



Section Administrative

Policy: AD 03

Policy Date: July 2022

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November 2018; February 2016; November 2014

RISK MANAGEMENT

Policy:

Contact Brant will take all appropriate measures to reduce risk to the organization, including resources, staff, volunteers, finances, and clients.

Procedures:

- 1.0 The Chief Executive Officer will annually review Governance Policies, including the Asset Protection and Risk Management Policy and the Business Continuity Plan Policy, with the Board to identify potential risks as well as risk management strategies.
 - 1.1 The Chief Executive Officer will ensure due diligence in managing situations proactively to reduce risk through:
 - annual policy and procedures review
 - regular and unscheduled workplace inspections and audits to ensure effective health and safety practices
 - addressing and reviewing with staff any health and safety issues
 - investigations into all accidents and analysis of any hazards
 - reviews of record keeping and practices
 - orientation and regular training of employees/ students/ volunteers
 - confidentiality regarding employee information
 - documentation
 - enforcement of policies with progressive discipline when necessary
 - adequate insurance coverage
 - regular review of financial records; financial transparency and accountability
- 2.0 The Chief Executive Officer will annually review the Contact Brant policies and procedures and recommend revisions to the Board according to changes in legislation, agency practices and Ministry guidelines.
- 3.0 The Chief Executive Officer will ensure that all new employees, students and volunteers are oriented to policies and procedures and will annually ensure that policies and procedures are reviewed at staff meetings.
 - 3.1 All employees, students, and volunteers will display an understanding of Contact Brant policies and procedures as part of their orientation and performance reviews.
- 4.0 The Executive Assistant will ensure maintenance, including preventative maintenance, of Contact Brant equipment and office site. All necessary equipment guards will be included in the preventative maintenance.

- 4.1 Any equipment should be properly installed. Use of equipment, including but not limited to heaters and fans should be CSA approved.
- 5.0 The Chief Executive Officer will ensure employees at the time of hire who are required to drive a vehicle as part of their duties, have adequate vehicle insurance and possess a valid driver's license.
 - 5.1 Employees utilizing their own vehicles for work will ensure the vehicle is in good working order and is covered by adequate insurance.
 - 5.2 Employees driving a vehicle to complete their job duties are responsible to ensure they possess a valid driver's license.
 - 5.3 Employees are responsible to follow all laws while driving a vehicle for work including, but not limited to, being prohibited to drive under the influence of alcohol, recreational cannabis, or prohibited substances.
- 6.0 Contact Brant will provide opportunities for employees for required and other relevant training (including WHMIS, First Aid, Crisis Intervention, Suicide Prevention, job-specific skills). All employees are encouraged and supported to take responsibility for their own Professional Development (Professional Development Policy, HR – 10).
- 7.0 All employees are responsible to work in a safe and healthy manner (Health and Safety Policy, HR – 14).
 - 7.1 The Chief Executive Officer, Manager, and the Health and Safety representative will ensure that the Contact Brant site meets health and safety codes, policies and procedures through regular reviews of the site (Health and Safety Policy, HR – 14) and working collaboratively with Woodview as the leaseholder.
 - 7.2 In case of fire, employees will alert others in the building, utilize fire extinguishers when deemed safe to do so, immediately vacate the site according to evacuation procedures and call 911/the fire department (Health and Safety Policy, HR – 14).
 - 7.3 Employees moving any equipment and supplies must lift and transport the equipment properly so as to limit any injury to self and others. Employees should utilize personal protective equipment when appropriate.
 - 7.4 Workplace health and safety includes addressing the potential for impairment in the workplace; there are many sources of impairment including but not limited to fatigue, life stresses, effects of the use of drugs (over the counter, prescription, legal cannabis, illicit drugs), and consumption of alcohol. Employees under the influence of drugs or alcohol on the job can pose serious health and safety risks to both themselves and their fellow employees. To help ensure a safe and healthy workplace, all employees while conducting work on behalf of the organization, whether on or off site, will abide by the following expectations:
 - Employees are prohibited from reporting to work while under the influence of alcohol, recreational cannabis and any other non-prescribed substances. Employees will arrive to work fit for duty

and able to perform their duties safely and to standard, and remain fit for duty for the duration of their workday.

- Use, possession, distribution, or sale of recreational drugs or alcohol during work hours, whether on or off property, including during paid and unpaid breaks, is strictly prohibited
- Employees will report to their supervisor any potential limitations, impairment or restrictions, and request modifications where necessary, for therapeutic needs of a diagnosed medical condition or disability. Where an employee uses medical cannabis, they will provide a copy of their medication document to use cannabis to their supervisor and abide by the agency's accommodation procedures.
- Employees will abide by all legislation pertaining to the possession and use of any drug or alcohol.
- Employees will report any suspected unfit co-workers to the Chief Executive Officer or alternate.

8.0 All employees are responsible to keep the work place free from all forms of abuse/neglect directed at employees, clients, volunteers or visitors. Employees must report any disclosure or suspicion of child abuse or neglect to the Children's Aid Society of Brant, in accordance with legislation. Abuse will not be tolerated (Abuse Policy, HR – 21).

9.0 Employees must have a safety plan in place at all times when meeting with clients and take immediate action to remove themselves from any situation that they feel unsafe in, and report immediately to their supervisor (Staff Safety Policy HR-18.).

10.0 Employees must make risk assessments during any communication with a client, utilize the available tools to assess risk when appropriate, and refer people assessed at high risk to priority services, as well as Police, Child Welfare Services, Crisis Services, or BGH emergency.)

10.1 Employees must complete a Risk Alert in EMHware and forward to the Lead Resource Coordinator regarding the alert and actions taken; the Lead Resource Coordinator will review all Risk Alerts to assist with planning for the community Prioritization Committee. The Lead Resource Coordinator will forward their caseload Risk Alerts to the Chief Executive Officer or alternate.

11.0 Employees must respect and appreciate the dignity and worth of clients, their families and other professionals.

11.1 Employee responsibilities include respecting people's right to privacy, self-determination and autonomy. Informed Consent (Consent Policy, CP – 12) and Confidentiality (Confidentiality Policy HR – 04) are consistent with these rights and must be upheld by employees.

11.2 Employees must exhibit integrity in relationships with people including fairness, honesty, impartiality, avoidance of misrepresentation, maintaining a level of competency, acknowledgement of limitations of knowledge and skills, honouring commitments, not exploiting clients,

seeking consultation when appropriate and continual evaluation of personal values that may affect attitude and behaviour.

- 11.3 Employees are expected to act in a professional and appropriate manner (Professional Code of Conduct Policy, HR – 05). Harassment and discrimination will not be tolerated (Harassment and Discrimination Policy, HR – 11).
- 12.0 Any complaints received by an employee or member of the Board must be responded to according to the Complaints Policy (HR – 22).
- 13.0 Employees must report any incidents of a serious nature to their supervisor who will follow the Ministry Serious Occurrence Reporting procedures (Serious Occurrence Policy, AD – 02).
- 14.0 Employees are encouraged to seek medical attention for injuries and serious illnesses. Contact Brant will work with employees to ascertain any risks and limitations in their employment position. Contact Brant provides sick leave and extended sick leave to employees who have successfully completed 3 months of employment (Sick Leave, Hr – 16 and Extended Sick Leave, HR – 17).