

CORPORATE POLICY, STANDARDS and PROCEDURE

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<u>POLICY TITLE</u> EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY		<u>NUMBER</u> TBA
<u>AUTHORIZATION</u> Vice President, Population and Public Health and Chief Medical Officer	<u>DATE APPROVED</u> February 2008	<u>CURRENT VERSION</u> <u>DATE</u> April 2013

DATE(S) REVISED / REVIEWED SUMMARY

Version	Date	Comments / Changes
1.0	February 2008	Initial Policy Released
2.0	April 2013	Revised

POLICY

Fraser Health is committed to providing a safe and secure environment. As part of an overall protection strategy Fraser Health will create and maintain a risk based Emergency Management Plan that will incorporate processes to minimize harm and protect the safety of all during emergency events. The Fraser Health Emergency Management Plan will comply with all applicable legislation and regulations and will allow for the continuation of business and the return to normal function as soon as possible after an emergency.

All Fraser Health employees, physicians and contracted workers are required to be familiar with the Emergency Response protocols and will actively participate in training, exercises, planning and activation of the Fraser Health Emergency Management Plan.

As a component of the Fraser Health Emergency Management Program, the organization will ensure that a Business Continuity Program is in place. The program will involve Business Continuity Planning and Management to build organizational resilience to ensure critical business functions can continue with planned levels of interruption or essential change.

DEFINITIONS

Emergency Management - refers to a comprehensive risk management process comprised of hazard/risk analysis, mitigation, preparedness, response and recovery.

Incident Command Systems (ICS) – a model for command, control and coordination of emergency response at an emergency site.

British Columbian Emergency Management System (BCERMS) – based on the Incident Command System and used by the B.C. Provincial Government and most local authorities to

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effectively respond to emergencies and disasters. It is a modular, scalable Emergency Management system.

Business Continuity Management – a holistic management process that identifies potential impacts that threaten an organization and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities.

Business Continuity Planning – the process of developing advance arrangements and procedures that enable an organization to respond to an event in such a manner that critical business functions continue with planned levels of interruption or essential change.

PHILOSOPHY

Fraser Health recognizes the requirement for effective response to both internal and external situations that may impede the organization's ability to provide normal levels of service. Subsequently, Fraser Health will ensure the best possible health service will be provided during a business impairment, emergency or disaster by supporting the development, evaluation and maintenance of an organization wide Emergency Management Program, a high level of readiness and a coordinated response.

RESPONSIBILITIES

Executive Management Team

- Reflects emergency management/business continuity strategies in the corporate strategic plan.
- Provides resourcing for an Emergency Management program.
- Provides leadership in the management of emergency events.
- Receives updates on emergency management initiatives through the Emergency Management Steering Committee.

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Emergency Management Steering Committee

- Develops a risk based Emergency Management Program including comprehensive policies, plans, procedures, education and training.
- Develops a mechanism to ensure that emergency and disaster response plans are standard, current, coordinated, effective and exercised at each designated Fraser Health site.
- Develops annual Emergency Management goals and objectives, driven by a risk-based strategic plan for Emergency Management.
- Monitors business continuity planning in critical business areas across the organization.

Executive Directors for Acute, Community and Health Promotion and Prevention, the Executive Director, Lower Mainland Health Emergency Management and the Director, Health Protection

- Executive Directors for Acute provides leadership to the Emergency Management Working Groups and to emergency management initiatives at acute sites.
- The Executive Director, Lower Mainland Emergency Management, provides an up-to-date plan for various types of threats and ensures that the organization is familiar with the plan, responsibilities and activities required of key stakeholders at all levels within Fraser Health.
- Executive Directors for Community Programs and Health Promotion and Prevention and the Director, Health Protection provides leadership to emergency management initiatives in their portfolios and ensures representation on Emergency Management Working Groups.

Emergency Management Working Groups

- Develops, maintains and exercises a comprehensive emergency plan for individual hospitals, residential and community facilities and programs.
- Reviews area emergency plans annually and revises as necessary.
- Maintains a current staff fan-out/call-back system. Updates and tests are completely annually.
- Facilitates delivery of emergency management education to staff and conducts exercises to test effectiveness of local area plans.

