

Risk Management Plan 1/7/2022

The administration of Life Recovery Services has reviewed the 2021 Risk Management Plan. We identified no significant changes to the plan. The 2021 plan has been renewed as is and will remain in effect for 2022.

Efforts in this area will include an assessment of potential and actual risks to the persons served, to the public, to personnel, to the working and service delivery environment, and facilities.

This assessment will be reflected throughout the agency's policy and procedures generally and specifically in staff and board meeting minutes. The assessment is reviewed annually and updated as needed.

Risk assessments will:

1. Identify any loss or exposure.
2. An evaluation/analysis of loss exposure.
3. Identification of how to rectify the identified exposures.
4. Implementation of actions taken to reduce risk.
5. Monitor the outcome of actions taken and implemented appropriate changes.
6. Report actions taken in results reports and performance improvement activities.
7. Include risk reduction in performance improvement activities.

Loss Exposure:

This agency realizes that there are many areas of loss exposures that remain constant that are addressed in policy. These may include:

1. Loss of funding
2. Personnel accidents, injury, and/or litigation.
3. Health and safety.
4. Providing counseling or other services to consumers who may be emotionally unstable, a danger to self or others, abusing drugs or alcohol, or involved in an abusive relationship.
5. Providing transportation for consumers.
6. Medical emergencies involving staff, persons served or the public that are center-based, home-based, or whenever or wherever services are being delivered.
7. The presence (known or unknown) of firearms or concealed weapons in the center, in the home, or whenever and wherever services are being provided.
8. Workplace threats.
9. Natural disasters such as fire, tornado, severe weather, power failures, and floods.

Evaluation of Loss Exposure:

Loss of exposure to persons served or the public include the potential for lawsuits involving the Board of Directors, administration, and/or staff. These may include but are not limited to:

1. Allegations of professional misconduct.
2. Abuse allegations by persons served against staff or by staff against persons served.
3. Abuse of power.
4. Breach of confidentiality.

5. Breach of professional ethics.
6. Harassment.
7. Negligence.
8. Dereliction of duties.
9. Accidents.
10. Loss of life or injury.
11. Failure to fulfill fiduciary responsibility.

The financial burden to the organization of potential aggregate losses could result in catastrophic financial crisis should a lawsuit be successful.

Loss exposure as a result of natural disasters includes but is not limited to:

1. Loss of life/or injury to staff, persons served, or to the public.
2. Damage or destruction of buildings and/or equipment.
3. Loss of personnel and/or consumer files.
4. Loss of computer data.
5. Loss of fiscal records.

Loss exposure as a result of natural disaster could potentially occur regularly with minor damages sustained, but rarely with serious damages, destruction of property, or loss of life or serious injury sustained. The financial burden to the organization of potential aggregate losses could result in a serious financial emergency to the organization.

Loss exposure as a result of loss of funding includes but is not limited to:

1. Loss of programs or services.
2. Reduction of services.
3. Reduction of workforce.
4. The inability to meet fiscal obligations.

Loss exposures as a result of loss of funding are an annual liability and occur with regularity. The financial burden to the organization of potential aggregate losses could result in an inability of the agency catchments area and could result in a serious financial emergency to the organization.

Techniques to Handle Exposures:

Policies and procedures pertaining to all identified loss exposures will be written, implemented, and monitored to eliminate or reduce the probability of loss or reduce the severity of consequences should a loss occur.

Staff training will be required and conducted regularly regarding said policies and procedures. Health and Safety Handbooks will be made available to staff, persons served, and to the public, outlining all health and safety procedures.

Regular practiced drills regarding workplace threats and natural disasters will occur at all agency locations.

Ongoing staff training and education will be required and encouraged regarding the provision of quality professional and paraprofessional mental health services to children, youth, and families.

Adequate and appropriate comprehensive liability insurance will be acquired, maintained, and annually reviewed by the administration and the Board of Directors.

Contracts involving an obligation of funds shall not exceed one year unless there is a financial benefit to multi-year contracts in which case a maximum of three years shall be allowed.

