



Tahltan
Band Council

**BUSINESS
CONTINUITY PLAN**



Approval

Business Continuity Plan 2020

Tahltan Emergency Management Program

Log: Ver 1 (2020-FEB-01)

By affixing our signatures below, we hereby approve this document:

Chief of Tahltan

Council Member(s) of Tahltan

Note to the reader: Ensure you have the most current copy of the Plan.
The most current electronic version resides with Tahltan's Band Manager.

TABLE OF CONTENTS

1.0	INTRODUCTION	1
2.0	PURPOSE AND OBJECTIVES OF THE PLAN	1
3.0	GUIDING PRINCIPLES	2
4.0	PLAN DOCUMENT OVERVIEW	2
4.1	Plan Description.....	2
4.2	Relationship to Band Emergency Plans & other Business Continuity Plans.....	3
4.3	Responsibility for the Plan.....	3
4.4	Plan Distribution.....	4
5.0	TAHLTAN BAND COUNCIL ORGANIZATION	4
6.0	BUSINESS IMPACT ANALYSIS (BIA)	7
6.1	Chief and Council.....	8
6.2	Band Manager.....	9
6.3	Administration.....	10
6.4	Operations and Maintenance.....	12
6.5	Health.....	13
6.6	Social Development.....	15
6.7	Housing Department.....	17
6.8	Economic Development.....	18
6.9	Information Technology and Communications.....	19
7.0	BCP CHECKLIST	21
7.1	Chief and Council.....	22
7.2	Band Manager.....	26
7.3	Administration.....	30
7.4	Operations and Maintenance.....	34
7.5	Health.....	37
7.6	Social Development.....	41
7.7	Housing.....	45
7.8	Economic Development.....	48
7.9	Information Technology & Communications.....	51

LIST OF APPENDICES

- Appendix 1-1** Plan Maintenance - Distribution List Form
- Appendix 1-2** Plan Maintenance – Records of Amendments Form
- Appendix 1-3** Band Manager Assessment of Impacted Departments Checklist
- Appendix 1-4** Alternate Site Location & Set Up Checklist - Band Manager
- Appendix 1-5** Department Managers ID Business Recovery & Response Priorities Checklist

DRAFT

1.0 INTRODUCTION

This Business Continuity Plan addresses management and decision-making in the Tahltan Band Council organization when loss events interrupt access to critical resources, including elected and appointed officials, Band staff, facilities, and information.

Impacts of a loss event may vary from short-term interruption of one department to a major and long-term loss of several functions.

It is the Band's responsibility to continue essential services following a loss event. The Band is expected to provide effective management and delivery of services in a manner that is responsive to community needs.

The people of Tahltan depend on their Band to provide numerous services that keep their community running, including the delivery of health and social services, waste management and other utilities, and public information. This plan supports the continuation of governance and key Band services during an interruption.

This Business Continuity Plan covers the core services of each department, facilities and associated resources operated by the Tahltan Band. The Plan applies to all Band elected officials and staff, including part-time workers and contractors.

The Plan supports the continuity of leadership, decision-making, and Band services if resources needed to deliver vital functions are impaired. In the context of this Plan, "resources" refer to personnel, facilities, equipment, systems, data and other elements needed to effectively manage the Band's business.

Such resources are often limited following a loss event. Business continuity planning anticipates these shortfalls and recommends strategies for overcoming them, such as a designated alternate facility. The Band also relies on utility companies (e.g. BC Hydro) and their ability to deliver services.

The business continuity procedures contained in this Plan reflect real localized threats, such as a personnel loss, a fire in the Band Office or a wide-spread natural hazard, such as a wildfire.

2.0 PURPOSE AND OBJECTIVES OF THE PLAN

If resources become scarce in times of crisis, Band leaders will have difficult decisions to make. There may be a need, for example, to focus on urgent Band functions and delay other services. This Business Continuity Plan (BCP) sets out the process that will enable the Band to continue effective governance and maintain priority services and operations whenever resources are limited. Business continuity planning objectives for the Band include the following:

- » Protect the safety and productivity of Band staff
- » Ensure the positions of elected and appointed officials are always filled
- » Reduce or mitigate disruptions to operations

This plan is designed for implementation at any time.

