

23. Risk Management

Spectrum Society operates in an environment that poses various potential risks. To minimize risks, Spectrum is regulated by external authorities including Community Living B.C., WorkSafe B.C., Ministry of Children and Family Development, Community Care Licensing, and others. Internally, Spectrum's executive team reports to the Board of Directors, who have ultimate responsibility for determining the level of risk to be tolerated and strategies for minimizing risks.

Risk Assessment:

Risk assessment is the process of examining risks that may exist in a given situation or activity. Risk assessment provides a framework for risk management.

Risk Management:

Risk management refers to the identification of activities and situations that pose a potential risk, and the development of strategies to minimize these risks. Risk management often involves balancing competing interests or points of view. Examples of risk management include:

- Insurance coverage
- WorkSafe coverage for employees
- Signed contracts for all services provided
- External audit
- Staff training
- Written policies and procedures – financial, health and safety, human resources, technology, general operations, disaster preparedness
- Security systems
- Behavioral Support and Safety Planning for individuals with challenging behavior
- Health Care Planning for individuals with health care issues

Risk Management Plan:

Spectrum will implement a Risk Management plan that will be reviewed annually and updated as needed.

The overall goals of Risk Management are:

- Prevention of harmful events (eg. financial losses, increased insurance costs, cancellation of contracts)
- Protection of individuals served, employees, volunteers and sub-contractors (eg. injuries, protection of privacy, Board of Directors liability)
- Protection of Spectrum's reputation and assets (eg. loss of credibility, negative media coverage, property damage)
- Continuity of Spectrum's services (eg. technology systems failure, natural disasters)

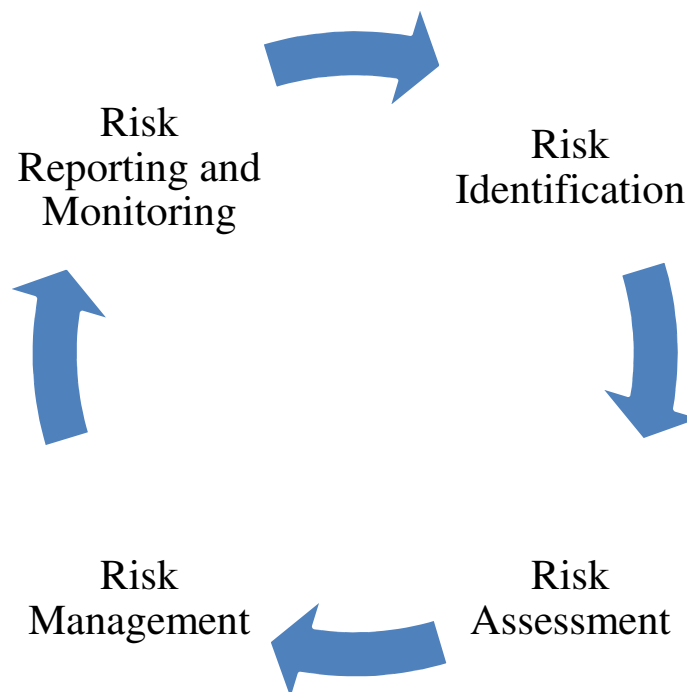
Personal Vulnerabilities and Safeguards:

Ensuring the safety and well-being of persons served is a top priority of Spectrum's risk management activities. In addition to organizational and programmatic safeguards, it's also important to look at each person's unique vulnerabilities and apply a safeguarding lens to person-centred planning, building in specific strategies that make sense for the person. This is especially important during times of transition or when faced with changes to the person's support needs, for example:

- Upon intake or start-up of a new service
- Changes to an individual's living arrangement or care requirements
- Changes in behavior
- Changes to funding or staffing levels within a program
- Introduction of an activity that is not normally part of Spectrum's regular operations
- Legislative or contractual changes

For more information on developing personal safeguards, please refer to the CLBC document, [Addressing Personal Vulnerability through Planning](#).

Risk Management is everyone's responsibility!



THE RISK MANAGEMENT CYCLE