



## Policy: Risk Management

**ChildNet Number: CN 010.028**

**Original Approved Date: June 18, 2003**

**Policy Revised Date(s): April 7, 2010, June 22, 2010, May 14, 2014**

**Policy Sunset Date:**

**COA Standards: RPM 2.01, 2.04, 2.05, 2.06, 3.01, 4.01, 4.02, 4.03, 5.03, 6.01, 6.02, 8.01, 9.01, 9.02, 9.03, 10.02, 10.03, 10.04, GOV 6.08**

### Statement of Policy:

ChildNet employs a comprehensive approach to preventing, managing, and reducing risk. By virtue of this model, ChildNet is able to effectively protect the clients served along with the organization's human, physical and financial resources and assets. This policy sets forth the provisions relating to risk management and applies to all members of management and staff.

Board Chair's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*[Handwritten Signature]* 5/22/14



## **Procedure: Risk Management**

**ChildNet Number: CN 010.028**

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**Procedure Revised Date(s): April 7, 2010; June 22, 2010; May 14, 2014; March 20, 2018; March 13, 2024**

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**COA Standards: RPM 2.01, 2.02, 2.04, 2.05, 2.06, 3.01, 4.01, 4.02, 4.03, 5.03, 6.01, 6.02, 8.01, 9.01, 9.02, 9.03, 10.02, 10.03, 10.04, GOV 6.08**

### **Statement of Procedure:**

In order to ensure that ChildNet engages in appropriate risk management activities, the following procedures are performed consistent with, but not limited to, the application of applicable law, rules and contract provisions.

### **Risk Management Overview:**

ChildNet strives at all times to operate in compliance with local, state and federal laws and regulations. ChildNet adheres to policies and standards of excellence in matters related to the health, safety and well-being of service recipients. All ChildNet personnel are responsible for the health, safety and security of service recipients and personnel. ChildNet's leadership ensures that there are strategies in place to manage and reduce risk while protecting the organization's human, physical and financial resources and assets.

Safety and risk management activities include but are not limited to:

- Sound screening, selection and training of operational volunteers and employed staff.
- Development and enforcement of policies, guidelines, standards and procedures as guides for planning.
- Maintaining safe and secure facilities.
- Establishing procedures to be followed in the event of an emergency.
- Maintaining clear communication channels.
- Purchasing adequate insurance coverage as a financing method for certain risks, but also acknowledging that insurance is not a substitute for diligence in developing and implementing programs.

### **KEY ROLES AND RESPONSIBILITIES**

Each member of ChildNet's staff has some responsibility to participate in, promote and support ChildNet's risk management program. At a minimum, the following entities and individuals are responsible for the risk management process as follows:

**Board of Directors:**

- Sets risk management goals, adopts annual operating objectives and budget with risk management included.
- Conducts annual assessment of risk at the Boards Annual meeting.
- Adopts annual capital budget with risk management in mind.
- Reviews operational reports to determine compliance and future priorities.
- Ensures compliance with policies and standards imposed by national organizations or accrediting organization.
- Adopts and establishes policies.

**Finance Committee:**

- Is appointed by Board of Directors.
- Reviews the monthly financial statements and submits them for board approval.
- Reviews audit firms and recommends firm for board approval.
- Reviews the organizations insurance program annually.
- Reviews the organizations risk management plan annually.

**Chief Executive Officer (CEO):**

- Executes contracts for ChildNet.
- Keeps the board apprised of emerging threats and opportunities facing the organization.
- Assigns staff to design and implement safety and risk management activities.
- Assigns staff to perform annual review of the safety and risk management activities.