Administration will present to the Board of Directors all provisional, temporary and/or permanent plans to address potential, temporary and/or permanent loss of funding that may affect programs and services to consumers served, reduction in force, or loss of funds that may affect the organization's ability to meet its financial obligations for their review and approval.

Implementation of Techniques:

Upon the identification of a potential, temporary, and/or permanent loss exposure, the organization will identify and implement those techniques most appropriate to address the loss exposure. The Leadership Team will ensure that all techniques are to be conducted regularly to eliminate or reduce the risk of loss exposure are implemented. The Executive Director will ensure that comprehensive liability insurance is maintained and annually reviewed, and they will ensure that the annual budget allows for adequate revenues to cover organizational expenses.

Monitoring Risk Management Plan:

The Leadership Team and the Executive Director will monitor, measure, and compare actual versus planned performance of the selected techniques, enabling the organization to evaluate the plan and determine whether different options may be necessary. The Leadership Team will monitor all ongoing techniques and the Board of Directors will review the Risk Management Plan annually. For each loss exposure incident, the Leadership Team and the Executive Director will monitor, measure, and compare the effectiveness of the selected techniques and recommend any necessary changes or additional options. An annual Risk Management Report will be created as an addendum to the agencies Yearly Risk Management Report for submission to the Board of Directors.

Inspections:

Cody Shoemaker maintains copies of and assures compliance with:

1. State Fire Marshal inspects yearly
2. CompSource (our workers' compensation insurance carrier) conducts an audit annually

Insurance:

Adequate insurance is maintained to protect all assets of the agency and to protect and defend the persons served, personnel, the Board of Directors, volunteers, and others associated with the organization from claims due to adverse events from which the organization is responsible.

The following is a list of the types of insurance maintained by this agency:

1. Commercial Property (buildings and contents)
2. Commercial General Liability
3. Professional Liability
4. Commercial Crime (dishonesty)

5. Worker's Compensation

The Executive Director reviews all insurance policies each year upon renewal to maintain proper and adequate coverage.

Media Relations and Social Media:

Life Recovery Services, Inc. is committed to the creation and dissemination of knowledge concerning addiction, health, and recovery. The agency recognizes the important role of the news media as a channel of communication with the public and will provide qualified representatives of news reporting organizations with timely and accurate information regarding the agency's programs and activities.

The Executive Director serves as Life Recovery Services, Inc.'s designated contact point for the news media and is the source of official information about the agency. Staff members who wish to initiate contact with the news media, or who receive news media inquiries, should first coordinate with the Director.

Professional staff members serve as responsible advocates for the agency. Their communication with members of the media and the public is guided by the principles of integrity, honesty, accuracy, and ethical decision-making.

Staff will respond promptly, courteously, and professionally to requests from members of the news media who seek information about the agency or access to the agency and its administrators, staff, board, and consumers. In turn, Life Recovery Services, Inc. expects members of the news media to conduct themselves in an ethical and professional manner when contacting or interacting with members of the Life Recovery Services, Inc. community and when visiting the agency campus. The Director reserves the right to break off contact with news media representatives who consistently fail to adhere to these expectations.

Media Access to Life Recovery Services, Inc.'s Facilities:

News media are permitted to enter public areas of the agency's campus without permission, but are encouraged to first contact the Director so that staff may help facilitate visits to campus. Access to classrooms, offices and to all residence halls is strictly prohibited without prior permission from the Director. Media personnel who infringe upon, delay or conflict with Life Recovery Services, Inc.'s normal operations may be asked to leave campus. News media are required to obtain permission before filming in public areas of the campus. During emergencies, Life Recovery Services, Inc. officials may require news media to remain within a designated media filming zone for law enforcement or safety reasons.

Social Media:

Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the company. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the company.

Information published on your blog should comply with the company's confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums, and social networking sites.

Be respectful to the company, other employees, customers, partners, and competitors. Social media activities should not interfere with work commitments.

Your online presence reflects the company. Be aware that your actions captured via images, posts, or comments can reflect that of our company.

Do not reference or site company clients, partners, or customers without their express consent. In all cases, do not publish any information regarding a client during the engagement.

Respect copyright laws, and reference or cite sources appropriately. Plagiarism applies online as well.

Company logos and trademarks may not be used without written consent.