

RISK MANAGEMENT

Updated Report for Board Review March 2010 Updated March 2011 Updated December 2012 re status. Updated status on April 2013. Updated September 2013

Type of Risk	Description of risk exposure	Likely hood of the risk-	Impact of risk	Actions to reduce risk/ Mitigating factors both internal and external factors.	Monitored by (M) /Responsible for actions (R)	Time Frame	Status –
Financial	-stability of contracts -population changes	Medium Medium	High High	Contracts all currently signed and working towards longer contracts. Strategic plan addresses direction to diversify funding and to maintain a range of contracts.	Margaret/Maryann and Treasurer. (R) Board of Directors monitoring (M) Program staff aware and work towards achieving strategic goals. (R)	Ongoing /annual review with audit	Contracts moved to new template from the Ministry in 2009 – still ongoing. Closure of major employer-Eurocan Feb 2010 plus other community population changes occurring. Monitoring closely and working with social planning to be responsive to service needs. Contract review with new CSM – MCFD scheduled for the Fall 2013.
General Liability	Insurance coverage for personal injury and negligence	Low	High	Insurance renewal completed	Margaret (R) Safety committee re: potential dangers (M)	Questions and review done 2009 Safety committee meets regularly	Insurance review completed. Same insurer. New policies on field trips for those served. Insurance for apartment started.
Professional Liability	Claims in terms of hiring, treatment and termination of employees, financial management and complying with provincial regulations	low	high	Code of ethics. Personnel policies, licensing reviews. Annual financial, personnel file and contract audit	Treasurer, Board policy review and Administration (R)	Annually and at each employee evaluation.	Updated the codes of ethics booklet July 2013. Changes in 2010 to how we verify credentials and orientate new staff implemented. 2013 included more on cultural competence.
Employee Liability	Workers compensation injuries or work place illness.	low	Med.	Ensure adequacy of workers compensation. Health and Safety committee evaluates all injuries and determine actions needed.	Health and Safety committee (M) Administration (R)	On going – annual review of workers compensation.	No claims in 2009. 2010 2011 or 2012
Property loss – including robbery.	Physical property at risk for natural disaster, accident, fire, or theft. If thief is in building risk of assault or use of weapons.	Low to medium	Low	Inspections including furnace, fire alarms. Health and Safety committee completes regular inspections. Alarm and lock up procedures are to be followed. Call in re: alarm – to call RCMP before entering building.	Health and Safety committee (M) Annual Fire Department inspection (M) Administration (R)	Ongoing review by health and safety committee. Insurance review with landlord	Ongoing. Annual inspections done including alarms. Insurance coverage submitted to School District- landlord. Reviewed alarm procedure March 2013 after break in.
Vehicle injuries	Vehicle accidents	Low to medium	Med.	Carry extra liability insurance covering staff and volunteers	Administration as part of annual insurance review. (R)	ICBC annual renewal. At time of annual performance appraisal review individual insurance, drivers abstract and vehicle safety.	Renewed insurance March 2012 and June 2013 with personnel reviews. Revised employee contract process to include noting if driving is allowed under the contract.
Business loss/Interruption	Loss or reductions of funding and major losses of income	Medium	High	Insurance coverage for business interruptions/ adequate reserve accounts.	Treasurer and Administration (R)	Annual review.	Completed with audit annually.
Loss of Reputation	Negative publicity could arise from negligent or unethical behaviour of employees, or the	Low	High	All employees and Board members acknowledge advertising, code of ethics and communications policies.	Administration (R)	Annual	Completed for 2009. See board file and board policy manual updated in 2012. See incident report for August 2013.

