

	<b>POLICY</b> Number: 7311-80-001 Title: BUSINESS CONTINUITY
Authorization <input type="checkbox"/> President and CEO <input checked="" type="checkbox"/> Vice President, Finance and Administration	Source: Chair, Enterprise Risk Management/ Business Continuity Executive Committee Cross Index: 7311-95-001 Date Approved: March 26, 2010 Date Revised: February 14, 2012 Date Effective: February 21, 2012 Date Reaffirmed: Scope: SHR & Affiliates

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## DEFINITIONS

**All Staff** means SHR employees, physicians, medical/professional staff, affiliates, students, medical residents and volunteers.

**Business Continuity (BC)** includes business continuity, emergency preparedness, pandemic influenza or any disruption to normal operations.

**Business Continuity Councils (BC Councils)** means the councils to whom sites/departments report. Each SHR site will report to one of: Saskatoon Acute Sites Council, Saskatoon Community Sites Council, Rural Services Council or the Long Term Care Council.

**Enterprise Risk Management / Business Continuity Executive Committee (ERM/BC)** means the executive committee to whom the BC Councils and Business Continuity Integrated Services Forum report.

**Business Continuity Integrated Services Forum** means a forum for problem solving and information sharing regarding business continuity, emergency preparedness and pandemic planning between the BC Councils and Support and Clinical services.

**Department Plans** mean the specific response and recovery protocols based on the routine functions and responsibilities of the particular department.

**Disaster** means an abnormal event requiring unusual, extensive and taxing response efforts by multiple agencies, crossing multiple jurisdictions.

**Emergency** means a situation outside the norm which requires a comprehensive effort by a significant portion of the organization.

**Emergency Preparedness (EPP)** means defined responses to emergencies, disasters, and incidents.

**Incident** means a relatively common situation requiring a specific response. It is generally handled by standard operating procedures and the agency/region has sufficient resources to respond.

**Information Owner(s)** means all staff, vendors, or consultants who are directly responsible for the creation or maintenance of servers, software applications or files that store information in electronic form. Staff, vendors, or consultants that are unclear regarding their role in protecting sensitive data and systems should consult Information Technology Services for guidance. Information owners are not, however, responsible for backup and recovery of systems, software, or information stored on servers or network storage (e.g. S drive, H drive) owned or managed by Information Technology Services.

**Information Security** provides protection against accidental or malicious disclosure, modification, or destruction through implementing controls that protect the confidentiality, integrity, and availability of information and information systems. Information should be protected based on its value (sensitivity or criticality) and the risk of loss or compromise.

**Information Technology (IT) Services** include non-application specific services such as: email; printing; network drives, files, and folders; and computer network connectivity to internal and external information resources in the electronic domain\*. Information resources specific to the electronic domain include:

- Applications/software/databases
- Storage media/removable storage
- Personal Computers/Laptops/tablets/PDA's/Wireless devices
- Servers/minicomputers/mainframes
- Peripherals
- Data Centres/service centres/any facilities that house the above defined information

**Pandemic** is a disease that occurs throughout the population of a country or the world.

**SHR Business Continuity (BC) Plan** means the framework for building resilience and capability for an effective organization response and recovery to potential disruptive events.

**SHR Emergency Preparedness (EPP) Plan** directs SHR's response to emergencies, disasters, incidents.

**SHR Pandemic Plan** directs SHR's response to a declaration of a pandemic.

**Site Plans** provide detailed response and recovery protocols and ensure continuity of services through training, planning, testing and maintenance of the protocols.

## 1. PURPOSE

The purpose of this policy is to ensure a system-wide, coordinated approach to Business Continuity, Emergency Preparedness and Pandemic planning to:

- ensure a common approach for responding to, managing and recovery from emergencies, disasters, incidents;
- ensure the safety and security of all staff, patients/clients/residents and visitors in an emergencies, disasters, incidents;
- enable all staff to respond effectively in emergencies, disasters, incidents.

