

BUSINESS CONTINUITY PLAN

Business continuity will occur in the immediate aftermath of an emergency while modified service delivery continues to those residents in our care. Business continuity planning including but not limited to evaluating how long it will take to resume full service, the costs associated with recovering from equipment and or building damage and the resources available to the organization for recovery purposes. The security of and delivery of care to residents during the immediate aftermath of the emergency will be based upon the processes outlined in the evacuation plan and the resident related information which is included in our evacuation plan.

The Business Continuity Plan is reviewed a minimum of annually and is revised as necessary to ensure it is current.

Important Contacts:

Administrator: Lynn LeBlanc

Finance Officer: Sharon Hall

Director of Care: Olivia Boudreau

Working Supervisor of Environmental Services: Trinia George

Working Supervisor of Dietary Services: Jennifer Boudreau

Maintenance Supervisor: Todd Samson

Emergency Preparedness Committee Chair: Ashley Lavandier

See Appendix 24 for more information in the Essential Health and Community Services (EHCS) Planning Tool

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1. Mission Critical Activities

Regardless of the nature of the recovery plan, many business operations will need to continue to operate in the recovery period; these functions include but are not limited to:

- A. Payroll and staffing
- B. Billing and receivables and account payable.
- C. Information technology

1. a. Payroll and Staffing

The nature and extent of the emergency situation has a direct impact on the number of staff required. The development of a staffing plan for the short term is necessary to assure sufficient staff are available and are deployed to meet operational need. The scheduler will work together with Director of Care to develop a plan for assuring sufficient Resident care and nursing staff are available and deployed as required. The Dietary, Environmental, and Maintenance Services Managers will develop the staffing plan for each specific Department.

In order to assure success the following items and activities must be available:

- A list of contact information for current staff
- Copies of current staff rotation schedules for all departments
- Payroll data for the previous 26 pay periods

The Financial Officer is responsible for maintaining an independent back up computer file of all payroll data.

The decision to lay off staff or hire staff to meet the changed operational requirement will be made by the CEO in consultation with the Board of Directors and the relevant Collective Bargaining Unit representatives. The Payroll Accounting Clerk will be responsible for issuing Record of Employment for laid off staff.

Loss of Staffing

- Staffing levels will be evaluated and by the direction of the CEO, fan out will be activated.
- Refer to Essential Health and Community Services Planning tool.
- Explore alternate staff resource options.

1. b. Billing, Receivables, Accounts Payable

Business continuity planning and service delivery requires operational funds, supplies, which includes but is not limited to cheques and resources. During the immediate aftermath of an emergency which results in a disruption of service some business office functions can be

delayed but must resume quickly to assure the organization is able to meet financial and operational commitments. The Financial Officer is lead in developing a plan for continuing to meet financial operational needs.

1. c. Information Technology

- Loss of IT Services

Information technology plays a significant role in day to day business operations. In the event of a loss of IT service, staff would be notified via telephone fan out or CareQ. The financial Officer would have the capability to complete payroll offsite if IT services were unavailable. Offsite backup at St. Anne Centre Diabetes Centre and with the Province of Nova Scotia.

- Loss of Telephone Services

In the event of loss of our telephone system, the public will be notified through local radio, social media and television stations. Staff will be notified of loss of St. Anne Centre telephone service via CareQ. Personal cell phones and resident phones will be utilized when possible.

2. Recovery Strategies

In the event of an emergency which impacts the integrity of the building; after evacuation and settling of Residents into temporary location, the Maintenance Supervisor and leadership team will:

- Evaluate the physical/operational structure and equipment to determine the long term viability.
- Determine what activities will limit the deterioration to the facility further.
- Evaluate the building and contents for appropriate security requirements.
- Determine the requirements to return the physical building and equipment to full operational capacity.
- Develop from the evaluation a recovery plan with stakeholders using the resources available in the situation. I.e insurance.

The maintenance staff together with service providers/contractors will implement the recovery plan.

In the event of a catastrophic event, the recovery plan will be developed by the Senior Leadership Team with the Board of Directors, Department of Health Staff, and other stakeholders.

St. Anne Centre carries insurance to limit loss in the event of damage to property and equipment. In order to assure that the organization can access insurance coverage, during and after an event which impacts the physical building and or equipment, a copy of the insurance policy is available on back up hard drive.