Accreditation 2013. Update April – Health and Safety Committee and Board Review.

	organization			Marketing code of ethics and policies. Conduct criminal record checks on all employees			
Internal cash management and control	Risk of employee fraud	low	High	Annual audit Financial polices adhered to. Two signatures on all chegues. Board authorizes expenditures policy.	Treasurer, Executive Director and Accounting. (R)	Annual review Monthly Board meetings.	In progress. See new financial policies done in 2009 and January/February 2010. Re – done October 2012. Reviewed summer 2013 by accountant and new staff. Added new procedures re billing and completed annual work calendar.
Governance	As a non profit agency effective accountable governance is necessary to carry out any of our business	low	High	Governance policy manual. CARF governance accreditation. Fulfilling all legal requirements. Annual meeting and advertising of Board Positions	Board of Directors and Administration (R)	Annually and at each monthly board meeting.	Will apply for governance with 2013 CARF survey. – done.
Loss of key personnel and recruitment and retention of qualified staff.	A loss of key personnel will create a risk in the ability to maintain certain needed functions to continue normal operations. Recruitment of qualified staff is a current and ongoing challenge in B.C	medium	High	Succession planning. Implement cross training so key personnel understand each other’s roles (have at least one back up person per key staff) Staff satisfactions surveys and attend to input. Participate provincially in recruitment initiatives	Administration (R)	Annually	Succession plan reviewed annually. Updated after one key retirement. Staff Satisfaction done January 2010 and in 2009. See file. 2011 summarized. 2012 to be done January 2012 Implemented staff credentialing policy (updated process) Implement cross training strategies. SLP recruitment successful August 2013.
Loss of computer technology	Inability to effectively carry out day to day operations, communication risks with no email.	low	Med.	Maintain backup of all computer work. Maintain a copy of all software. Maintain our technology plan	Administration and Computer support contract. (R)	Ongoing	Technology plan updated Spring 2010. New IT support contract done in 2009. Reviewed phone technology in Jan/Feb 2010 and changed lines and contracts. Technology plan update to be completed Feb 2013 – server part of plan Plan reviewed annually, New server 2012. New policy re social media in 2012-2013. Continue to add CARF standard re: use of technology in our service plans.
Loss of Records both for Persons served and business records.	Loss of historical information important for quality of services.	Medium	High	Use our locked filing cabinets. Records stored in the fire proof vault Rigid use of back up procedures.	Administration/all staff and computer It support (R)	Ongoing	IT support plan being reviewed,. Working towards more electronic record keeping.
Staff/service provider including	Risk area is working alone with potentially dangerous situations, home visiting with	Medium	High	Policies regarding home visiting and risk assessment Sign in and out board for staff tracking of	Administration and all staff (R) Health and Safety Committee.	Ongoing	Policies to be reviewed annually by Health and Safety Committee. Completed September 2013. Minor edits only

volunteer service risks.	unknown risks. Other risks could be former employee anger.			where one is. Cell phone use policy			
Injury to Person Served.	Risk is in choice of activities for persons served.	Medium	Med	Risk assessment for choice of individual activities in which to participate. Clear, complete documentation in individual service plan on activity goals and supervision/safety steps to be implemented.	Program Supervisors (R) Health and Safety Committee (M)		
Person served risk	Physical, assault or physical aggression.	low	high	Follow emergency procedures for aggressive clients. Complete serious incident report for internal review. Complete WCB forms if injury results.	Health and Safety Committee	Ongoing and part of annual review.	Reviewed March 2013 as table top exercise and added to risk plan April 2013. This issue has increased spring/summer 2013 with a new client service. See health and safety minutes. Actions being taken. Robbery incident March 2013- see change in response if called in by security.
Person served intoxicated	Client or client relative is intoxicated. This increases risk of physical and verbal assaults.	low	Medium	Deny entry to Centre or if home visit do not enter home. If on the phone hang up. Document the incident. If children involved follow reporting to MCFD.	Health and Safety Committee	Ongoing and annual review	
Employee Contract – employment relationships	Employee relations and the employment contract are core to meeting legal employment terms.	Medium	Med.	Setting on ED plan to review our employment contract to see if we are meeting all requirements.	Executive Director	In 2010 this will be reviewed and if enough \$'s will get a legal opinion.	Identified as a need after reviewing the notes from the Pro- Bono Non profit legal seminar.

Reviewed by the Board of Directors March 2010 Board meeting – March 2011 and to be done February 2013- Reviewed health and Safety Committee April 10th and Board of Directors April 15th 2013.
To Board of Directors on September 2013 Board Meeting

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