3.0 GUIDING PRINCIPLES

Given the Band's acknowledgement of their responsibility to continue essential functions and public services when interrupted, the Business Continuity Planning Committee will adopt the following principles, summarized below.

Inform Others – The first requirement is to inform elected officials and staff of the Band so they may contribute to the continuation of essential functions and priority services. Members of the public should also be informed in all situations where they may suffer consequences due to interrupted services. Other partner agencies need also be informed.

Focus on Essential Functions First – If resources are limited, the business continuity strategies include focusing on time-sensitive critical functions and services first, their associated resource requirements, and their interdependencies with other Departments.

Use Alternate Resources – Business continuity strategies acknowledge the need to use alternate resources, including creative approaches to problem solving. Strategies should emphasize the need for innovation and authority to temporarily override normal procedures when needed.

Acknowledge Interdependencies Among Departments – The Band acknowledges the strong interdependencies that exist among Band services, especially during an interruption. Strategies should emphasize the need for collaboration and cooperation during a business interruption event, including the sharing of personnel, facilities, equipment, and other resources appropriate to the demands of the situation.

4.0 PLAN DOCUMENT OVERVIEW

4.1 PLAN DESCRIPTION

This Business Continuity Plan provides information and guidance for use by Band officials and staff and can be activated to assist with business continuity efforts at any level.

The introduction lays out the purpose and objectives as well as guiding principles of this Plan.

The next section summarizes the relationship between this Plan, Band Emergency Plans and external agencies Business Continuity Plans. Responsibility for keeping the Plan current and distributing the Plan is determined.

Section 5 describes the Band organization at large, with an accompanying Tahltan Band Council Organization Chart.

Section 6 describes the Band organization by Department, with reference to service priorities, threats to continuity and current resources. The organizational structure and roles of key personnel are anticipated in these TWO sections.

Continuity strategies are summarized in Section 7 - Checklists, including pre-identified service priorities and access to alternate resources.

Linked to the Main Plan are appendices with supplementary information of use.

During a business disruption, the Business Impact Analysis's (BIA) and checklists can be photocopied and/or printed from the main file so that the user can use them as a tool as they work through the impact assessment and continuity procedures.

**Upon notification of an incident turn to Section 6.0: Business Impact Analysis.
Review it and then turn to Section 7.0 BCP Checklists.**

4.2 Relationship to Band Emergency Plans & Other Business Continuity Plans

Currently there are two other plans linked to this Business Continuity Plan. Information for each plan details relevant information and information is intentionally not duplicated.

1. Tahltan Band Council Emergency Management Plan; and
2. Tahltan Band Council Evacuation Plan.

Other organizations that have direct daily involvement in or support to programs or services offered by the Band may have emergency and/or business continuity plans of their own. Consider engaging the following organizations in a conversation about the status of their business continuity plans:

- » First Nations Health Authority
- » Northern Health Authority
- » Iskut First Nation
- » Tahltan Development Corporation
- » Tahltan Central Government
- » Ministry of Transportation & Infrastructure and their maintenance contractor(s)
- » Stikine School District
- » Regional District Kitimat Stikine

4.3 Responsibility for the Plan

The Band Manager is responsible for keeping this Business Continuity Plan current by:

- » Review the entire Business Continuity Plan annually.
- » Assembling all comments and overseeing document revisions.
- » Notifying all Plan holders of any changes and providing revised pages or electronic files of the Plan.
- » Keeping Chief and Council, Department Managers and Band staff informed on the status of the Business Continuity Plan.

All Department Managers are responsible for periodically updating the Business Impact Analysis and continuity checklist pertaining to their respective departments.

The Band Manager is encouraged to arrange for training and exercises to familiarize Department Managers and Band staff members with their roles and responsibilities during a business interruption event, to ensure systems and equipment are maintained in a constant state of readiness, and to validate any aspect of the Business Continuity Plan. Training and practice opportunities may include snow days, power outages, computer server failures, and other ad-hoc opportunities to enhance preparedness for business interruption.

Refer to **Appendix 1-1 – Plan Maintenance - Record of Amendments** and **Appendix 1-2 – Plan Maintenance - Distribution Log** to track changes and distribution of the Business Continuity Plan.