3. Loss of Electrical power, water, heat, ventilation and waste water services.

3. a. Loss of Electrical Power

St. Anne Centre is equipped with a generator which will serve the facility for operational requirements for up to 48 hours. St. Anne Centre maintains a 200 gallon fuel tank. The generator is tested and maintenance on a weekly basis. The fuel tank is topped up at all times. The generator will run for 48 hours on the onsite diesel or longer depending on the load. The generator is serviced yearly by a qualified technician. Emergency contact information is located on the generator. To reduce the load, all non-critical or unnecessary electrical equipment will be turned off.

If loss of generator:

- Contact will be made immediately to our generator technician.
- Activities will be restricted to those that can safely be conducted in natural light whenever possible.
- Alternate sources of light will be provided. Flashlights are kept in chart and medication room. Additional flash lights will be provided.
- Propane stoves will permit cooking and heating of water. Emergency menu (less cooking) will be implemented.
- Refrigeration- a refrigerator without power will keep food cold for 4-6 hours as long as door is kept closed. A full freezer will keep food frozen for up to two days if kept closed.
 - Record the time the power outage began
 - Monitor and record food temperatures every 2 hours
 - Add ice to refrigerator
 - Minimize refrigerator opening
 - Plan for relocation of food items to coolers or other unaffected locations.
 - Potentially hazardous food that has been stored above 4C for more than 2 hours must be discarded.
 - Food that has completely thawed and has been sitting at room temperature for more than 2 hours or unknown period must be discarded.

St. Anne Centre has agreement with Premium Seafood Ltd to access storage refrigerators and freezers if relocation of food is necessary.

The Nurse call bell system, fire alarm system, and magnetic lock doors will not be operational

- Resident checks will be completed every thirty minutes
- Fire watch will be implemented, all areas of the building will be checked every thirty minutes
- The local fire department will be contacted and notified regarding loss of fire alarm system

3. b. Loss of Water

Loss of water use can be due to contamination of water or to loss of supply.

Water uses at St. Anne Centre include:

- Hand washing
- Drinking water and water at ice machines
- Food preparation and dishwashing
- Flushing toilets and bathing residents
- Laundry
- Fire suppression and sprinkler system
- Resident care
- Cleaning

St. Anne Centre obtains its water supply from the Richmond County water facility. In the event of loss of water St. Anne Centre has contract with Highland Beverages to supply bottled water in large quantities.

Water conservation methods:

- Limit food preparation that requires use of water (Serve sandwiches and ready to eat items)
- Limit dishwashing (Use disposable dishes, and emergency supply is always kept on site)
- Housekeeping services will limit use of water
- Use of waterless hand hygiene products

If it is a planned loss of water service, water will be drawn before it is turned off to be used for food preparation, cleaning, and to flush toilets. Each department will be responsible to draw water prior to planned water shut off.

The local fire department will be contacted and notified regarding loss of water. Fire watch will be started. All areas of the building will be checked in 30 minute intervals.

Contamination of water

If water is contaminated all staff will follow procedures as outlined in Policy ADM-021 Boil Water Advisory. Bottled water will be provided as drinking water and ice machines will be turned off. A "Do not use" sign will be posted on water and ice machines.

3. c. Loss of Heat

St. Anne Centre is equipped with a generator which will serve the facility for heat in the event of loss of electricity. The generator will run for 48 hours on onsite diesel.

If loss of generator or boiler:

- Immediately contact service contractors for emergency repairs. Emergency contact information is kept on the generator.
- Conserve body heat by dressing the residents in layers and using blankets.
- Plan for alternate heat source.

3. d. Loss of Ventilation

St Anne Centre is equipped with a generator which will provide limited ventilation in the event of loss of electricity.

If loss of generator/ventilation:

- Immediate contact will be made to Service Contactor for emergency repairs.
- All cooking on the stovetop and ovens will cease if ventilation is non-operational in the range hood. Menu will be adjusted.

3. e. Loss of Waste Water Services:

St Anne Centre is currently on the Richmond County Sewer System. 2 catch basins are maintained on a preventative maintenance schedule.

