Objectives

1. Discuss Park Place EPRM Manual update

2. Understand the importance of Business Continuity Planning (BCP)

3. Review the steps we took to develop our BCP

4. Learn the key components of a Business Continuity Action Plan (BCAP)

5. Review how to test, evaluate, and update a Business Continuity Plan (BCP) regularly

6. Enhance participants' overall readiness and resilience in planning, managing and recovering from disruptions

Examples of Past Complex Incidents

- The 2003 electrical grid failure - 50 million people in eastern Canada lost power

- 2020 COVID-19 pandemic with critical impact worldwide

Examples of Past Complex Incidents

- 2021 flood affected southern British Columbia causing severe disruption to the transportation corridor from Canada's largest port

Examples of Past Complex Incidents

Sudden wildfire close to the city of Grande Prairie

Examples of Past Complex Incidents

- The 2023 wildfires in Kelowna BC, hundreds of people were evacuated, and significant number of homes lost

Here we are...

In Canada, scientists predict that climate change will continue to increase the frequency and intensity of extreme weather events such as heat waves, heavy rainfalls and related flooding, droughts, forest fires, serious winter storms, hurricanes, and tornados; that may increasingly strain emergency management capacities and budgets across Canada

Public Safety Canada – An Emergency Management Framework for Canada – 2017

Rationale

- Accreditation Canada standard and Health Authority requirement

- Update the manual name ERM to EPRM

- Formalize the Business Continuity Planning process

- Implement the Incident Management System (IMS)

- Incorporate the new Code Silver into our emergency codes

- Strengthened our current emergency codes e.g. Code Grey – Infrastructure Disruption previously Shelter in Place

Incident Management System (IMS)

- IMS is an internationally accepted structure for responding to emergencies of all scales and types
- IMS is an expandable system based on functions – not positions
- Each function is assessed to see if it is required for the incident
- During an incident, a function may be fulfilled by one person or a team of people
- For smaller (simple) incidents, one person may fulfill multiple functions

INCIDENT	CODE NAME
FIRE	RED
MISSING RESIDENT	YELLOW
EVACUATION	GREEN
CARDIAC ARREST/ MEDICAL EMERGENCY	BLUE
BOMB THREAT OR SUSPICIOUS ITEM	BLACK
VIOLENCE/ AGGRESSION	WHITE
HOSTAGE/ WEAPONS	PURPLE
INFRASTRUCTURE DISRUPTION	GREY
CHEMICAL SPILL/ HAZARDOUS MATERIAL	BROWN
MASS CASUALTY INCIDENT	ORANGE
ACTIVE ASSAILANT	SILVER

Purpose of Incident Management System

- A standardized approach

- Improves integration and connectivity between organizations

- In every incident, there are management functions that must be carried out regardless of the scale or complexity of the incident

Functions within the Incident Management System (IMS)

Incident Manager (this function is always required)