**ChildNet Senior Leadership Team:**

- Identifies and evaluate exposures to risk.
- Develops and implements risk management strategies.
- Monitors and updates the risk management related strategies and activities as needed.
- Develops policies and procedures for the organization that affirms ChildNet's commitment to client and personnel safety, safeguarding assets and establishing goals for the risk management program.
- Assists with the selection of outside insurance advisor/broker.
- Communicates ChildNet's risk management goals and risk prevention related activities and procedures to affected parties, including staff, the Board of Directors, clients and the general public.
- Convenes Risk Management Committee meetings as necessary

**Compliance Officer**

- Oversees and manages regulatory and compliance issues
- Chairs the Compliance Committee
- ChildNet's Chief Legal Officer serves as the designated Compliance Officer



### **Compliance Committee**

- Chairperson is the Compliance Officer/CLO
- Reviews/approves policies and procedures and submits the same for board approval
- Reviews any Protected Health Information (PHI) or Personal Identifiable Information (PII) data security incidents, disclosures, or data breaches
- Annual reviews the organization's compliance program
- Reviews the organization's Fraud, Waste, and Abuse training and related compliance

ChildNet's risk management program is administered in conjunction with designated certified risk management professionals. The outside risk consultant works closely with and provides consultation to, ChildNet's senior management and the Board of Directors on an ongoing basis.

ChildNet's management reports to the Board of Directors on risk management and prevention activities.

## **POLICIES AND PROCEDURES**

ChildNet has developed a comprehensive set of policies and procedures based on Florida Statute, Florida Administrative Code (FAC) and Department operating procedure. These policies and procedures are developed to ensure compliance with all regulatory authorities that may impact ChildNet's System of Care.

### **Approval and Implementation**

All new, revised or sunset policies will be presented to the Program Quality Committee of the ChildNet Board of Directors. The Program Quality Committee will review the policy, provide feedback, and prepare the policy for presentation to the ChildNet Board and the organization's Compliance Committee and/or compliance leadership. The Board of Directors and the organization's Compliance Committee and/or compliance leadership will review, recommend any changes to and approve policies during board and Compliance Committee meetings. This process will be documented in the Board and Compliance Committee Meeting minutes. Upon approval, the policy will be sent to the Department of Children and Families Contract Manager for review and approval. Upon receipt of approval from the Department of Children and Families, the Board Chair will sign the new or updated policy.

Approved policies and procedures are disseminated via ChildNet's Intranet portal to ensure all employees have access to the approved policies and procedures.

Policies and procedures are revised and/or updated when governing authorities are revised or updated, or when the need arises due to approved changes in operations.

(CN 001.009 Policies and Procedures)



## **LEGAL AND REGULATORY COMPLIANCE**

### **Legal Liability and Accountability**

ChildNet is an independent contractor not subject to the provisions of sovereign immunity afforded to state agencies and agents of the state. ChildNet must ensure itself against potential liabilities that could result in adverse civil judgments, fines or penalties. To ensure legal compliance, ChildNet employs a full-time attorney to serve as the organization's Chief Legal Officer (CLO). The CLO also serves as the organization's Compliance Officer who oversees the agency's Compliance Plan and Fraud, Waste, and Abuse Program. The (CLO) and Legal department work closely with staff and leadership to reduce risk and liability through various system reviews, compliance oversight, and continuous quality improvement effort.

ChildNet's CLO also works closely with outside risk counsel on litigation matters involving ChildNet and apprises management and the Board of Directors of ongoing status during the pendency of legal proceedings.

### **Compliance with Laws**

ChildNet ensures that the corporation remains in legal, regulatory and contractual compliance through the guidelines of the agency's Compliance Plan. Additionally, ChildNet develops and implements a Fraud, Waste, and Abuse program. The organization maintains all required licenses, permits and similar documents and confirms that all are current and in compliance on an annual basis. Such documents include certificates of occupancy and other documentation relating to safety codes.

ChildNet staff reviews appropriate documentation to ensure that all organizations and independent practitioners providing network services are authorized or licensed to deliver network services and that ChildNet's Contract Manager maintains a current copy of each service provider's authorization or license.

ChildNet stays abreast of changes in statutory and administrative procedure through a variety of methods that include, but not limited to, reports from internal and contracted staff attending and reporting on activities of the Florida legislature; participation in and reports from the annual Broward Days initiative and regular and formal updates on proposed and newly enacted legislation from DCF, individual members of the Broward delegation, Palm Beach legislators, and the Board of Directors Legislative Committee.

