

School District #62 (Sooke)

Business Continuity	No.: F-495
	Effective: Feb. 28/23 Revised: Reviewed: Jan. 3/23; Jan. 24/23; Feb. 28/23

Administrative Regulations

The following Administrative Regulations support and further define Business Continuity Planning in SD62.

Application and Scope

All School District 62 staff and vendors employed under contract, who have any involvement with the delivery and continuity of educational and business services are responsible for implementing this policy and its regulations and shall have the support of the School District 62 Board which has approved the policy. Incident plans, departmental plans, and school emergency plans are developed to respond to and recover from a wide variety of incidents, using the same framework and guidelines within a single business continuity plan.

These regulations will be implemented alongside and work in conjunction with:

1. Critical Incident Response Plans and procedures within the district.
2. Emergency Response Procedures as outlined in School Board Policy F-501.
3. Crisis management and crisis communications plan.
4. Disaster recovery plan for Technology.

Roles and Responsibilities

The Board of Education's responsibilities:

- Provide oversight, guidance, and direction on the scope and application of the Business Continuity Planning process
- Be informed and advise during incident recovery efforts
- Represent community interests when required

District Executive responsibilities:

- Provides strategic direction and approves changes in key areas of Business Continuity including, but not limited to prioritization of activities and systems, recovery time expectations, frequency of exercising the plans and testing the systems, and funding authorization as requested through the business planning process.
- Provides support to Business Continuity initiatives across the organization.
- Appoint one or more persons to be responsible for the Business Continuity Plan with the appropriate authority to establish, implement, maintain and improve the plan.
- Supports the establishment of an Emergency Operations Centre to support crisis response and business continuity plan activation.
- Participates and contributes to the Business Continuity Plan exercises, initiatives, strategy development, and implementation.
- Review the program at planned intervals to ensure its continuous sustainability, adequacy, and effectiveness.

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Emergency Management Team (EMT) responsibilities:

School District 62 will establish an Emergency Management Team (EMT) to take command and control when there is a major disruption to School District 62 operations and/or any buildings.

This team will be responsible for the following:

- Ensure communications with SD62 staff at large, schools, and other key stakeholders.
- Consult with and report to the Ministry.
- Liaise with any outside entities and key stakeholders on any extraordinary issues.
- Initiate activation of the emergency response and business continuity organization.
- Receive damage assessment reports, decide on the level of response based on the criticality of operations, and declare appropriate activation of plans.
- Authorize those responsible for business continuity to activate their response and continuity procedures if impacted by a disruptive event.
- Set priorities for the overall response, continuity, and recovery efforts with the impacted SD62 operations.
- Approve action plans and status report updates and ensure appropriate collection and distribution.
- Manage public relations and work closely with the SD62 Communications team.
- Approve expenditures required for response, continuity, and recovery efforts.
- Request resources or assistance from public authorities when necessary.
- De-activate when the situation is stabilized, and coordinate return to business as usual.

At the time of drafting these regulations, the following are members of this team:

- Superintendent is the Lead
- Secretary-Treasurer is the Alternate
- Associate Superintendents for Milne's Landing, Belmont, and Royal Bay families of schools
- Manager, Communications
- Director, Facilities
- Executive Director, Human Resources
- Executive Director, Information Technology
- Manager, Executive Operations

Business Continuity Plan Manager

The Business Continuity Plan Manager is responsible for:

- Oversight of the plan, including developing procedures and standards aligned with legislation, organizational objectives, and industry best practices, maintaining and updating the Business Continuity Plan.
- Publishing and distributing business continuity plan documentation
- Ensuring regular refreshes and reviews of the plan are completed annually
- Working with Department Management to make certain that priorities are identified, and continuity planning efforts are focused on the critical priority systems and activities.
- Providing advice, training, and guidance to the organization on plan development, implementation, testing/exercising, and maintenance.
- Providing the methodology, processes, templates, and tools required for developing, implementing, training, exercising, maintaining, and monitoring the Business Continuity.

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- Promoting education and awareness to the organization on Business Continuity.
- Conducting post-incident and exercise reviews to allow for plan updates and communication with key stakeholders.
- Coordinating, documenting, and supporting organization-wide continuity strategies and initiatives.
- Monitoring and reporting to the Leadership Team on progress, compliance with policy, audit requirements, and business continuity standards, and continuous improvements on Business Continuity.

Department/Site Leadership is responsible for:

- Working directly with the Business Continuity Plan manager to identify activities and systems required within their area to maintain critical levels of business operations and determine their criticality.
- Developing, implementing, maintaining, and exercising department Business Continuity procedures and support arrangements in accordance with Business Continuity Policy and the overall continuity strategy for SD62.
- Liaising with the Business Continuity Plan manager to confirm the completion of business impact analysis, continuity strategy, and plan development.
- Participating in business continuity/IT disaster recovery exercises as well as providing input to update SD62's Business Continuity Plan to incorporate lessons learned from the exercises.
- Participating in post-incident and exercise reviews to identify plan deficiencies and communicate to the Business Continuity Plan manager.
- Keeping their staff aware of the business continuity requirements and their roles and responsibilities in SD62's Business Continuity Plan.
- Participating in the development and exercising, at least annually, of SD62 Business Continuity Plan to provide staff with an opportunity to practice their roles, and ensure the plan is maintained and remains current.

All Employees are responsible for:

- Being aware of Business Continuity requirements within their departments and SD62 as a whole.
- Understanding their specific roles and responsibilities as it applies to responding to serious business disruption.
- Developing a personal emergency preparedness plan for themselves and their families.

