

Community Connections Support Services

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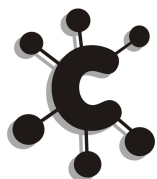
Risk Management Plan and Assessment 2014

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 2014-May 2015.

Area of Risk	Identified Risk	Proposed Action Plan	Person(s) Responsible	Time-line
Individual Programs	Liability – rights restriction due to seclusion methods used in behavioural support plan and possible safety concerns.	Approach CLBC to determine what their understanding of the issue is and what precautions are available to contractors to address liability issues.	Jackie / Brian	May 2014

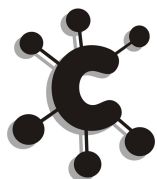


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Area of Risk	Identified Risk	Proposed Action Plan	Person(s) Responsible	Time-line
Organizational Leadership	Employee Satisfaction	Enhance communication: newsletter, website, team-building/networking, training, agency updates	MST	March 2015
Organizational Leadership	Lack of effective Complaint Management across agencies (CCSS-CLBC)	Demonstrate leadership outside of process with CLBC and service providers: flow chart, meetings with CLBC to develop collaborative decision making model	Jackie / Brian	September 2014
Organizational Leadership	Effectively registering complaints	Communication strategy: MST training	Brian	July 2014
Organizational Leadership	Responding to action plans	Develop and maintain a system to track action plans and follow up with responsible parties	Jackie	June 2014
Organizational Leadership	Lack of ongoing risk analysis	Search for a tool (ie. Software, etc), Hire analyst?	Jackie / Brian	August 2014
Organizational Leadership	Failure to respond comprehensively to recruitment opportunities	Training for staff: performance issue. Promotional materials, work assignments.	Brian / Ken	October 2014
Organizational Leadership	Failure to notice over-billing of hours / abuse of mileage	Develop guidelines by department	Brian / Joanne	July 2014



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Area of Risk	Identified Risk	Proposed Action Plan	Person(s) Responsible	Time-line
Organizational Leadership	Failure to follow through on responsiveness and meeting deadlines for all work promised (dropping pieces of work).	Enhance time management skills	MST	July 2014

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 2014
Date For Renewal: April 2015

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