Loss of waste water services:

- Emergency contact will be made to the Richmond County Municipal Waste Water Services for emergency repair.
- If waste water services are lost, continued use may cause back-up into facility.
- Operations will be suspended temporarily.
- St Anne Centre is serviced with 2 separate waste water outlets. Plumbing schematics are kept in the maintenance office.

4. Loss of information technology:

4. a. Basic Information Technology Protection

Assuring operational effectiveness on a day-to-day basis requires a plan for managing the potential for risk from a variety of sources. St Anne Centre “Computer Use Policy” outlines the expectations for those using the technology which helps to reduce the risk to the system. All computer users are expected to adhere to this policy.

Additionally, the Financial Officer maintains a centralized anti-virus, anti-adware, etc software program which provides basic protection from internet, email or file-sharing based threats.

4. b. Backup and Recovery

Each computer in the facility has capacity for backup of data. Employees are responsible for saving pertinent data on the “Shared Drive”. The “Shared Drive” on all computers is automatically backed up to the server. Offsite backup at St. Anne Centre Diabetes Centre and with the Province of Nova Scotia.

5. Geographic Footprint



St. Anne Centre is located at 2313 Hwy 206 in Arichat, NS, B0E 1A0. The Centre comprises both an Urgent Treatment Centre (with lab and x-ray) and a 29 bed nursing home (24 beds with the Department of Health and Wellness, and 5 beds with Veterans Affairs).

Essential Services in the Area:

- Our local pharmacy is Island Pharmacy in Arichat. They are located 500m from St. Anne Centre.
- The local EHS base is located behind St Anne Centre. It is located 26m from St. Anne Centre.
- The volunteer-based Isle Madame Fire Hall is located in Arichat. It is located 2.1km from St. Anne Centre.

Escape Route out of the Area in Case of Evacuation:

- If there was a disaster that required evacuation of Arichat, charge person would contact EMO officer, Brett Hershey. *See Appendix 1 for contact information.*

6. Pandemic Situation: Refer to St Anne Centre's Pandemic Plan. Pandemic planning is undertaken and completed in accordance with direction received from the Department of Health and Wellness.

7. Hazard, Vulnerability and Risk Assessment:

7a. Strike Plan: The following plan provides a basic framework to be followed in the event of a walk out by the general workers. If administration is aware of an impending strike, arrangements should be made with various departments to stock pile items (fuel, oil, medical gases, food, medical supplies, etc).

Objectives

1. To continue to offer emergency services
2. To provide care for those unable to be transferred or discharged elsewhere
3. To provide adequate staffing
4. To provide working employees with a safe entrance to St. Anne Centre
5. To provide accommodations to those employees who are working and do not wish to cross the picket line

Management Responsibilities during a Strike:

CEO will be responsible for:

- initiating the essential services plan (*see Appendix 24*)
- all departments
- coordinating volunteer services

- arranging staff live-in accommodations
- notify Department of Health and Wellness and Veterans Affairs
- discharge residents as necessary in order to provide adequate care
- suspending all elective outpatient services, except those that require little or no support staff

Chair of the Board will be responsible for:

- communication and public relations to staff and public

Chief of Medical Staff will be responsible for:

- making the decision in the event of disputes regarding discharge of residents
- medical services

7b. Industrial Hazards:

- There are no identified industrial hazards in the vicinity – however, we are aware that a natural disaster (i.e., forest fire) is always possible and that industry is evolving.

7c. Vulnerability: missing resident

Code Yellow- Missing Resident

In the long term care facility, the potential for residents to wander is always present.

Several preventive measures that can be used:

- alarmed doors (present in our facility)
- identifying residents who wander and doing frequent checks

General Information

- Do entire search of facility grounds (inside and out)
- Contact next of kin who are a great resource for common places the person may go
- Develop immediate search party and provide with emergency equipment and supplies
- Contact 911 if resident has been missing for long period as professional search party will need to be conducted.
- Missing Resident Information and Investigation Form, SAC ADM-002, was developed to aid if an incident occurs. Forms are located behind the nursing desk in binder labeled Master Forms.

7d. Loss of Supplies:

- St Anne Centre will keep a two week stock supply in case there is a disruption with current suppliers. St Anne Centre currently sources from multiple suppliers to ensure adequate supply of goods. If necessary, contact local hospital store department.