4.4 Plan Distribution

The original copy of this Plan should remain with the Band Manager and copies distributed to:

- » Chief and Council;
- » Department Managers;
- » Department Staff; and
- » Emergency Program Coordinator.

A printed copy of the Band Manager’s Business Continuity Plan should be kept at an alternate off-site facility for redundancy. Digital copies can be maintained as part of the Band’s IT best practices (e.g., a cloud-based storage option).

5.0 TAHLTAN BAND COUNCIL ORGANIZATION

The Tahltan Band Council organization operates with the primary purposes of providing for:

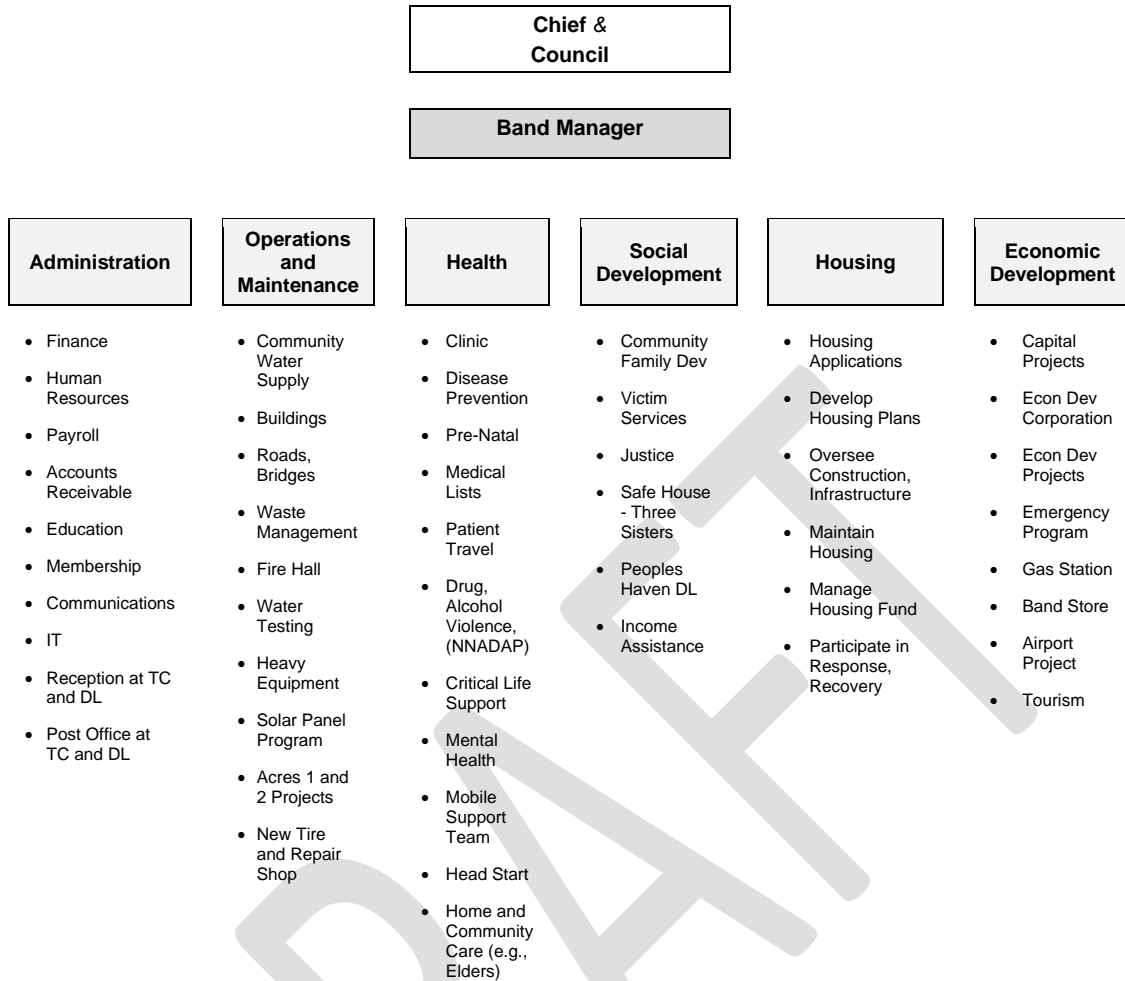
- » Good government for the community
- » Services, laws and other matters for the community benefit
- » Stewardship of public assets
- » The well-being of the community, the environment, Tahltan culture and language, and the economy

