



POLICY AND PROCEDURE MANUAL

Section Administrative

Policy: AD 03

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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 the Governance Policies, including the Asset Protection and Risk Management Policy and the Business Continuity Plan Policy, with the Board and staff to identify potential risks and risk management strategies.
- 2.0 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
 - Review 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.
- 3.0 The Chief Executive Officer will annually review the Contact Brant policies and procedures and recommend revisions to the Board based on changes in legislation, agency practices, and Ministry guidelines.
- 4.0 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.
 - 4.1 All employees, students, and volunteers will display an understanding of Contact Brant's policies and procedures as part of their orientation and performance reviews.
- 5.0 The Executive Assistant will ensure the maintenance, including preventative maintenance, of Contact Brant equipment and the office site. Any equipment should be in good working condition and properly installed.

- 6.0 The Chief Executive Officer will ensure that employees who are required to drive a vehicle as part of their duties at the time of hire have adequate vehicle insurance and a valid driver's license.
- 6.1 Employees utilizing their own vehicles for work will ensure the vehicle is in good working order and is covered by adequate insurance.
- 6.2 Employees who drive a vehicle to perform their job duties are responsible for ensuring they possess a valid driver's license.
- 6.3 Employees are responsible for following all laws while driving a vehicle for work, including, but not limited to, the prohibition on driving under the influence of alcohol, recreational cannabis, or prohibited substances.
- 7.0 Contact Brant will provide employees with opportunities for required and other relevant training (including WHMIS, First Aid, Crisis Intervention, Suicide Prevention, and job-specific skills). All employees are encouraged and supported to take responsibility for their own professional development (Professional Development Policy, HR—10).
- 8.0 All employees are responsible for working safely and healthily (refer to the Health and Safety Policies).
- 8.1 The Chief Executive Officer, the Health and Safety manager, and Health and Safety representatives will ensure that the Contact Brant site meets health and safety codes, policies, and procedures through regular site reviews.
- 8.2 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.
- 8.3 Employees moving equipment and supplies must lift and transport the equipment properly to limit injury to themselves and others. Employees should utilize personal protective equipment when appropriate.
- 8.4 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, or any other non-prescribed substances. Employees will arrive at work fit for duty and able to perform their duties safely and to a standard and will 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, impairments, or restrictions and request modifications where necessary for their 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 another manager.

9.0 All employees are responsible for keeping the workplace 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 (Refer to the *Abuse Policy, HR – 18*).

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

11.0 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 the local hospital emergency department.)

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

12.1 Employee responsibilities include respecting people's right to privacy, self-determination and autonomy. Informed consent and confidentiality are consistent with these rights and must be upheld by employees. (Refer to the *Consent Policy, AD 02* and the *Privacy and Confidentiality Policy, HR 10*)

12.2 Employees must exhibit integrity in relationships with people, including fairness, honesty, impartiality, avoidance of misrepresentation, maintaining a level of competency, acknowledgment 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.

12.3 Employees are expected to act in a professional and appropriate manner (*Professional Code of Conduct Policy, HR 05*).

12.4 Harassment and discrimination will not be tolerated (*Workplace Anti-Harassment Policy, HS 06; Human Rights Commitment Policy, HR 02, and Equity, Diversity and Inclusion Policy, HR 21*).

- 13.0 Any complaints received by an employee or member of the Board must be responded to according to the *Feedback and Complaints Policy, AD 08*).
- 14.0 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 05*).
- 15.0 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 (*Sick Leave Policy, HR 07*).