



Business Continuity Plan Essential Services

New Age Services Inc.

Address: __3920 29 St NE Calgary AB T1Y6B6_____

Main contact telephone number: 403 242 6672 ext 0

Primary Contacts:

Service Provider Senior Officer: Helene De Klerk

24 hr. emergency contact number 403-805-0439

Alternate No. 2: Norma Wisbling

24 hr emergency contact number: 403-805-7082

Alternate No. 3:

24 hr emergency contact number: 403 809 6672

Summary of Business:

Summary of Business – Service Impact Analysis

- Administration will be in continuous contact with appropriate City of Calgary, Alberta Health Services, Environment Canada for the Calgary Region throughout the emergency to determine emergency site locations and new information.
- A New Age Services Emergency Control Center will be set up for those that may need to access. Phone contact and access to our server via the remote process will be made available to ensure access to website and e-mail.

I. BUSINESS CONTINUITY PLAN:

- Individuals will continue to receive vital and necessary services i.e. personal care, supervision, staff medical care, professional medical care will be through CHR.
 - Staffing support from external sources may be utilized
 - All individuals will remain in their homes until the 'ALL CLEAR' is given
- Time line of 1-2 weeks

- NAS will essentially create its own Emergency Control Center that will collect and review the weather, health status of all individuals, environmental emergencies of staff and their families. Report to coordinators, CHR and PDD as required. Coordinators ensure contingency plans in place as required.
- Front line staff to work from home to access supplies and deliver direct service; support via phone; computer as directed by leadership.
- Computers remote Access to NAS network for Administration and Leadership
- Emergency control center
 - On Call cell phone during day
 - Pertinent information will be relayed to Coordinators
 - Call forward to the cell phone of the leadership on call

Pandemic criteria:

CONTAINMENT

- I. Support Homes
 - All Support Homes will be in a state of containment
 - Visitors will be restricted.
 - If guardians are requesting that individuals stay with them then the same rules apply of containment as they would not be able to return to the caregiver's home until such time that the State of Emergency was lifted.
 - All community activities will be suspended
 - NAS Caregivers will monitor the state of health of Individuals as per Pandemic Info Package.
 - Inter-home visits will be suspended to reduce the risk of cross-contamination
 - If a caregiver, caregiver family or client becomes ill, follow Contingency Plan
 - Universal Precautions in Place
 - NAS Caregivers will complete daily status recording and report to the Emergency Control Center
 - Caregivers will continue to monitor the health status of all Individuals and people within their home.
 - No respite for individuals as homes are in a state of containment

EXTREME WEATHER

State of emergency in the case of weather and environmental factors:

- NAS staff will monitor the state of the weather or environmental emergency.

- Travel, unless directed by authorities to move to a safer place, is discouraged. Staying in your home if a tornado is in the area is a safer option.

1. Support Homes

- NAS Caregivers will complete daily status recording and report to the NAS Emergency Control Center
- Caregivers will continue to monitor the status of all Individuals and people within their home and the safety requirements necessary should they need to go outside their home.
- No respite for individuals as homes are in a state of containment

2. Community Access Program

- All community access program activities will be suspended
- Employees may be assigned to assist Support Homes in case caregivers become ill or are unable or unwilling to care for a sick client.
- Staffing models will be maintained as long as there are staff available, and a state of emergency has not been called.
- Employees will otherwise work from home to provide support information/ideas to support homes as directed by supervisor and to access and deliver supplies.

3. Group Living Homes

- NAS Group Living staff will complete daily status recording and report to the NAS Emergency Control Center
- staff will continue to monitor the status of all Individuals and people within their home and the safety requirements necessary should they need to go outside their home.
- Limited if any community access during this time for individuals as homes are in a state of containment

4. Program Supervisory

- Coordinators and Team Leaders will work from home to provide support/direction to direct staff/clients; on call on evenings and weekends, paperwork and funding as per usual.
- Access remotely the agency server if available.

5. Administration

- NAS Director of Operations will be assigned to work -Emergency Control Center either at the office or at home.
- Directors will work from home to address Emergency Plan; provide service delivery and Admin support and work with funding and paperwork as per usual.

A. RECOVERY / DE-BREIFING

- Return to community access when well in the event of pandemic or environmental emergency
- Medical needs met as required until full recovery
- Return to Community when safe to do so as instructed by fire and police services
- Impact to Individuals, employees and operations
- Review costs
- Recommendations
- Contact with our funder for a status report

Service Impact Analysis: *(List according to level of importance)*

- Critical** – must be provided within 24 hours
- Vital** – must be provided within 72 hours
- Necessary** – must be resumed within two weeks
- Desired** – could be delayed for two weeks or longer

Client Services:

Individuals with Developmental Disabilities

- Total number of Individuals served:130
- Client/Individual status consideration (i.e. behaviors, medical considerations)
 -

Total Number of Staff: 200

- **See attached staff contact list**

Other Service/s linked to Service Providers operations that may be impacted:

1. IT Lan Master- server is off site
2. Best Security – may impact housing and office security should power be cut off for a lengthy time. Best security has Administration and leadership contact information

Human Resource Contingency: (note: at 30% reduction in staff)

(List and identify how human resources will be augmented)

Business Continuity Plan:

(note: Pandemic is “predicted” to last from 6 – 8 weeks or if environmental emergency is imminent)

A: Services that will be suspended during the emergency: (non-Critical, non-Vital)

- Day program services would close and individuals would remain in their residential homes.
- Outreach individuals would need support to maintain through telephone contact or email contact but direct services.
- Administration support can still occur remotely through email, phone.

1. Identify what services maybe suspended/delayed during emergency.

- *Day program would be closed due to Access Calgary most likely not having the ability to deliver individuals to the day program.*
- *All leadership and Administration staff would be asked to work from home.*

B: Services that **cannot** be suspended: (Critical, Vital)

- *Identify what services cannot be suspended*

Residential Group Living Homes will require staffing. All hands on deck in the event of medical or environmental emergencies.

Caregiver situations must stay intact and unless circumstances present themselves to be unsafe for the individual contingency plans would be put into place and worst case scenario the NAS office space would be utilized as an emergency center.

How will services be provided during the emergency? (Note : this would include not only direct services but all administrative supports)

I. Work from Employees homes: Work from an Alternate Site:

Address of Alternate Site:

3920 29 st NE Calgary AB

a) Key (essential) personnel: *(continue the number count if needed)*

1. Example – go through all staff list including leadership and frontline, contractors and respite sub-contractors . Have access to existing schedules to determine levels of support. etc

All leadership will be required to support unless they are in the midst of the emergency themselves.

**Expectations of Directors would be to analyze the situation
Executive would provide the direction to the agency staff**

b) Logistics/Material Resources

1: example – laptops, cell phone, others

Remote Access reviewed with all leadership

All contact information to be updated and dispersed as required

All information relating to community support centers will be provided as this information comes forward to all the stakeholders

c) Finance (Identify Key personnel and how they will continue with business)

1: example – salary personnel

Online banking and direct deposit. Paying our vendors via a cheque may be problematic and we may need to ensure we have payee information on the online banking

II: Vital Records: (Records/Documents that is extremely necessary to the operations. (List below and identify back-ups)

1. example Personnel file, Financial records, Individual Med Records, etc

All information is scanned onto the server. This information is updated and secured off site.

Summary of Business Continuity Plan:

See Attachments required to ensure continuity and follow through within programs