

Municipality of the District of Lunenburg POLICY

Title: Business Continuity Plan	
Policy No. MDL-50	
Effective Date: October 13, 2009	Amended Date: October 8, 2013

1.0 Purpose

This Business Continuity Plan (BCP) addresses the course of action required when operations of the Municipality of the District of Lunenburg (MODL) are threatened and/or limited. **[amended Oct.8,2013]**

2.0 Goal

The goal of the BCP is to ensure that MODL is able to provide those services categorized as critical and vital during a disruption in service provision, prior to those that have been classified as necessary and/or desired. **[amended Oct.8,2013]**

2.1 Classification / Prioritization of Services

The following shall be the Classification/Prioritization of Services:

Critical

Those services that must be provided immediately (less than one day) or will definitely result in loss of life, infrastructure destruction, loss of confidence in the government and significant loss of revenue.

Vital

Those services that must be provided within 72 hours or will likely result in loss of life, infrastructure destruction, loss of confidence in the government, and significant loss of revenue or disproportionate recovery costs.

Necessary

Those services that must be resumed within two weeks, or could result in considerable loss, further destruction or disproportionate recovery costs.

Desired

Those services that could be delayed for two weeks or longer, but are required in order to return to normal operating conditions and alleviate further disruption or disturbance to normal conditions.

Additional Factors that may be considered are:

- Immediate external Obligations
- Immediate Internal Obligations

2.2 The Classification/Prioritization of Services for an influenza pandemic shall be as per Schedule A. **[amended Oct.8,2013]**

2.3 The Classification/Prioritization of Services for a power outage shall be as per Schedule B. **[amended Oct.8,2013]**

2.4 The Classification/Prioritization of Services shall be reviewed on an annual basis by the Chief Administrative Officer and Department Managers to ensure relevancy. **[amended Oct.8,2013]**

3.0 Implementation of the Business Continuity Plan

This Business Continuity Plan shall be implemented upon notification of the Regional Emergency Measures Co-ordinator, Chief Administrative Officer, or designate. Implementation for specific scenarios shall be in accordance with terms listed in Schedules, as appropriate. **[amended Oct.8,2013]**

4.0 Suspension of Services

Upon implementation of this Plan, priority will be given to the delivery of critical and vital services. This may require the suspension of necessary and desired services. This will be assessed on a case by case basis, as deemed appropriate by the Chief Administrative Officer or designate.

Councillors will be immediately advised of the suspension of a service. Public Communications respecting the suspension of a service will be made, where deemed appropriate, by the Chief Administrative Officer, Mayor, or designate.

All services will resume once the Department Manager determines that resources are sufficient for the same, or when deemed appropriate by the Chief Administrative Officer, or designate. **[amended Oct.8,2013]**

5.0 Redeployment of Staff

In order to ensure the provision of critical and vital services, the Municipality reserves the right to redeploy staff as the need arises. Redeployment could be to a different work site, role, function or location, and include different hours of work. Such redeployment will only be for the duration of disruption in services.

Employees will not be asked to perform duties that require specific skills or training, unless the same is provided prior to the employee performing the duties. **[amended Oct.8,2013]**

6.0 Work at Home Status

Employees may be asked to work from home, where possible and as may deemed appropriate. The Chief Administrative Officer, in consultation with the Department Manager, will determine those positions that would qualify for Work at Home Status. In considering the same, the Chief Administrative Officer will have consideration for the following:

- 6.1 The category of the service to be accommodated through work at home. Priority will be given to critical and vital services.
- 6.2 The ability of the position to adequately perform the required job functions from home,
- 6.3 The infrastructure in place at the home to facilitate work at home.
- 6.4 Other criteria as may be deemed appropriate.

[amended Oct.8,2013]

7.0 Vacation Call Back

A Department Manager or Chief Administrative Officer may call back an employee from vacation if necessary to ensure the delivery of vital or critical services. **[amended Oct.8,2013]**

8.0 Daily Briefing Sessions

During the implementation period of this plan, Department Managers shall meet daily, or at a frequency deemed appropriate, to brief the Chief Administrative Officer on service delivery implications. The Chief Administrative Officer shall brief the Mayor and Councillors accordingly.

[amended Oct.8,2013]

Annotation for Official Policy Book	
Date of Adoption:	<u>October 13, 2009</u>
Date of Notice to Council Members of Intent to Amend: (7 days minimum)	<u>October 1, 2013</u>
Date of Passage of Amendments:	<u>October 8, 2013</u>
I certify that this “MDL-50 – Business Continuity Plan” was adopted by Council as indicated above.	
_____ April Whynot-Lohnes, Municipal Clerk	_____ Date

SCHEDULE A

Business Continuity Plan – Influenza Pandemic

During an influenza pandemic, the key impact on the Municipality of the District of Lunenburg (MODL) will be absenteeism and its effect on business continuity. It is anticipated that during the peak of a pandemic MODL's absenteeism rate may be in the range of 20 to 25 percent. Some sources project an even higher rate of absenteeism at 30 percent. A normal absenteeism rate during a flu season for MODL Administration Staff is 14 percent for a short duration of time (less than 5 days). A sustained rate of absenteeism in excess of this will impact service delivery.