Operations Manager

Logistics Manager

Planning Manager

Finance/Administration Manager

Safety Officer

Liaison Officer

Information Officer

Information Technology Lead
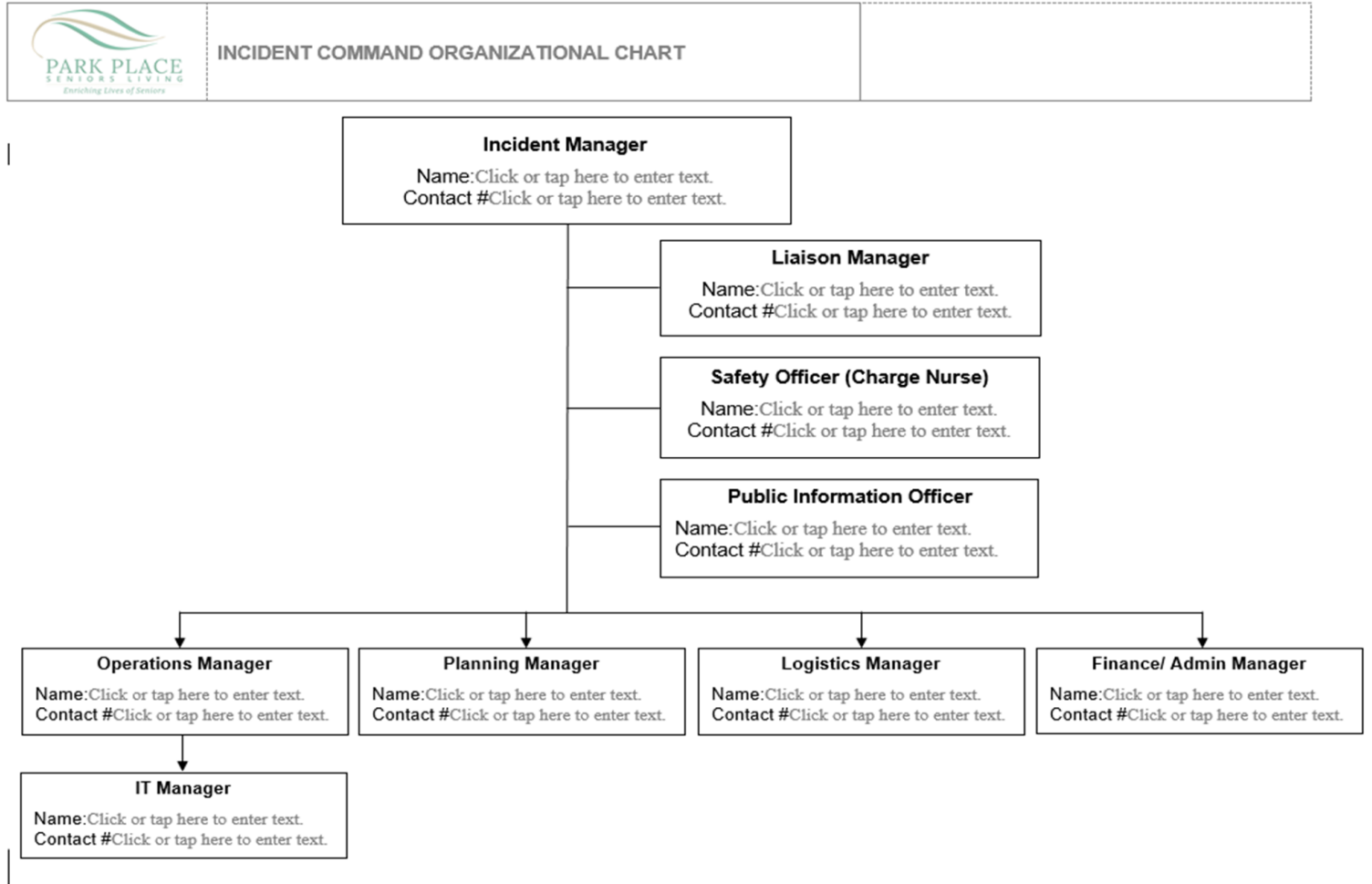
What is Emergency Preparedness and Response?

- The development of strategies and procedures to effectively respond to and manage various types of emergencies or crises