In addition to the elected officials, the Band governance relies on the following officials and their associated programs:

- » Band Manager
- » Administration Manager
- » Operations and Maintenance Manager
- » Health Manager
- » Social Development Manager
- » Housing Manager
- » Economic Development Manager

The Band provides services through these 6 main Departments under the direction of the Band Manager. The current organization is reflected in the structure shown in Figure 1.

Figure 1: Tahltan Band Council Band Organization Chart



All internal and external functions of the Band rely on simultaneous access to specific resources. Resources may be represented by several categories, including personnel and facilities.

Employees represent the most important resource in the Band, especially during a crisis. Elected officials and Band staff attend to the work of the municipality and ensure important services reach the public in a timely manner.

Four types of personnel currently serve the community:

- » Elected Officials
- » Band Staff, Full-Time, Part-Time and Temporary
- » Contractors
- » Volunteers

Following on the next page, figure 2 summarizes the approximate distribution of staff by facility.

Figure 2: Distribution of Band Staff

TBC Facility	Full-Time Staff	Part-Time Staff	Temp	Paid On Call
Band Office TC				
Maintenance Shelter and Yard (includes field personnel)				
Fire Hall				
People's Haven Building DL				
Post Office TC				
Post Office DL				
Other...				
Total				

Band services are delivered from the following facilities in Figure 3 owned and/or operated by the Tahltan Band Council.

Figure 3: Building Lists and Key Characteristics

Facility	Physical Address	Phone	Main Programs & Services	Back Up Generator (Y/N)
Band Office TC				
Maintenance Shelter and Yard (includes field personnel)				
Fire Hall				
People's Haven Building DL				
Post Office TC				
Post Office DL				
Other...				
Other...				

6.0 BUSINESS IMPACT ANALYSIS (BIA)

The Business Impact Analysis (BIA) for the Tahltan Band Council organization documents the rationale behind the business continuity plan. It defines the organization's perceived value in serving the public interest through targeted services and addresses the potential consequences of a business interruption to these services.

The BIA serves three primary purposes.

First, the BIA describes the Departments and the interdependencies that exist in daily operations, considering the entire organization.

Second, the BIA reviews the resources on which they depend, to highlight unique points of vulnerability in each Department. It considers possible loss events and how they may affect these services. This allows elected officials and Band staff to anticipate the loss of critical resources and consider alternative temporary solutions.

Third, the BIA helps determine priorities, or the relevant urgency of core services.

The Departments addressed include:

- » Chief and Council
- » Administration
- » Operations and Maintenance
- » Health
- » Social Development
- » Housing
- » Economic Development

Each Department is addressed in terms of the Department's functions, the core services it provides, the resources needed to support these functions, and the impacts of interruption.

6.1 Chief and Council

Department Name: Chief and Council

Physical Location: Band Office (Telegraph Creek)

Band Chief: Rick Mclean

Description: Chief and Council provides strategic vision, leadership, direction and governance on behalf of the Tahltan Band members. They oversee a broad range of cultural, spiritual, political, social, economic and administrative activities in the interests of the Band. Ultimately it is the responsibility of Chief and Council, through the Band Manager, to ensure that the systems and processes are in place to enable continuous daily operations, and minimal disruptions to programs and services. They are the decision makers for all governance and administrative activities.

