from CLBC) and CCSS failure to respond to it	Ensure complaints / incidents are being reported and investigated adequately.	QAM / MST	On-going
Organizational Leadership	Increased size of agency has impacted responsiveness of management.	1. Delegate responsibility to Administrative Support 2. Continue to establish lines of communication within MST	1. MST 2. Director/QAM	1. On-going 2. On-going
Organizational Leadership	Increased risk of gaining a negative reputation with our funder due to attitudes of those reporting directly to CLBC	Continue to hold information sessions regarding respectful lines of communication and reinforce reporting relationships.	MST	On-going

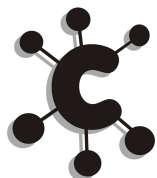


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Organizational Leadership	Maintain ability to manage all agency requirements despite size of agency. Financial risk, personnel risk.	1. Determine what new work CCSS is willing to engage in. 2. Develop leadership skills (ie. Quality Control activities)	1. MST 2. Director / QAM	1. As needed 2. On-going
Health and Safety	Health and Safety issues being overlooked due to substantial agency growth.	Continue to implement Health and Safety program and focus on outcomes.	All personnel/ MST/ Director	On-going
Technology	Ensuring the privacy of people being served when files/photos identifying them are shared via email or web	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.	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	On-going



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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 reviewed quarterly in the CCSS Performance Improvement Plan.

Date Report Generated: April 2012
Date For Renewal: April 2013

Report Generated By: Jacqueline Burnham, Quality Assurance Manager
Brian Burnham, Director