- Includes identifying potential risks, establishing protocols for communication and coordination, training personnel, and implementing measures to mitigate the impact of emergencies on people, property, and operations
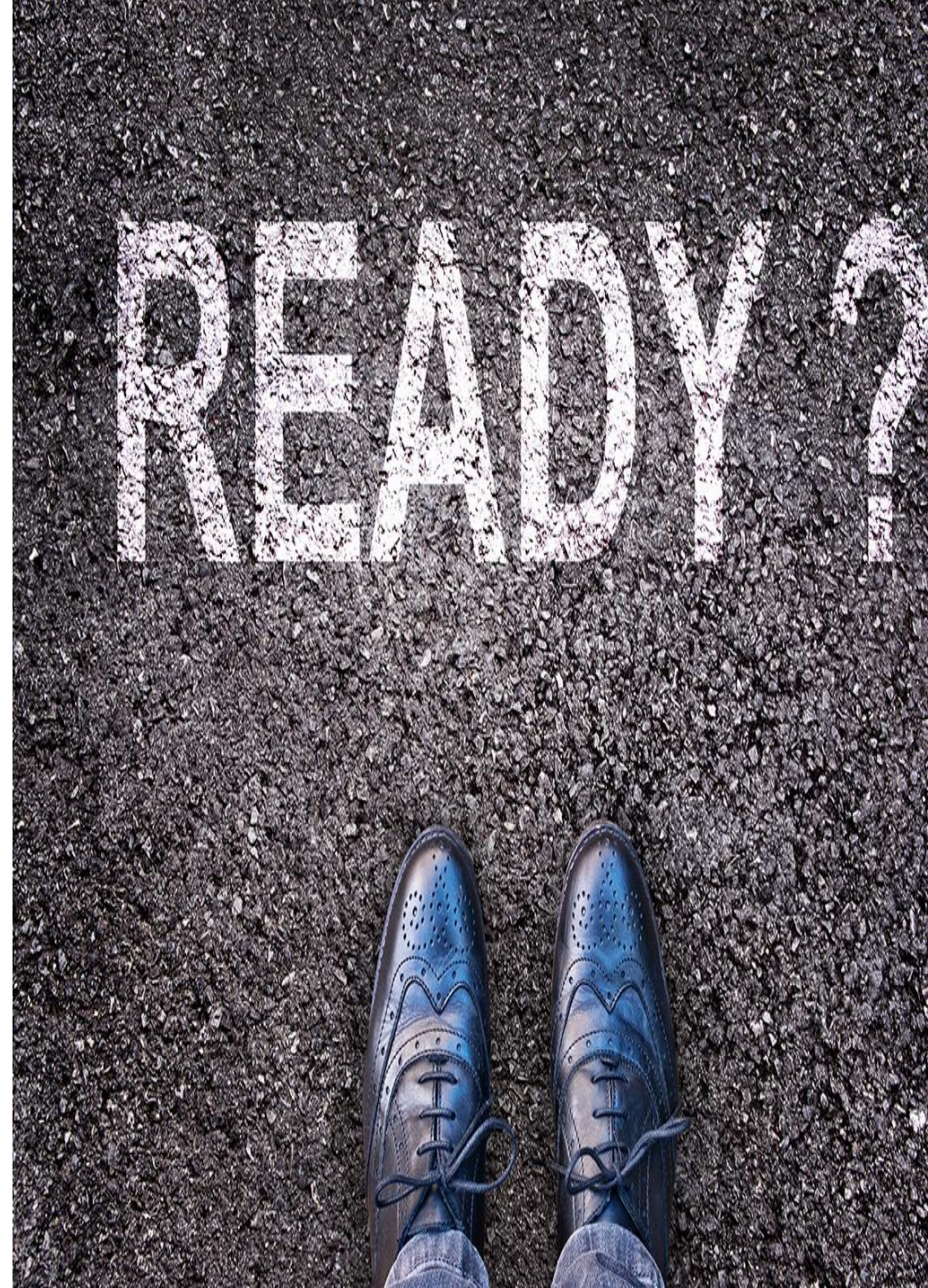
What is Business Continuity Planning

- The process of creating a strategy to ensure that essential business functions continue during and after a disaster or disruption.

- It involves identifying potential threats, assessing their impact on operations, and developing plans and procedures to minimize downtime and maintain critical operations

Why have a Business Continuity Plan in Continuing Care?

Protect life and safety before, during, and after an emergency

Minimize the impact of an emergency/disruption

Safeguard and preserve organization's assets

Minimize time, effort and uncertainty in reacting to an emergency

Restore care delivery and return to normal business operations as quickly as possible

Steps we took in developing our Business Continuity Plan
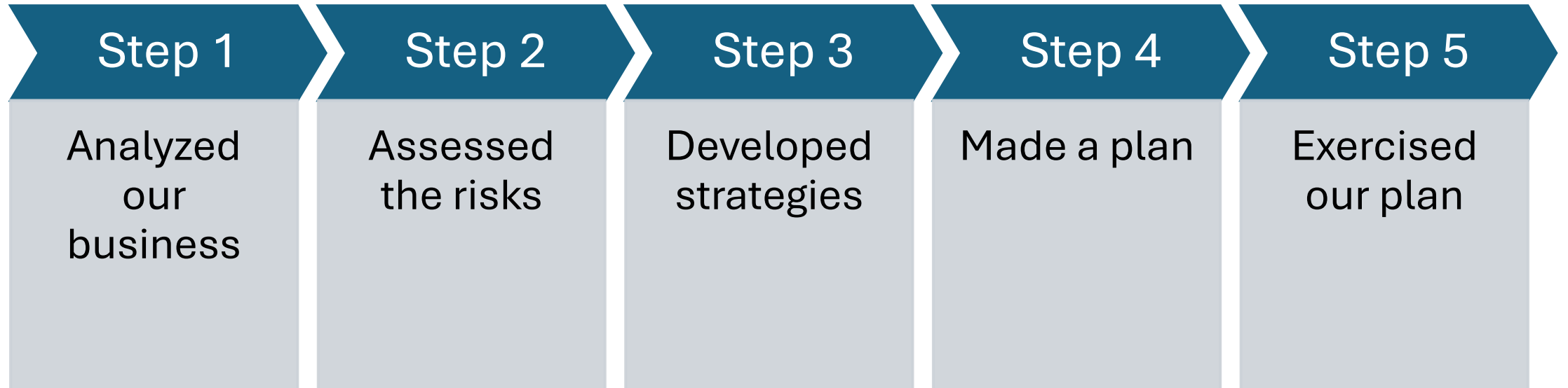
Step 1	Step 2	Step 3	Step 4	Step 5
Analyzed our business	Assessed the risks	Developed strategies	Made a plan	Exercised our plan