In response to this, MODL has developed a Business Continuity Plan which will minimize the impact of higher than normal absenteeism rates on MODL's service delivery.

A. Implementation

This Business Continuity Plan shall be implemented upon the following occurring:

- i. A declaration of a Influenza Pandemic by Federal, Provincial or local health authorities; and
- ii. An absenteeism rate of in excess of 18 percent of employees; or
- iii. At the discretion of the Chief Administrative Officer or designate.

[amended Oct.8,2013]

B. Sick Leave Policy

MODL recognizes that in the event of an Influenza Pandemic, the current sick leave provisions of the Personnel Policy may not be sufficient.

An employee who exhibits or reports flu like symptoms (fever, cough, sore throat, stuffy nose, chills, headache and/or body ache, fatigue etc) will be required to remain at home for the period of time recommended by the Nova Scotia Department of Health at the time of their illness. It is important that they do not return to work before the time recommended by the Nova Scotia Department of Health so as not to spread the virus within the work environment. An employee is expected to return to work as soon as health guidelines permit. **[amended Oct.8,2013]**

The Chief Administrative Officer or a Department Manger reserves the right to inform an employee that they must remain away from the work place until their health is cleared by a physician or a safe return to work, to not pose a risk to the health of others.

In all instances of an Influenza Pandemic-related absence from work, the employee's banked sick leave is to be used to cover the employee's absence. To facilitate the requirement to remain at home for a period of time recommended by the Nova Scotia Department of Health the following measures shall be implemented:

- i. The Requirement for Medical Note, pursuant to Article 7.04 and 7.0.6 of MODL's Personnel Policy will be waived for more than 3 sick days in a row; or more than 10 days per year (if sickness during pandemic results in more than 10 days).
- ii. Sick days taken will not count towards the maximum number of days permitted per year without a medical note specified in Article 7.0.4.
- iii. Employees will be permitted to exceed the number of family sick leave days permitted under Article 7.10, provided an employee has sufficient days within their sick leave bank. The intent is to enable an employee to care for a family member who is ill.
- iv. In the event an employee becomes ill with the Influenza Pandemic virus, and is entitled to sick leave but does not have sufficient banked sick leave to cover the period of their absence, the Municipality will, upon the request of the employee, provide the employee with a paid sick-leave advance of up to five (5) days. The Municipality will recover these sick leave days at the rate of entitlement provided for in the Personnel Policy.

To facilitate the provision of services, employees who wish to recommence work, prior to their recovery from flu like symptoms, may request work at home status. Employees will be compensated at regular rate of pay. Work at Home Status is not possible for all positions or all circumstances, and will be considered in accordance with Section 6.0 of this Policy. **[amended Oct.8,2013]**

The Chief Administrative Officer, in consultation with the appropriate Department Manager will make the determination.

C. School /Daycare Closures

The Municipality will make every effort to accommodate request for vacation time, excused time or unpaid leave that may be necessary due to the closure of a School / Daycare Closure which results in the necessity of an employee caring for one's dependents.

D. Mandatory Leave

To protect the safety of MODL employees, Council and Municipal residents from the spread of a virus, and to minimize the impact of the same on the delivery of critical and vital services, the Chief Administrative Officer or Department Manager may require an employee who displays symptoms of a virus that is contagious and the cause of high absenteeism rates, to take leave. Employees will be provided with the option of taking leave from their accumulated Sick Leave Bank, Excused Time Bank, Vacation Bank or an unpaid leave of absence. The type of leave taken will be at the discretion of the Employee.

E. Meetings

All meetings with the exception of Council will be suspended until such time as the absenteeism rate is reduced below 18 percent. Council meetings shall be limited to time sensitive and emergency items only.

Council meetings may be held off-site, if required.

Face to Face meetings are discouraged, and alternative methods for meetings shall be implemented, including phone conferencing where possible.

A press release regarding the suspension or relocation of meeting venues shall be made as soon as possible after the implementation of this plan.

F. Notifying Supervisor of Absences

All employees are required to notify their Department Manager and Payroll Clerk of an illness one ½ hour prior to the start of their normal working hours. This will enable for Department Managers to meet prior to the start of working hours to determine the requirements for deployment of resources.

