



Business Continuity Plan

**508-225 King William Street
Hamilton, Ontario L8R 1B1**

**Established: July 2012
Last Revision: January 2016**

INTRODUCTION

This document will outline the processes utilized by Brain Injury Services in the event of an extended disruption of the normal operation of services at its 225 King William Street, Hamilton, Ontario premises.

The office at 508-225 King William Street is located on the 5th floor of the Goodwill Building on the northeast corner of King William and Ferguson Streets in Hamilton. It houses the administrative function of the organization as well as a day program for clients and office space for outreach staff. This plan will provide a framework to ensure the safety of employees, clients, students and volunteers located at this site, and the resumption of operations in the event of a business disruption. Service continuity plans for other sites are described in the evacuation/relocation section of the Emergency Response Manual (Code Green).

This plan anticipates two types of business disruption; internal and external. Internal disruptions refer to events such as a fire or natural catastrophe. External disruptions refer to large scale regional disruptions such as a city flood or pandemic. Both situations may affect the organization's ability to communicate and conduct business. The agency's response to external disruptions will rely largely on the direction of other organizations such as public health. Consequently, this plan will articulate the response to internal disruptions.

Communications protocols and succession plans are outlined in the Emergency Response Manual and will apply to the Business Continuity Plan.

Any change or adjustment to the processes articulated in this plan will be approved by the president of the board of directors and communicated by the chief executive officer.

BUSINESS CONTINUITY PHASES

Immediate Response

The emergency and evacuation/relocation procedures for 225 King William are outlined in the Code Green protocols. The determination of whether or not employees and clients can return to the site will largely be determined by Goodwill. Should the building be determined safe, employees and clients will return to normal operations. If portions of the office space have been damaged, operations will be temporarily relocated to other parts of the office. If the Day Program space is damaged, the program at 225 King William Street will be temporarily cancelled and relocated.

If the building is determined to be unsafe, the following procedures will apply:

First Day to One Week

Depending on responsibilities, administrative staff will either be deployed to one of the three residential programs in Hamilton or work from home.

Outreach staff will continue with their responsibilities by working from home.

Both outreach and administrative staff will be provided with off-site access to the server.

Day programs will be relocated to the three Hamilton residential programs or to one of the relocation facilities in the community. A new group activities calendar will be issued within two business days that identifies the revised venues for activities.

The chief executive officer and director, finance will meet with insurance representatives to discuss damages and relocation options.

Second Week and Onward

Community meeting spaces will be located and functional departments (community services, administration, finance, rehabilitative services, human resources, senior leadership) will meet weekly.

Day program activities will continue in community venues.

A search will begin for temporary office space for administrative operations and outreach employees. This may or may not include space for the Day Program and will depend on the availability of community space as well as the availability of office space.

Weekly updates will be provided by the chief executive officer to the board of directors and other organizational programs until alternate space is located. Following this, regular updates will be provided to the board and other programs until full operation is resumed.

Restoration Phase

Normal operations will resume at 225 King William Street once repairs and maintenance is complete. Should the building be determined to be irreparable, a property search will begin.

DATA BACK-UP AND RECOVERY

Electronic records are backed up daily and stored off-site. The main server is located at 225 King William Street. The majority of financial and human resources information is web-based; however, all client-related information is on the server. In the event that the server is undamaged, it will be recovered and relocated and operations will continue from this site. Should it be inoperable, new equipment will be purchased and back-up information installed.

Relevant third party clinical information is scanned and saved electronically in the client record. All hard copy files are stored off-site within one month of discharge.