Service	Impacts of Interruption	Maximum Allowable Downtime
1. Provide Leadership and Direction to Band Manager, Department Managers and Staff	Chief and Council must be able to govern under all circumstances. Interruption of the Band governance structure would mean delays in critical decision-making. Some Band operations could also be disrupted or delayed, potentially impacting programs and service delivery to the Band members. Impacts to economic partnerships could also result in financial hardship for the Band.	12 hours
2. Chief or Designate as Active Community Spokesperson	Chief and Council need to demonstrate when a major disruption occurs by communicating the circumstances with Band members, staff and external agencies. Inability to do so could result in a loss of organizational focus on resolving the disruption and delivery of essential or vital services to the community.	12 hours
3. Active Participation in Committees and Departments	Many of the departments and programs use committees to guide the delivery of vital services. Disruptions in the activities of some committees may have impacts on the service delivery.	48 hours for committee participation in critical service delivery
4. Pursuit of Rights and Title	Activities related to negotiation and support for court challenges could be time sensitive. Delays or disruptions in the ability of Chief and Council to maintain their involvement could result in setbacks or decisions by 3 rd parties that are not in the best interests of the Band membership.	1 week
5. Strategic Planning and Policy Development	Most strategic planning is of a longer-term nature so short-term disruptions tend not to have a significant impact on the process. However, in a major event it may be necessary for Chief and Council to engage in by-law or policy development in the short-term. Delays in their ability to engage could have consequences.	1 week

6.2 Band Manager

Department Name: Band Manager

Physical Location: Band Office (Telegraph Creek), People's Haven Family Service Centre (Dease Lake)

Band Manager: Rochelle Delaronde

Description: The Band Manager directs and administers delivery of all Band services by leading Department Managers. The Band Manager ensures staff will adhere to Band Council policy and makes recommendations to Chief and Council on a broad range of policy and administrative issues. The Band Manager is responsible for the efficient management of the Band, its officers, and employees.

Service	Impacts of Interruption	Maximum Allowable Downtime
<p>1. Provide Support to Chief and Council</p> <p>Inform and support Chief and Council. Lead the policy development process, including documenting and tracking Band Council Resolutions and Chief and Council's direct contact with Band staff.</p>	<p>Chief and Council must be able to govern under all circumstances. Interruption of the Band governance structure would mean delays in critical decision-making. Some Band operations could also be disrupted or delayed.</p>	12 hours
<p>2. Provide Leadership to Band Organization</p> <p>The Band Manager implements policy direction and decisions of Chief and Council and manages the Band daily operations. This requires setting objectives and strategies, resolving issues, and managing financial support for operations. The Band Manager chairs regular management meetings to support ongoing service delivery. In the event of an emergency the Band Manager would likely lead the BCP Committee as the Director.</p>	<p>Band leadership is essential and especially urgent in a situation where Band services are interrupted. Senior management of Band Departments is essential at all times. Disruption of this internal service could delay decision-making, coordination and service delivery.</p>	12 hours
<p>3. Communicate with Residents</p> <p>The Band Manager is responsible for keeping the community members informed about current issues and supports Chief and Council in delivering public information and assessing public opinion. As the BCP Committee Director during an emergency, the Band Manager generates all formal communication with residents of the Band.</p>	<p>Loss of Band Manager functionality would lead to public communication challenges and may affect public confidence in leadership.</p>	12 hours
<p>4. Manager Human Resources</p> <p>The Band Manager participates in the staff hiring process, staff discipline, and benefits management.</p>	<p>The Band hires new staff infrequently, although the process may be important in recovering from a business interruption. Human Resources management is an ongoing requirement.</p>	4 weeks
<p>5. Strategic Planning and Policy Development</p> <p>The Band Manager advises Chief and Council on policy development and carries the Band vision through the Tahltan Band Council and Administration Strategic Visioning and Work Plan.</p>	<p>Although Band policy development and the strategic planning process are important for managing the Band, they are not urgent. Most business interruption events would not seriously impact this internal service.</p>	3 months

6.3 Administration

Department Name: Administration Department

Physical Location: Band Office (Telegraph Creek), People's Haven Family Service Centre (Dease Lake)

Department Manager: Rochelle Delaronde (Band Manager)

Description: The Administration Department serves as the link between Council and Band Departments. In addition, the Administration Department provides information assistance, and advice to the general public with respect to the Band Council processes, reporting procedures and decisions.