ChildNet is also a member of the Florida Coalition for Children (FCC), an association funded by and representing and advocating on behalf of Florida's Community Based Care lead agencies and many of their subcontractors. FCC staff work collaboratively with both the Executive and the Legislative branches of Florida government to identify potential legal and regulatory changes that could impact practice in the delivery of child welfare services. ChildNet's CEO works closely within this organization and involves the Board in assessment of areas of risk that may arise due to legal or regulatory changes. The CEO communicates with the Board as necessary regarding issues in the area of legal compliance that may impact the organization.





## **INCIDENT REPORTING AND REVIEW**

ChildNet conducts various reviews of immediate and ongoing risks that consist of reviews of incidents, critical incidents, accidents, and grievances including the following:

- ChildNet's Facility Manager receives and reviews all incidents and concerns related to the ChildNet facilities and safety. Facilities management reports are maintained and appropriate recommendations and follow-up are provided to ChildNet's senior management team.
- For incidents involving serious illness, injuries, and deaths, ChildNet has strict protocol in place governing the reporting and subsequent review of these critical incidents. ChildNet's management reviews all incidents and accidents that involve the threat of or actual harm, serious injuries, and deaths. The review procedures establish timeframes for investigation and review; require solicitation of statements from all involved individuals; ensure an independent review; require timely implementation and documentation of all actions taken; address ongoing monitoring if actions are required and determine their effectiveness; and address applicable reporting requirements.
- The ChildNet compliance division or designee is responsible to complete quarterly reports that review all incidents for compliance of policy practices by utilization of the Incident Report Tracking System. Data is collected for the following categories and reported to Senior Management:
  1. Initial Incident Report
  2. Categories of Incidents and type of placement
  3. Compliance with submission of reports
  4. Review for any trends, concerns or safety issues
  5. Serious illness, injuries or deaths
  6. Certain types of incidents must be reported to the Department of Children and Families (DCF) and Council on Accreditation (COA)
- In situations where a person was determined to be a danger to himself/herself or others; where service modalities or other organizational practices that involve risk or limit freedom of choice; and when there has been a report of the use of restrictive behavior management interventions that resulted in an injury, ChildNet ensures that these incidents are reviewed and also provided to ChildNet's Program Quality Board Committee in aggregate form. ChildNet's Director of Service Quality reviews any reported incident concerning the use of restraints and confers with providers as needed to ensure that proper protocol is being followed.
- All accidents involving ChildNet employees are reviewed by the Human Resources Department at least quarterly.



- Any Protected Health Information (PHI) or Personal Identifiable Information (PII) data security incidents, disclosures, and breaches for a youth enrolled in a Medicaid Managed Care Plan will be reported to the corresponding Health Plan.

ChildNet personnel reviews and tracks all reported incidents to ensure that documenting procedures have been met and management is aware of all occurrences in a timely fashion. Incident reporting data is available to analyze trends and provide insight to the management team in the development of risk prevention strategies.

## **MEDICATION MANAGEMENT AND ADMINISTRATION**

ChildNet has processes in place to govern the safe, uniform medication control and administration in the limited instances of administration. ChildNet's Service Quality department conducts quality assurance activities designed to monitor and ensure that the organization is in compliance with law, rules, regulations and policies and procedures governing the medication control and management for those cases under the organization's supervision such as proper court orders and legally sufficient consents.

ChildNet also works with staff and providers who directly administer medication to ensure such network providers' practices are in compliance with legal and contractual standards. Any issues surrounding medication and administration are reported as specified in governing policies and procedures.

(CN 003.041 Medication of Children and CN 003.052 Psychotropic Medication for Children in Out of Home Care)

## **INSURANCE PROGRAM**

### **Insurance Consultants**

ChildNet retains the services of insurance advisors to assist with the organization's purchase of adequate insurance coverage at a reasonable price. ChildNet evaluates the performance of all insurance advisors (agents or consultants) on an annual basis and seeks competitive bids for such services when necessary. The incumbent is invited to participate in the bidding process so long as their current performance meets ChildNet's minimum requirements.