## 2. PRINCIPLES

2.1 Business continuity planning is essential for the continuation of key business services in the event of an unexpected occurrence which seriously disrupts the business process.

- 2.2 In order to succeed, a formal business continuity planning project must be initiated, have adequate allocated funding and sufficient human resources.
- 2.3 During emergencies, disasters, incidents, Saskatoon Health Region (SHR) will respond in an organized manner to assist its internal and external stakeholders to achieve, maintain and return to a stable state as quickly as possible.
- 2.4 SHR has a responsibility to minimize the impact of an emergency, disaster or incident and to maximize appropriate service delivery.
- 2.5 SHR preparedness, response and continuity are accomplished by coordination of planning and response from within and in collaboration with external agencies and the community.

### 3. POLICY

- 3.1 Saskatoon Health Region (SHR) will have a comprehensive BC plan based on a formal risk analysis which will determine the essential services and critical business activities that must be maintained during any disruption of normal operations.
- 3.2 All SHR sites/departments shall have a comprehensive and coordinated set of plans, procedures and resources to respond to emergencies, disasters, incidents (response to Emergency Preparedness Codes)<sup>1</sup>, and both planned and unplanned outages of information technology services and applications.
- 3.3 Each SHR BC plan shall have a specified owner based on the business resources or processes involved.
- 3.4 The SHR BC plan owner shall ensure procedures are in place for carrying out the SHR BC plan, including the training and education of staff and contractors, and shall ensure that:
  - 3.4.1 SHR BC plans identify all assets involved in critical business performance including the Information Security requirements needed for business continuity.
  - 3.4.2 SHR BC plans shall identify the training and education.
  - 3.4.3 SHR BC plans shall identify acceptable Information and service loss.
- 3.5 Multiple copies of SHR BC plans are stored in locations distant enough so as to not be in danger if a disaster occurs at a particular facility.
- 3.6 SHR BC plans are protected to maintain the security of organization-specific details.
- 3.7 SHR BC plans are reviewed, tested, and updated regularly to ensure that they are timely and effective.
- 3.8 Information owners shall ensure regular back up of essential software and Information, to allow recovery following a disaster or system failure. Recovery of Information shall be tested annually by the Information owner.

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<sup>1</sup> The Occupational Health and Safety Regulations 1996, Ch. 0-1.1 Reg 1

- 3.9 SHR will use a standardized emergency management system called Health Incident Command System (HICS) to implement the business continuity, emergency preparedness and pandemic plans.
- 3.10 The ERM/BC shall provide direction for SHR's BC Plan, Emergency Preparedness Plan and Pandemic Plan (see Appendix A).

#### 4. ROLES AND RESPONSIBILITIES

##### 4.1 Enterprise Risk Management / Business Continuity Executive Committee

- 4.1.1 Provides leadership and guidance and act as the coordinating body for identifying, analyzing and managing risk for SHR.
- 4.1.2 Ensures appropriate mechanisms are established and integrated into SHR's daily practice, enabling the management of risk, anticipating and preventing adverse outcomes and the evaluation of performance against standards, policies and regulations or legislation.
- 4.1.3 Ensures the organization can withstand a test of diligence at all levels of the organization (which includes but is not limited to compliance testing of policies and procedures, internal and external review and audit).
- 4.1.4 Supports education to facilitate understanding of risk management/business continuity throughout the organization including governance (Audit, Finance & Risk Committee/RHA) and operational levels (all departments and programs).
- 4.1.5 Ensures annual priorities for business continuity planning activities are established and monitored in recognition of business continuity being a major risk for SHR.