Service	Impacts of Interruption	Maximum Allowable Downtime
<p>1. Finance</p> <p>Administration provides operational efficiency, financial planning, and accountability for the Band through accounting practices and internal control. The Department provides financial reporting and provides guidance for the overall financial stability of the Band. Finance Manager oversees the accounts payable, accounts receivable, payroll, and HR duties.</p>	<p>Finance staff could be engaged in EOC support positions for extended periods of time to within 7 days to 4 weeks, resulting in regular duties not being done; maximum allowable downtime can vary depending on financial management and mandatory reporting requirements.</p>	<p>Department management in place within 48 hours</p>
<p>2. Human Resources</p> <p>Administration carries out many of the human resources functions required including recruiting, hiring, and staff performance management.</p>	<p>Failure to conduct the HR functions during a time of business interruption would likely not have a large impact. In the event of an EOC activation for extended periods of time, the ability to hire temporary and/or back fill workers would need to be maintained.</p>	<p>4 weeks</p>
<p>3. Payroll</p> <p>Administration contracts out payroll processing services.</p>	<p>Failure to meet a payroll schedule could have immediate impacts on employees.</p>	<p>48 hours</p>
<p>4. Accounts Receivable</p>	<p>Failure in the accounts receivable function is not considered critical, as it would delay receivables that could be recovered at a later date.</p> <p>AR staff could be engaged in EOC support positions for extended periods of time to within 7 days to 4 weeks, resulting in regular duties not being done.</p>	<p>1 week</p>
<p>5. Accounts Payable</p>	<p>Delays could result in disruption of support services from external suppliers.</p>	<p>1 week</p>
<p>6. Education</p> <p>This department manages financial support to students attending high-school and University off-reserve.</p>	<p>Loss of this service could impact a student's ability to cover daily living costs while away at school. Possible delays in tuition payments, depending on time of year and length of disruption.</p>	<p>1 week</p>
<p>7. Membership</p> <p>Administration keeps track of the number of Tahltan Band members living on and off reserve. This includes registration, transfers and renewal.</p>	<p>Could impact ISC reporting requirements for statistical and funding purposes.</p>	<p>4 weeks</p>
<p>8. Communications</p> <p>Administration manages incoming and outgoing correspondence both for Chief and Council and</p>	<p>Failure to engage in correspondence or produce newsletter would have a small impact. The website could prove valuable as</p>	<p>12 hours</p>

<p>those of a general nature, including the Band’s website. The department helps with keeping the public informed about current issues in the Band.</p>	<p>a means of communicating progress to residents and business owners when communication is needed most.</p>	
<p>9. Information Technology Administration manages IT services through a single contractor. All system backups are currently retained on site.</p>	<p>The computer system is essential to the delivery of many Band services. With few redundancies in the Band’s network, an interruption to IT services could result in serious impacts to other services. There is a risk exposure with having important data on servers that reside inside the facility. IT contractor should have BCP plan for Tahltan.</p>	<p>12 hours</p>

DRAFT

6.4 Operations and Maintenance

Department Name: Operations & Maintenance

Physical Location:

Department Manager: Dwayne Etzerza

About the Department: Based out of Telegraph Creek. Performs work in both Telegraph Creek and Dease Lake.

Service	Impacts of Interruption	Maximum Allowable Downtime
1. Community Water Supply	Ability to ensure safe water supply for consumption; can be mitigated by boil water advisories. Ability to provide water for fire hydrants and suppression systems. Ability to provide potable water for domestic consumption.	Less than 12 hours for fire systems Less than 24 hours for domestic potable
2. Buildings Band buildings include: 1) Band Office; 2) Maintenance Shelter; 3) Fire Hall; 4) Health Clinic; 5) People's Haven; and 6) Safe House. Infrastructure personnel arrange for building maintenance and perform regular maintenance themselves.	Disruption in ability to provide daily programs; can be managed remotely from Dease Lake. Disruption or loss of facilities can impact other critical programs.	Within 48 hours
3. Roads and bridges	Delays in critical first responder and life-saving transportation and supplies. Delays in logistics support to response activities. Delays in regular delivery of food and gas supplies.	Within 48 hours
4. Waste Management, Transfer Station	Debris management from natural disaster or large event could be impacted. Public safety and health impacts possible if bears and/or vermin are attracted.	Less than 7 days
5. Fire Hall	Critical to community protection and support to emergency response.	Less than 12 hours
6. Water testing	Water quality testing on drinking water systems is critical to public health; this needs to be part of re-entry planning.	Confirmation of safe drinking water is required prior to re-entry and occupation of homes and offices. Testing completed less than 24 hours after impact.
7. Heavy Equipment	May be used to assist in response and recovery. Used in regular O&M activities.	Less than 12 hours
8. Fleet Maintenance	Vehicles that are required for response and recovery support need access to maintenance. Daily Band operations may be delayed.	Less than 12 hours for response support vehicles. Others may be required less than 48 hours after disruption.