### **Insurance and Liability**

ChildNet's Chief Financial Officer (CFO) and other members of the senior management team annually assess insurance needs and ensure that ChildNet maintains coverage that is commensurate with the scope and complexity of the services it provides. The organization works closely with the contracted risk broker concerning any issues or recommendations regarding insurance coverage.

ChildNet management requires subcontractors to procure and maintain insurance coverage as required by Florida Statute 409.1671. Contracted service providers reimbursed directly by ChildNet are also required by the terms of their contract to demonstrate insurance coverage



meeting the minimum requirements prescribed by ChildNet's insurance provider and which ChildNet itself carries.

ChildNet's Director of Contracts monitors subcontractor compliance with insurance coverage requirements and provides the insurance checklists for review no less than annually.

ChildNet's Finance department coordinates the management and procurement of insurance coverage and ensures the organization complies with procurement procedures.

ChildNet, through its insurance coverage, provides and assumes the cost of, legal assistance to employees who are named in civil suits based on lawful, authorized actions taken within the course and scope of their duties pursuant to guidelines specified in applicable policies and procedures. ChildNet's Human Resources department, in partnership with the Legal Department, also prepares and distributes a list of all of ChildNet's insurance coverages to staff as requested.

(ChildNet Policy & Procedure CN 002.008 Loss Prevention)

## **TECHNOLOGY AND INFORMATION MANAGEMENT**

### **Information Management and Use/Security of Information**

ChildNet has various criteria to monitor the organization's security of information and information management and use systems. ChildNet's Management Information Services (MIS) department:

- Maintains current systems status of the computer-based information system and a prognosis of system's continuing capacity to capture, track and report financial, compliance, and other business information.
- Ensures that the organization maintains the required capacity of inventory and backup of systems.
- Reviews all internal processes governing the security of information to ensure that electronic and printed information is protected against intentional and unintentional destruction or modification and unauthorized disclosure or use.
- Addresses any identified potential risks that may impact the organization's ability to protect data.
- Makes required notifications, including to Medicaid Managed Care Health Plans, for any PHI or PII data security incidents, disclosures, or breaches.

ChildNet's Director of MIS reviews policies and procedures to ensure that there are protocols in place to protect confidential and other sensitive information from theft, unauthorized use, damage, or destruction.

Such protocols include, but are not limited to:

- Limited access to authorized personnel on a need to know basis
- Passwords are used as a security measure





- Back up electronic data, with copies maintained off premises
- Use of firewalls, anti-virus and related software, and other appropriate safeguards
- Maintenance of paper records in a secure location.
- Disaster recovery plan

ChildNet has policies and procedures in place to ensure case records are maintained and disposed of in a manner that protects privacy and confidentiality, and that ChildNet:

- Maintains case records for six years or pursuant to law and mandated retention schedule.
- Properly disposes of records in the event of the organization's dissolution
- Ensures that confidential information, when electronically transmitted, is protected by safeguards in compliance with applicable legal requirements.
- Posts a privacy policy on all publicly accessible websites.

Confidential documents are secured in a locked filing room. Any employee whose work requires access to confidential documents ensures that files are returned to their secure location. Persons who knowingly obtain unauthorized access to confidential information will be subject to discipline, up to and including termination. All incoming employees are required to complete Security Awareness and HIPAA training and execute a Statement of Confidentiality concerning access to and use of confidential information prior to receiving access to such information.

ChildNet's MIS department completes Inventory Management Reports encompassing a complete inventory of electronic equipment and computer and technology systems, including hardware, software, media and data. The inventory procedures include documentation of network and system configurations. The inventory is updated no less than quarterly or whenever new equipment, media or software is acquired or discarded.