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- Ensures adequate physical resources are available to respond to significant emergency events.
- Supports Municipal emergency management initiatives through regular meetings and participation in Municipal activities.
- Supports local leadership in the management of emergency events.
- Monitors business continuity planning in critical business areas at their site/within their programs and incorporates into emergency plans.
- Ensures shared services organizations, contracted services and volunteer services are involved in emergency preparedness activities.

Directors, Managers, Supervisors and Third Party Agencies That Provide Key Services to Fraser Health

- Develops departmental procedures to be followed during the activation of the Fraser Health Emergency Response Plan. All department and third party agency plans will be submitted to the Emergency Management Working Groups to ensure a coordinated response and for inclusion in Emergency Operation Centre Plans.
- Develops Business Continuity Plans to be implemented in the event the delivery of health services will be impaired. All department Business Continuity Plans will be submitted to the Emergency Management Working Groups to ensure a coordinated response and for inclusion in Emergency Operation Centre Plans.
- Ensures that appropriate departmental Emergency Response resources/supplies are available in the event of an Emergency activation.
- Ensures that appropriate education/training is provided to staff to make certain that response processes are performed in a safe manner.
- Maintains a record of employee Emergency Response education/training.
- Generates and maintains employee fan-out/contact lists on a bi-annual basis.

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Employees and Physicians

- Ensures familiarity with and follows Fraser Health Emergency Response protocols as well as any specific departmental Emergency Response procedures.
- Attends prescribed education and training programs.
- Ensures that personal contact information is current and accurate.
- Works as required in an emergency. In an emergency event, changes to normal job activities and locations may be required with minimal notice.

Emergency Management Team (Health Emergency Management)

- Provides consultation, education and subject matter expertise to guide compliance with legislative, regulatory and best practice standards in Emergency Management.
- Coordinates and implements Fraser Health Emergency Management Plans according to identified priorities and integration with the British Columbia Emergency Response Management System (BCERMS), Provincial Emergency Program and the Ministry of Health.
- Develops a Business Continuity Program ensuring the resiliency and consistent application of Fraser Health Business Continuity Plans.
- Develops and standardizes Emergency Management policies and guidelines.
- Establishes an “all-hazards” approach to Emergency Management and builds processes that address alternate sources of essential utilities, provides back-up communications, mass decontamination capabilities and communicable disease management.
- Links Emergency Management Plans with other Fraser Health organization plans such as Protection, Fire Safety, Workplace Health, Risk Management and Communications.
- Fosters relationships with external community/agency Emergency Management partners ensuring appropriate linkages with Fraser Health Emergency Management Plan. Ensures that there is a continuity of Emergency Management plans across the Lower Mainland.
- Regularly reports and provides relevant information on all aspects of Emergency Management to the Emergency Management Steering Committee.

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- Establishes an Emergency Preparedness culture within all levels of the organization including the promotion of personal preparedness for all Fraser Health employees, physicians and volunteers.
- Develops a wide-ranging Emergency Management training and education program including application, evaluation and adaptation.
- Responds to emergency events, facilitating command and control and emergency operations functions (i.e. Fraser Health Emergency Response Management System (FHERMS). Enhances situational awareness and assists in the collation and compilation of critical data.
- Ensures appropriate linkages with Fraser Health's Integrated Risk Management program for Business Continuity Management.

REFERENCES

- British Columbia Health Authorities Act – 1997
- British Columbia Risk Management Branch – www.min.fin.gov.bc.ca – “Business Continuity”
- Fraser Health Emergency Management Steering Committee - Terms of Reference – 2006
- Fraser Health Emergency Management Working Groups - Terms of Reference – 2006
- Health Emergency Management (HEM) Best Practices Matrix - Info-Lynk Consulting 2005
- Health Emergency Management Doctrine for British Columbia – March 2006
- Introduction to Health Emergency Management – Justice Institute of BC – 2006
- NFPA 1600 – Standard on Disaster/Emergency Management & Business Continuity -2004
- Provincial Emergency Program (PEP) – 2006
- Report on Health Emergency Management – Internal Audit and Advisory; Office of the Comptroller General (Ministry of Finance) 2005