6.5 Health

Department Name: Tahltan Health and Social Services Authority (THSSA) – Health Department

Physical Locations: Band Office (Telegraph Creek), Health Clinic (Telegraph Creek)

Department Manager: Christine Ball – Health Director

Description: The Tahltan Band office is located in Telegraph creek and provides governance and administrative oversight to the Health Department. The Health Clinic is located in Telegraph Creek and provides medical and mental health support services. There is nursing staff in the community and visiting health professionals (doctors, dentists).

Service	Impacts of Interruption	Maximum Allowable Downtime
Facilities – Band Office, Health Department (Telegraph Creek)	Delays or failure to provide oversight on delivery of critical health services and programs.	Management & governance of critical medical & support services should be re-established within 72 hours
Facilities – Health Clinic (Telegraph Creek)	Threat to life and health of clients. Impacts to patient pain management, health and healing.	Critical life-threatening medical services should be re-established same day within 12 hours; patient transfers to other regional medical facilities as required. Routine medical maintenance such as check-ups and medical prescriptions can occur at other medical facilities.
Critical Records Physical hard-copy records <ul style="list-style-type: none"> • Confidential program participants • Confidential client personal health & counselling • Confidential personnel records (staff and visiting doctors and nurses) • Program administration & accounting • Environmental health • Historical data Digital records <ul style="list-style-type: none"> • Servers • Desktop & laptop computers • USB thumb drives • Portable hard drives • Historical data on CD's, video tapes & floppy disks Reference materials <ul style="list-style-type: none"> • Health emergency plans • Reports, after action reviews 	Delays or failure to deliver critical services. Potential delays or impacts on program funding. Impacts to patient care.	Less than 12 hours. Current operational hard copy records should be physically removed during evacuation alert or order, or when a primary office must be evacuated. Digital record storage devices should be physically removed during evacuation alert or order. Historic hard copy records should be stored off site in safe & secure location. Reference materials can be removed if time allows.
Programs – Disease Prevention	Possible delays in critical patient care. Delays in public health education delivery.	Within 7 days

Programs – Pre-Natal	Possible delays in critical patient care. May require relocation to another community health facility.	Within 7 days
Programs – Patient Travel	Delays in critical patient care. May require relocation to another community health facility.	Within 48 hours
Programs - National Native Alcohol and Drug Abuse Program (NNADAP)	Delays in patient care and support.	Within 48 hours
Programs – Mental Health & Addictions	Deterioration of medical or mental health. Potential for addiction relapse.	Critical medical, mental health & addiction support services should be re-established within 48 hours or sooner.
Programs – Mobile Support	Delays to home support to patients. May require relocation to another community health facility.	Within 48 hours

DRAFT

6.6 Social Development

Department Name: Tahltan Health and Social Services Authority (THSSA) – Social Development Department

Physical Location: Band Office (Telegraph Creek), People’s Haven Family Service Centre (Dease Lake)

Department Manager: Richard (Rocky) Jackson

Description: Support programs are primarily offered at People’s Haven Family Service Centre in Dease Lake. Some in-community services are provided.

- » Mental health services;
- » Ku We Gahan justice program;
- » Aboriginal Headstart Program;
- » Home and community care;
- » Shelter services for women and children involved in domestic violence.