In the event of a reported incident involving a breach of security, ChildNet's CLO receives and reviews any reports received from the Office of the Inspector General regarding such incidents related to security protocol. In these instances, ChildNet notifies the Medicaid Managed Care Health Plan if the child is enrolled.

(CN 012.013 Security of Data and Management Information Resources, CN 012.018 Electronic Data Destruction, CN 012.019 Password Maintenance, CN 012.020 User Account Naming Convention, CN 012.003 Electronic Mail Use and Retention, CN 012.007 Virus Prevention, CN 012.005 Information Resource Request, CN 009.021 Employees involved in Child Abuse and Neglect Allegations, CN 010.031 Record Retention and Disposition)

## **EMPLOYEE USE OF TECHNOLOGY SYSTEMS**

ChildNet's information and technology systems (networks, software, computers, telephones, printer, copiers, etc.) are essential tools provided to employees in order to enhance capabilities, productivity and performance. Limited non-business use is permitted when on personal time (e.g. during lunch hour or after work). Regardless of the type of use, employees



have no expectation of privacy to data, information or files that are created, stored or used on ChildNet systems.

Use of electronic mail for personal communication is expected to be incidental. Personal e-mail must not interfere with the work an employee is expected to do and must not consume resources that are needed for ChildNet business. Employees must exercise care that no personal e-mail correspondence or messages and comments posted to newsgroups and list-servers appear to be an official communication of ChildNet or disclose ChildNet proprietary information.

ChildNet's CEO or designee reserves the right to access the employee's computer or files at any time. Staff members are expected to use good judgment in their use of ChildNet's information and technology systems, especially electronic mail. Access to all systems, including electronic mail and the Internet is a privilege and not a right. The failure of a ChildNet employee to use good judgment or the abuse of ChildNet's policies may result in suspension of privileges or disciplinary action. If any employee discovers he or she has unintentionally violated this policy, that employee should notify his or her supervisor immediately.

## **EMPLOYEE USE OF WIRELESS COMMUNICATION DEVICES**

ChildNet is committed to safety in the delivery of programs and services. The organization places a special emphasis on the safe operation of motor vehicles used by employees to conduct ChildNet business. Wireless communication devices (WCDs) should not be used while operating a vehicle. An employee must pull to the side of the road to operate a WCD. Only in the event of a life-threatening emergency may a WCD be used while the employee is operating a vehicle. WCD's include but are not limited to: wireless phones, personal digital assistants, computers, online email devices, navigation aids, and any other information or entertainment service or equipment, whether or not such device is paid for by ChildNet.

Employees and volunteers who violate this policy are subject to discipline, up to and including termination of employment or volunteer service.

## **CASE RECORDS**

ChildNet's CQI department, independent evaluators and third-party monitoring processes ensure established protocol are in place for proper maintenance and access to case records. Case records management processes include the following requirements as specified in the applicable policies and procedures:

- Case records contain sufficient, accurate information to identify the consumer; support decisions about interventions or services; and document the delivery of services.
- Case records are maintained in a secure complete and accurate manner.
- Confidential and other sensitive information is protected from theft, unauthorized use, damage, or destruction.
- Access to case records is limited only to authorized personnel on a need-to-know basis.



ChildNet's MIS department maintains an internal retention schedule to adhere to the retention and disposition requirements of public records as outlined in Florida Statute Chapters 119 and 257, applicable Florida Rules, including but not limited to Chapter 1B-24, and all applicable contracts. The retention schedule is applicable to all records and information created and maintained by the agency and includes all media, e.g. hard (paper) copy, electronic data, film, etc., per Chapter 119 Florida Public Records Law.

(CN 001.005 Confidentiality of Case Records)

### **ACCESS TO CASE RECORDS**

ChildNet's case records management process contain protocol governing the access to case records to ensure that clients and designated legal representatives are able to access case records, consistent with legal requirements and ensure that ChildNet maintains transparency while adhering to the law governing confidentiality. ChildNet's Legal Department processes records requests and maintains records of all records requests' status of completion.