##### 4.2 Business Continuity Councils (BC Councils)

- 4.2.1 Partners with the Emergency Planner in program direction and support in business continuity planning for Saskatoon Acute Sites, Saskatoon Community Sites, Rural Services, and Long Term Care Affiliates.
- 4.2.2 Determines and partners with the Emergency Planner in development of plans for business continuity educational needs.
- 4.2.3 Provides a forum for problem solving and decision making on business continuity related issues that do not require senior administrative approval.
- 4.2.4 Where appropriate, makes and forwards recommendations to the BC Executive Committee and/or BC Integrated Forum on strategic initiatives to ensure optimal planning for and provision of services during an emergency, disaster, incident, or outage of information technology services and applications.
- 4.2.5 Ensures implementation, communication and education of all BC plans.
- 4.2.6 Ensures consistent development and review of codes, plans and procedures with adherence to the SHR BC plans, policies and codes.

- 4.2.7 Ensures each site conducts an annual test of an EPP code (other than the fire drill). The only exception would be if a site has experienced a major incident. Lessons learned and recommendation should be shared with staff.

#### **4.3 Business Continuity Integrated Services Forum**

- 4.3.1 Ensures alignment of regional BC plans (including emergency preparedness and pandemic) between Support and Clinical services and the BC Councils.

#### **4.4 Site Emergency Preparedness Planning (EPP) Committees**

- 4.4.1 Implements the SHR BC plans at the site level.
- 4.4.2 Determines Emergency Preparedness Codes that apply to the specific site.
- 4.4.3 Develops, implements, evaluates and annually reviews and updates accordingly the Site Plan in consultation with designated BC Council. Distributes updated plans to all departments at the site.
- 4.4.4 Ensures departments develop, annually review and update accordingly their code plans.
- 4.4.5 Ensures departmental telephone fan-outs are updated quarterly and are collected by the site EPP committee.
- 4.4.6 Ensures that site staff are knowledgeable and practiced in their role in the event of a disaster, emergency, incident, or outage of information technology services or applications within SHR or in the community.
- 4.4.7 Conducts an annual test of an EPP code (other than the fire drill). The only exception would be if a site has experienced a major incident. Lessons learned and recommendation should be shared with staff.

#### **4.5 Department Emergency Preparedness Plans - Managers or Supervisors**

- 4.5.1 Determines the Emergency Preparedness Codes that apply to the department.
- 4.5.2 Develops, implements, evaluates and annually reviews and updates accordingly the Department Plan that is consistent with the Site Plan.
- 4.5.3 Determines which information technology services and internal and external software applications the department is dependent upon, the criticality of these dependencies, and the business processes that are affected if these services or applications abruptly became unavailable for an indeterminate period of time.
- 4.5.4 Ensures all employees who report to them receive orientation to SHR Plan, Site Plan and Department Plan.
- 4.5.5 Communicates to and educates staff of changes to the Department Plan.

#### **4.6 Emergency Planner**

- 4.6.1 Partners with BC Councils in the development and coordination of BC, EPP and Pandemic planning and activities on a region-wide basis.
- 4.6.2 Ensures that BC, EPP and Pandemic plans, activity, training, exercises are compatible and consistent with region-wide policies, procedures and the HICS.
- 4.6.3 Develops and provides education to staff regarding regional BC, EPP and Pandemic plans.
- 4.6.4 Reviews roles and responsibilities, as enumerated in the HICS.

#### **4.7 All Staff**

- 4.7.1 Must be familiar with the SHR Plans for Business Continuity, Emergency Preparedness and Pandemic as well as the relevant Site and Department Plans.
- 4.7.2 Must be prepared to respond effectively in emergencies, disasters, incidents, and outages of information technology services and applications.

