

APPENDIX II
Niagara Region – Internal Control and Organization Performance
Children’s Services Risk Assessment – Home Based Services

Risk Registry

Risk Number	Risk Category	Risk Statement	Risk Description (incl. consequences)	Action Plan	Time Lines	Risk Champion
3	Accessing Home Childcare Services	<p>The risk of not meeting the demand for Home Child Care Services.</p> <p>The risk of not increasing community awareness of Home Child Services program.</p>	<p>1. Currently, the Region does not have sufficient Home Child Care providers to meet the demand for Home Child Care Services. The implication of this is that the Child Care Services needs of residents living in the Niagara Region requiring Home Child Care Services for their children will not be sufficiently/adequately met.</p> <p>2. The Region may need to increase public awareness of Home Child Care Services. Without increased efforts in place to ensure adequate awareness of Home Child Care Services, unaware residents may lose essential opportunities to advance themselves; i.e. attending night classes to increase their education, turning down jobs that require a more flexible schedule or that require late evening working hours.</p>	<ul style="list-style-type: none">• The Region’s Children Services Division looks to continue working with local agencies, such as YMCA and Immigrant communities to create awareness of the Home Child Care Services program. The aim is to attract more Home Childcare Service providers and increase awareness of the Home Childcare Services program to Niagara Region’s residents.• Home Child Care Services division will continue working with the Communications Branch to develop materials that highlight the benefits of becoming a licensed home child care provider. These benefits include the following:<ul style="list-style-type: none">• Niagara Region would be able to place families approved for subsidized fees in the homes of contracted Home Child Care Service Providers• Eligibility to wage subsidies• Increased support and network, i.e. access to training and development classes, access to Regional staff expertise and more.• A marketing campaign will be created to help residents better identify the difference between Regional contracted home child care providers and non-contracted Home Child Care providers. Emphasis will be placed on marketing the “Decal sign” which is provided by the Region to its contracted Home Childcare providers. The marketing campaign’s primary objective would be to encourage parents to look for the Decal Signs in the homes of the home child care providers.• The Region’s Home Child Care division working along with Ontario Municipal Social Services Association (OMSSA) should continue to lobby the government along with the provincial agencies to ensure that all day care providers are registered and licensed.• The Region’s Home Child Care Program, Children’s Services Division should look to continuously work with Local Area Municipalities (LAMs) to enforce business licensing bylaws. Bylaws that require child care providers within the Niagara Region to be licensed and insured for child care delivery.• Regional Home Child Care division should continually scan advertising information of unlicensed Home childcare services within the Region of Niagara that contravene Provincial standards. The Region should notify the Ministry of Education of any issues.	<ul style="list-style-type: none">• Ongoing• Ongoing, all based on budget• Dec 31/19 based on budget• Ongoing• Ongoing• On going	<p>Helen Lake, Manager, Home Children’s Operations</p> <p>Ashley Boyle, Program Supervisor</p> <p>Ashley Boyle, Program Supervisor</p> <p>Darlene Edgar, Director, Home Child Care Services</p> <p>Darlene Edgar, Director, Home Child Care Services</p> <p>Darlene Edgar, Director, Home Child Care Services</p>

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4	Adapting to new Technologies	The risk of not taking advantage of available technologies to improve the delivery of Home Child Care Services	<ul style="list-style-type: none">Currently, the Region may not be taking full advantage of new technology in the delivery of Home Child Care Services. For example, Home Childcare Advisors are currently using outdated flip phones to communicate when visiting homes.Technology could improve its operations as well as maximize its efficiencies in the delivery of Home Childcare Service.	<ul style="list-style-type: none">90% of the Ministry of Education’s non-compliance citations are issued due to documentation errors. The Home Child Care Service division will create a simplified daily log easier for home child care service providers to understand and comply with program requirements. The daily log should be developed in consultation with home child care providers to ensure simplicity in completing while all program requirements are maintained.The Region will develop a risk-based inspection program to ensure inspection requirements are met yet increasing the frequency for inspections and visits to Home Child care providers that continue to have documentation noncompliance issues with regards to meeting the standard of the Ministry of Education.New cell phones have been approved for Home Child Care Services advisors.	<ul style="list-style-type: none">Ongoing – Dec 31/19CompletedCompleted	Helen Lake, Manager, Children’s Operations Helen Lake, Manager, Children’s Operations Helen Lake, Manager, Children’s Operations
1	Interpretation of Safety At Home Childcare Provider’s Homes	Inconsistent interpretation and application of standards by staff and providers with regards to evaluating safety program standards at Provider’s locations.	<ul style="list-style-type: none">There is a potential for varied interpretation of safety standards by staff and child care providers at the premises.	<ul style="list-style-type: none">The current Home Safety Inspection Form was developed by the Province of Ontario. The manual was presented to Regional management by the Province with an overview component to ensure all staff are familiar with details of the inspection program.Bi-weekly staff meetings are held to discuss issues including the interpretation of the forms. The forms have been revised over last few years to minimize the amount of discretionary judgement.All high level issues/risks are escalated immediately to management.During provider contract renewal periods the last 12 months of inspections are reviewed by management and staff.	<ul style="list-style-type: none">Ongoing monitoring of training needs and	Helen Lake, Manager, Children’s Operations
2	Management of Home Child Care Services Staff	Safety concerns of Home Child Care Services advisors, and legal liability exposure of Home Services advisors.	<ul style="list-style-type: none">Potential safety concerns of staff visiting prospective Home Child Care providers to conduct inspections alone.Home Child Care advisors may be exposed to legal liability as they may be required to sign as witnesses to the terms within the home child care contracts.	<ul style="list-style-type: none">Management will look at potential risks/issues related to safety and best practices for inspections at provider’s places of business. A meeting will be held with Health and Safety to determine the need for staff training.Legal has reviewed the contract and provided an opinion that there is no liability as staff are only verifying the identity of the answers not the quality or accuracy of the information.	<ul style="list-style-type: none">By end of September, 2019	Helen Lake, Manager, Children’s Operations
5	Need to ensure that Home Child Care providers fully comprehend and are able to comply with Regional program standards.	Training and development and program requirements for providers may not be fully understood impacting overall compliance levels.	<ul style="list-style-type: none">Agreements with providers can be very complex; there is a risk that Home Child Care providers may not fully understand the various aspects of the contract based on variations of language, experience and geographic location.	<ul style="list-style-type: none">A revised contract was implemented on Sept 2018. The contract was reviewed for approximately one year with Legal and program staff providing input. The document is submitted for about a 1 - 2 week period to ensure they have had time to review and get their own legal input.	<ul style="list-style-type: none">Completed	Helen Lake, Manager, Children’s Operations