(CN 001.007 Access and Fees for Copying Records)

### **CONTRACTS AND SERVICE AGREEMENTS**

ChildNet's Contracts department regularly reviews internal processes to ensure that qualified individuals oversee contract administration; standardized contracting practices are utilized consistently; written contracts contain all significant terms; and all contracts are subject to legal review.

(CN 015.010 Procurement of Program Services, CN 015.004 Contractual Program Standards and Network Provider Relationships)

### **QUALITY MONITORING OF PURCHASED SERVICES**

ChildNet's Service Quality Department and Contracts personnel ensure that subcontractor progress is routinely monitored towards fulfilling the terms of the contract; and that all contracts for services include: service quality, client satisfaction, and outcomes that are consistent with ChildNet's expectations; criteria for evaluating vendor performance; and protocols for routine communication of related data.

When necessary, ChildNet staff develops an improvement plan in conjunction with the contractor to ensure contractor follow-up and implementation of all recommendations when areas of concern are identified.

(CN 005.010 Contract Monitoring Practices, CN 005.012 Foster Home Licensing, Re-licensing and Revocation, and CN 005.013 Institutional Abuse Reports)



## **CLIENT RIGHTS**

ChildNet has policies and procedures in place to assure that the rights of individuals are protected while they are applying for or being served. To facilitate this protection, ChildNet maintains a grievance and appeal process and ensures that no individual is retaliated against for filing a grievance.

ChildNet's senior management team reviews and approves any request or plans for research projects involving staff or clients. They also ensure that the selection and treatment of research participation meets the requirements of the appropriate policy and procedure.

ChildNet's CQI department aggregates and reviews several sources of information that includes quarterly case record review reports, quarterly review of service recipients incidents, accidents, and grievances; customer satisfaction data and customer outcomes data; and management operations data and reports to identify patterns and trends affecting client's rights.

(CN004.010 Client Rights and Responsibilities and CN 004.008 Clients Participating in Research)

## **EMPLOYMENT PRACTICES**

The following human resources practices are considered essential for ChildNet:

- a. Job descriptions
- b. New Employee Orientation
- c. Worker's Compensation
- d. Americans with Disability Act
- e. Family and Medical Leave Act
- f. Sexual Harassment
- g. Wrongful Termination
- h. Safety Guidelines
- i. Health Insurance Portability and Accountability Act

ChildNet's Director of Human Resources annually reviews all policies and procedures related to employment practices and consults with ChildNet's CLO to ensure compliance when warranted.

ChildNet's Human Resources Department ensures that all ChildNet employees are in compliance with annual security acknowledgements, HIPAA training, criminal history disclosures and driving history check procedures.

ChildNet's CLO also maintains reports of any complaints made by employees of violations or suspected violations of law, rules or regulations within the scope of that employee's job responsibilities and reviews to ensure that policies and procedures in place effectively protect



employees from retaliation, preserve confidentiality and anonymity to the extent possible taking into account the organization's duty to investigate.

(CN 002.007 Health and Safety, CN 007.002 Background Checks, CN 009.001 Americans with Disabilities Act, CN 009.028 Family and Medical Leave Act (FMLA), CN 009.032 No Harassment, CN 009.034 Notice of Privacy Policy and management and Protection of Personal health Information (Health Insurance Portability and Accountability Act HIPAA), CN 009.043 Personnel Records, CN 010.036 Workers Compensation)

### **Conflict of Interest Policy**

ChildNet's Human Resources Department distributes and reviews documentation to ensure that annual conflict of interest disclosures are obtained from all staff, board members, consultants, volunteers and other entities. ChildNet's CLO reviews any reported instances of actual or perceived conflicts of interest to ensure that the individuals or entities involved have complied with the policies and procedures governing conflicts of interest.

(CN 009.029 Conflict of Interest)

### **Volunteers**

ChildNet's Director of Human Resources works with management to provide guidance concerning recruitment and background screening; determination of eligibility for specific placement; orientation, training and supervision; and to ensure compliance with policies and procedures.