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Components of a Business Continuity Planning

1. Risk Assessment (RA)

SD62 shall conduct a Risk Assessment (RA) to identify, analyze and evaluate threats to its services as well as the likelihood and severity of their occurrence.

The RA shall be reviewed and updated annually, and when changes to core services, relevant legislation, operations, or location occur.

SD62 is responsible for determining and implementing risk treatments to prevent, mitigate, accept or transfer the threats.

2. Business Impact Analysis (BIA)

SD62 shall complete a Business Impact Analysis to identify its critical activities and evaluate the potential impact, damage, or loss, which may be experienced as a result of a serious business disruption.

SD62 shall identify the assets, functions, processes, resources, and dependencies required to attain recovery time objectives and sustain critical activities.

The BIA shall be reviewed and updated annually, and when changes to business operations and processes, organizational structure, critical dependencies, and/or resources occur.

3. Continuity Strategy Development

SD62 shall develop continuity strategies based on the information obtained from the risk assessment and business impact analysis and shall be kept current.

These strategies will focus on:

- Preparedness for effective response, continuity, and recovery management planning,
- Response to incidents that threaten people, property, the environment, and/or the continuity of critical activities.
- Continuity of critical activities,
- Recovery to an acceptable level,
- Effective Communication, and
- Competency-based training and education.

4. Emergency Response and Operations

SD62 shall establish an incident management system, which includes a specific organizational hierarchy, roles, and responsibility for responding to serious business disruption.

SD62 shall establish primary and alternative emergency operations centers, physical or virtual, capable of supporting the management of an incident.

SD62 shall establish linkages to their Critical Incident Response Team through the Emergency Management Team, which outlines how SD62 will respond to a major emergency in a coordinated, timely, and effective manner to address life safety and stabilize the incident until the arrival of trained or external first responders.

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5. Business Continuity Plan Development

SD62 must set out, in Business Continuity Plans and procedures the manner and means by which the organization will resume critical activities systems following a serious business disruption or incident, regardless of the cause.

SD62 shall implement resource management procedures to provide adequate human, physical, informational, and financial resources.

Plans shall include current lists of resource requirements including personnel, facilities, supplies and office equipment/furniture, information technology assets (hardware, software, and data), vital records, communications, critical dependencies, and documented strategies and procedures.

SD62 shall establish primary and alternative work locations, physical or virtual, capable of supporting the continuity of critical activities.

Plans shall be reviewed and updated at least annually, and as warranted by changes to organizational structure, business operations, critical dependencies, resource requirements, location, or critical contact information.

6. Awareness and Training Programs

SD62 shall deliver general awareness and training activities to all staff on the components of preparedness, response, continuity, and recovery. Specific training may be required for those responsible for carrying out tasks as outlined in the Plans.

7. Business Continuity Exercise, Audit, and Maintenance

Business Continuity exercises are conducted to validate plan strategies, procedures, arrangements, and the ability to meet Recovery Time Objectives.

SD62 shall review the Business Continuity Plan at least annually, and as warranted by changes to organizational structure, business operations, critical dependencies, resource requirements, location, or critical contact information. This should include periodic exercises and drills.

SD62 shall take corrective actions on deficiencies, gaps, and limitations identified and documented, as a result of the program evaluations, exercises, audits, reviews, and regular maintenance.

8. Crisis Communications / Coordination with External Agencies

SD62 shall establish and maintain the capability to facilitate crisis communications with management, staff, Ministry, students, families, and key stakeholders.

SD62 will ensure integration between the Business Continuity Plan, Critical Incident Response Plan, and Crisis Communication Plan.

SD62 shall establish procedures to coordinate the response, continuity, and recovery activities with External Agencies at the local, provincial and national levels while ensuring compliance with applicable statutes and regulations.

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Definitions

Business Continuity Management (BCM) is a holistic management process that identifies potential risk events to an organization and their impact(s) on business operations. BCM provides a framework for building organizational resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand, and value-creating activities.

Emergency Preparedness – The processes and planning activities that allow an organization to be ready to respond to a disaster and manage its consequences through measures taken before an event, for example, emergency response plans, employee awareness, mutual assistance agreements, resource inventories, and training, equipment and exercise programs.

Crisis Management and Communications - The overall coordination of an organization's response to a crisis, in an effective, timely manner, with the goal of avoiding or minimizing damage to the organization's regulatory mandate, reputation, and ability to operate. Communications include the development of crisis communications strategies, protocols, and processes that allow for the timely and effective flow of information to facilitate better decision-making during a crisis. As well as integration with the Critical Incident Response Plan if the crisis impacts the schools.

IT Disaster Recovery Planning – the development and maintenance of a Technology Recovery Plan that provides for the recovery of IT Infrastructure required to support critical business processes. This includes defining the resources, actions, tasks, and data required to manage the technology recovery effort.

Business Continuity Planning (BCP) – the identification of critical activities, and the development and maintenance of plans and arrangements to allow the business to continue to operate at an agreed-upon pre-defined level when a major disruption occurs. It also includes processes and plans that allow the business to resume normal operational activities after an interruption.

Business Recovery Planning – the development of procedures and arrangements to repair or restore and return operations from the temporary measures adopted during an incident to support 'normal' operations requirements after an incident.

Critical Incident Response Team - respond to a critical incident impacting a school and/or schools. Triggered when there is a traumatic, significant, or critical health and safety issue concerning a student, teacher, and/or staff member