### **5. POLICY MANAGEMENT**

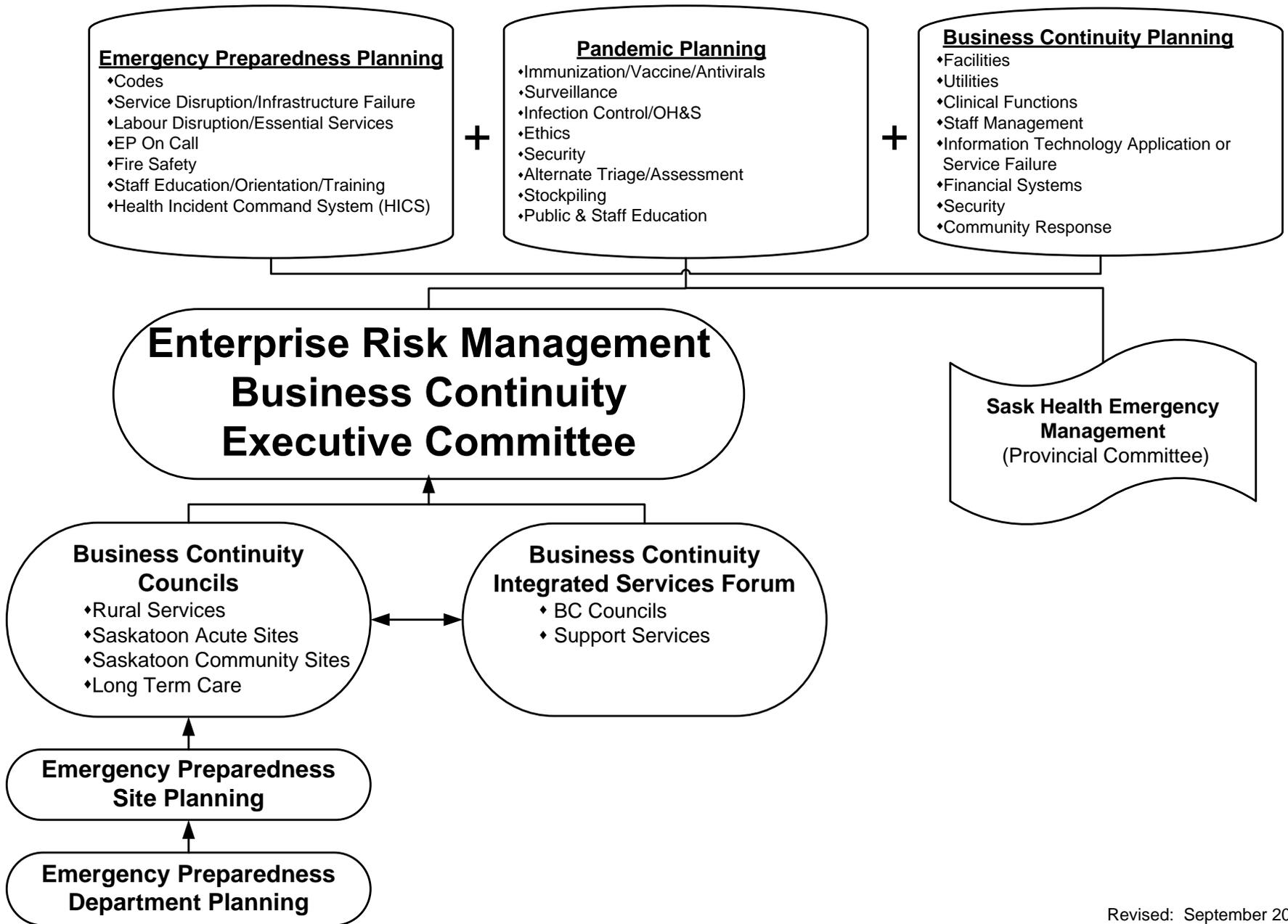
The management of this policy including policy education, monitoring, implementation and amendment is the responsibility of the Chair, Enterprise Risk Management / Business Continuity Executive Committee.

### **6. NON COMPLIANCE**

Non-compliance with SHR Policy and/or Procedures shall result in, at a minimum, a review of the incident. Non-compliance could also result in disciplinary actions up to and including termination of employment/contract/relationship with SHR.

### **7. REFERENCES**

*The Occupational Health and Safety Regulations 1996*



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