Business Continuity Planning – Analysis of the Risks

FMEA Analysis- RPM

Risk	RPM
Home does not understand emergency preparedness and have not reviewed the checklist	39
Loss of Calls Bells	39
Laundry services unavailable or alternate laundry vendor/facility.	32
No evacuation Home available.	30
Lack of a detailed situation report and documentation of the incident.	28
Distribution List does not include health authority contacts or is incomplete or outdated.	27
No heating, ventilation or air conditioning.	26
Suction Machine	25
Loss of Telephone and or Fax	24
Home has not completed Annual code drills and education	23
No Water	23
Distribution list for vendors, utilities and contractors not reviewed and kept updated as required	23
No Gas	20
No access to shelter in place location (parkade, basement…)	19
No Power	19
Lack of debriefing and review	19
Lack of supply vendor plans for the Home (Medications, Linens, Food, Cleaning products, clinical…	18
Distribution list for staff and contractors and call out plan incomplete or outdated or not tested 1x/year.	18
No generator, generator doesn't function or no back up power.	17
Lack of detailed instructions for a communication plan and whom talks to media and what the…	17
Home does not manage incidents during emergency	16
Loss of paper vital records and storage.	15
Home has not completed monthly fire drills and education	14
Home has not planned for essential services with minimal staffing levels	14
EMAR/ digi-pens	14
No Waste Removal	14
Inability to cook food or Unable to deliver food (no elevators) or Low supply of food or supplements…	13
Loss of email, internet	13
Oxygen Concentrator, CPAP/BPAP	12
Air Mattress	12
Emergency Dietary Plans in place for Supply interruption and kitchen access	11
Lack of Incontinent products or other Care and Wound Supplies.	10
Mechanical Lifts	9
Lack of PPE or Cleaning Supplies	9
Distribution list for residents and families not reviewed and kept updated as required	9
Lack of access to upstream services (laundry, pharmacy, physicians)	8
Paging System	6
PEG tube feeding pump	3

2023 Park Place Seniors Living Leaders Forum

Let's dive in!

Step 1 – you have 20 minutes to gather as much information as you can to add to your group's BCP

Let's put pen to paper!

Step 2 – look around the room and join the other group working on the same disruption. Take another 15 minutes to compare the BCP's and add any missed items to your group's BCP.

Step 1 – you have 20 minutes to gather as much information as you can to add to your group's BCP

Let's put pen to paper!

Step 3 – each table to present their BCP to the larger group for further discussion

Step 2 – look around the room and join the other group working on the same disruption. Take another 15 minutes to compare the BCP's and add any missed items to your group's BCP.

Step 1 – you have 20 minutes to gather as much information as you can to add to your group's BCP

Let's put pen to paper!

What does Park Place do after a disruption?

1

Home Level Debrief

Debrief sessions are done at the home level after any significant or unique disruption

2

Organizational Debrief

An organizational debrief is held to review the experience

3

Revise Home BCP

Each Home reviews their BCP to add learnings from another Home's experience

In Summary

Robust Emergency Preparedness and Response strategies including Business Continuity Plans are vital

Although designing a plan for multiple disruptions can be daunting, they are invaluable to support your team's success

Working together, especially with those who've experienced a specific disruption in the past, will help ensure a thorough plan is in place

Test the plan, review with the teams