(CN 009.069 Volunteers)

### **Staff Training in Areas of Risk**

ChildNet's training department provides an annual schedule of training and ensures that the schedule includes regular training in all key areas of risk including a general compliance training and fraud, waste, and abuse. The general compliance and fraud, waste, and abuse trainings are completed for all employees, volunteers, interns, and Board members within 30 days of joining the agency. Additionally, compliance training such as, mandatory reporting and the identification of clinical indicators of suspected abuse and neglect are provided, as applicable; federal and state laws requiring disclosure of confidential information for law enforcement purposes, including compliance with a court order, warrant, or subpoena; policies and procedures on confidentiality and disclosure of client information including HIPAA training, and penalties for violation of these policies and procedures; and the legal rights of clients. HIPAA training is also conducted for all employees, volunteers, interns, and Board members within their initial 30 days of employment, volunteer work, internship or Board appointment.

(CN 013.006 Client Incidents/Client Risk Prevention and CN 004.010 Client Rights and Responsibilities)





### **Complaints and Grievance Process**

ChildNet commits to ensuring employees have a process in which to express complaints, problems, opinions, suggestions, or comments. Employees have the right to talk about work-related problems, complaints or similar concerns with any supervisor or any other member of management with whom they feel comfortable in an effort to make improvements. The grievance process is designed to provide active employees a system of resolving problems quickly and fairly in a non-adversarial process. Initiation of this process does not exempt employees from following ChildNet's policies and procedures, nor does it prevent any corrective action that is warranted.

### **PERFORMANCE QUALITY IMPROVEMENT**

#### **Performance Quality Improvement Plan**

ChildNet has developed a comprehensive Performance Quality Improvement Plan to promote the ongoing system wide efforts of continuous improvement, learning, and striving for excellence in providing services to the children and families under our care and supervision. The plan is designed to be reviewed on an ongoing basis and updated when needed but no less than annually.

### **FINANCIAL MANAGEMENT**

ChildNet's Board of Director's is responsible for formulating financial policies and reviewing ChildNet's operations and activities on a periodic basis. The Board delegates this oversight responsibility to the Finance Committee which meets and assesses financial risk on a regular basis. ChildNet's Chief Financial Officer (CFO) acts as the primary fiscal agent, with the responsibility for implementing all financial management policies and procedures on a daily basis. ChildNet generates a monthly financial report detailing the financial status of the company and any noted areas of concern.

### **FUNDRAISING**

ChildNet management evaluates fundraising activities to assess any risk that may impact the agency as a result of participation and ensures that the activities meet the requirements of the policies and procedures governing fundraising.

(CN 015.011 Fundraising)

### **HEALTH, SAFETY AND USE OF FACILITIES**

ChildNet has various processes and procedures in place that govern health, safety and use of facilities. ChildNet's Facility Manager along with ChildNet's Safety Committee, review safety related, accidents and incidents, facility related incidents, fleet management processes and escalate any matters requiring attention to the senior management team. Policies and procedures governing health, safety and the use of facilities are reviewed at least annually.



In the event that other organizations are granted access to use ChildNet facilities, ChildNet's management ensures that those entities have been informed of their obligation to minimize hazards and assume liability for use.

(CN 002.007 Health and Safety, CN 002.020 Maintenance Procedures, CN 002.022 Emergency Procedures, and CN 002.009 Management of Vehicles)

## **EMERGENCY/PANDEMIC RESPONSE MANAGEMENT**

### **Continuity of Operations Planning**

ChildNet views emergency planning as an essential element to the fulfillment of its mission. ChildNet's emergency plans are developed by collaboration amongst key organizational personnel. ChildNet's Emergency Disaster Continuity of Operations Plan (COOP) was developed to ensure the continuity of business in the event of disaster or other emergency. The plan identifies a baseline of preparedness for a full range of potential emergencies and establishes a viable capability to perform essential functions during emergencies or other situations that disrupt normal operations. The management team reviews the plan annually to assess effectiveness and makes recommendations to address any areas of potential risk.

**President Signature:**

**Date:**

04-02-24