

For management purposes, risks are divided into categories such as financial, legal compliance, property and assets, organization and people (employees, clients, board members, volunteers and community members). The strategies to manage risk include transferring the risk to another party (through insurance), avoiding the risk (no longer undertaking an activity), reducing the negative effect of the risk (change work practices), accepting some or all of the consequences of a particular risk and introducing safety or security measures.

Most risk factors facing McMan are considered low in frequency. McMan has implemented policies, procedures and training to minimize risks to consumers, families, staff members and for the organization. Risks which are rated as moderate or higher in frequency, likelihood or severity are identified for further action.

GOALS FOR THE UPCOMING YEAR

The Quality Assurance Program is in the process of expansion. The program has introduced more staff and will encompass a wider range of responsibilities. Over the next year, the QA Team will implement a series of new processes intended to identify, improve and monitor services provided to clients. The team will be responsible for ensuring effective service delivery, a high standard of practice and continuous quality improvement for all program areas. This will be accomplished through review and monitoring of program outcomes, analysis of current trends and needs and ensuring effective and timely service delivery. The QA department will continue to assess and develop processes and procedures that improve and promote quality service delivery throughout McMan Central.