G. Classification of Services by Department – Pandemic

Shall be reviewed annually by the Chief Administrative Officer and Department Manager. Revisions to these Classifications / Prioritizations shall be made by motion of Council.

Classification Index (Section 2.0)

C = Critical

V = Vital

N = Necessary

D = Desired

SCHEDULE B

Business Continuity Plan – Power Outage [amended October 8, 2013]

During a power outage, the greatest potential impact on the Municipality of the District of Lunenburg (MODL) will be a disruption of the generator systems and its effect on business continuity. In response to this, MODL has developed a Business Continuity Plan which will minimize the impact of a power outage on MODL's service delivery.

A. Implementation

This Business Continuity Plan shall be implemented upon the following occurring:

- i. A notification of an extended power outage from Nova Scotia Power, Inc. or local authorities; and
- ii. The failure of one or more generators at any municipal building; or
- iii. At the discretion of the Chief Administrative Officer or designate.

B. Classification of Services by Department – Power Outage

Classification of Services by Department – Power Outage, shall be reviewed annually by the Chief Administrative Officer and Senior Management. Revisions to these Classifications/ Prioritizations shall be made by motion of Council.

Classification index (Section 2.0):

- C = Critical
- V = Vital
- N = Necessary
- D = Desired

C. Wastewater Treatment

In the event of a power outage, the provision of wastewater treatment service is the most critical of services provided by MODL, due to health, safety, and environmental concerns. There are four wastewater treatment plants or collection systems operated by MODL, located in Cookville, Hebbville, New Germany, and Conquerall Bank. Of these four, only Cookville has a generator in case of power failure, with an emergency fuel supply contract with Irving Oil Ltd. Plans are in place to install a generator at New Germany in Fiscal Year 2013/14. While some wastewater will flow by gravity during a power outage, the level of treatment shall not be at 100%.

During an event which triggers the BCP and disrupts or minimizes wastewater treatment, the following emergency notification procedure shall be followed. This procedure is taken from the Emergency Plans for the Cookville and New Germany wastewater treatment plants, as administered by the Municipal Engineer:

1. Emergency Notification Procedure

- i.** If a person is in danger or an environmental catastrophe will/is occurring, call 911.
- ii.** The Operator shall contact the Municipal Engineer and notify them of the emergency situation and Contingency Plan that applies.
- iii.** The Municipal Engineer will notify the Department Manager of the emergency and of any actions taken.
- iv.** The Department Manager will notify the Chief Administrative Officer of the emergency situation and update him/her on the situation.
- v.** The Department Manager or designate will notify Nova Scotia Environment (NSE) that an emergency exists and will update them on the situation.

In the event that the Cookville Wastewater Treatment Plant generator fails, or if emergency fuel cannot be supplied, staff shall follow the Emergency Notification Procedure as in section C.1.

D. Administration Building

The MODL Administration Building has a generator in case of power failure. Tested in 2012, the approximate running time for tank of fuel at tested amperage draw is 36 hours, while still maintaining a small reserve of fuel in the tank. Irving Oil, Ltd. is contracted for emergency fuel of the generator on-demand.

In the event that emergency fuel cannot be supplied, the BCP shall refer to the Classification /Prioritization of Services – Power Outage. Staff who are not performing critical duties shall close their offices, with lights and electronics turned off, to reserve generator power. Appendix B, contains the staff list of those required to provide critical services. Department Managers shall be responsible to update staff duties as necessary.

E. Municipal Activity Recreation Complex (MARC)

The MARC has a generator in case of power failure, also with an emergency fuel supply contract with Irving Oil, Ltd. The generator default is to supply power to the Administration Building of the MARC, with an option to supply the Program Building as needed. In an event that triggers the BCP, staff shall refer to Appendix B to determine which critical services need to be provided through use of the MARC site. Department Managers shall be responsible to update staff duties and remote location requirements as necessary.

F. Backup and Hot Sites

A backup site is a location where an organization can easily relocate following a disaster. This is an integral part of the disaster recovery plan and wider business continuity planning of an organization.

Policy MDL-50

A hot site is a duplicate of the original site of the organization, with full computer systems and near-complete backups of user data. The hot site exists so that the organization can relocate with minimal losses to normal operations. Ideally, a hot site will be up and running within a matter of hours or even less. Personnel may still have to be moved to the hot site so it is possible that the hot site may be operational before staff has relocated. The capacity of the hot site may or may not match capacity of the original site depending on the organization's requirements. This type of backup site is the most expensive to operate. Hot sites are popular with organizations that operate real time processes such as financial institutions and government agencies.

The Municipality's current backup site is comprised of approximately 20 old XP computers, which have had software completely reinstalled. These are stored in the Elections Storage room at the MARC facility. A switch and router have also been provided so that these computers can be connected together.