Service	Impacts of Interruption	Maximum Allowable Downtime
Facilities – Band Office, Social Development Department (Telegraph Creek)	Delays or failure to provide oversight on delivery of critical social services and programs.	Within 72 hours
Facilities - People’s Haven (Dease Lake)	Impacts to wellbeing of clients, including potential threats to life and health of clients. Impacts to mental and physical health and healing. Potential exposure to domestic violence threats.	Safehouse services should be re-established at another location within 24 hours. Critical medical, mental health & addiction support services should be re-established within 48 hours. Social support and home care programs should be re-established within 1 week; this may need to be done in remote locations if evacuation.
Critical Records Physical hard-copy records <ul style="list-style-type: none"> • Confidential program participants • Confidential client personal health & counselling • Confidential personnel records (staff and health professionals) • Program administration & accounting • Historical data Digital records <ul style="list-style-type: none"> • Servers • Desktop & laptop computers • USB thumbdrives • Portable hard drives • Historical data on CD’s & floppy disks Reference materials <ul style="list-style-type: none"> • Reports, after action reviews 	Delays or failure to deliver critical services. Potential delays or impacts on program funding. Impacts to client care.	Less than 12 hours. Current operational hard copy records should be physically removed during evacuation alert or order, or when a primary office must be evacuated. Digital record storage devices should be physically removed during evacuation alert or order. Historic hard copy records should be stored off site in safe & secure location. Reference materials can be removed if time allows.

Programs - Headstart	Disruption to early childhood and family development.	Headstart should be re-established within 1 month; target to re-establish within 1 or 2 weeks if an alternate site is available.
Programs – Community Family Development	Disruption in providing cultural and family development programs.	Within 4 weeks
Programs – Victim Services	Delay in providing support services to victims. Disruptions in administering Community Base Victim Services program and contract.	Within 48 hours
Programs - Justice	Delays in community justice programs & support to community members. Disruption in monitoring probation clients.	Within 48 hours
Programs – Home & Community Care	Impacts to patient care and well-being.	Home care programs should be re-established within 1 week or sooner depending on medical needs; this may need to be done in alternate locations if evacuation has occurred.
Programs - Safehouse	Impacts to mental wellbeing of clients. Potential exposure to domestic violence threats.	Safehouse services should be re-established at another secure location same day as major disruption or within 24 hours.
Programs – Post Office	Delay in mail services	Within 7 days

6.7 Housing Department

Department Name: Housing Department

Physical Location: People's Haven Family Service Centre (Dease Lake)

Department Manager: Teneal Nole

Description: The Housing Department plans, organizes and directs housing services to ensure all housing needs for the community are being met. It is responsible for managing housing applications, developing housing plans, overseeing the construction of housing and related infrastructure, managing and maintaining housing, managing the housing fund, oversight of the Stikine Housing Authority and participating in emergency response and recovery.

Service	Impacts of Interruption	Maximum Allowable Downtime
<p>1. Manage Housing Applications</p> <p>This service includes receiving applications and maintaining a list of those who need housing. The Department is responsible for communication with the client and updating them on their status. The Department receives an average of 2 applications a week.</p>	Delay in getting community into the housing plan.	4 weeks
<p>2. Develop Housing Plans</p> <p>This department develops housing plans to ensure housing needs are being met. It collects and assesses data on housing.</p> <p>Current activities are largely focused on home maintenance.</p>	Delay in the long-term housing planning could delay housing funding and community planning efforts. It may delay the construction of housing units based on seasonality.	3 months
<p>3. Oversee Construction of Housing and Related Infrastructure</p> <p>Fills the role of a general contractor overseeing all aspects of new housing construction and renovations to existing houses.</p>	Delay of construction may result in later occupancy and could increase construction costs.	7 days (when possible)
<p>4. Manage and Maintain Housing</p> <p>This department manages maintenance and renovations for 97 on-reserve and 24 off-reserve housing units. Public health and site inspections are conducted periodically.</p>	The impacts of delaying or overlooking maintenance could have impacts on health, safety, or ability of residents to participate in school or work.	12 hours
<p>5. Manage Housing Fund</p> <p>This includes managing funding from ISC and CMHC for the operation of the homes.</p>	Failing to manage the fund to its terms of reference could result in interim loss of funding. The Band could be put on the capital freeze list if they do not report on time.	4 weeks
<p>6. Participate in Emergency Response and Recovery, when needed</p> <p>Participate in the Advanced Planning Unit for scoping impacts and providing input into re-entry and long-term recovery planning.</p>	If there were delay in providing recovery services would have serious impacts on the housing element.	12 hrs
<p>7. Stikine Housing Authority</p> <p>Society that oversees the management of 18 homes in Dease Lake.</p>	Disruption in provision of services could result in delays for some community members getting into affordable housing.	3 months

6.8 Economic Development

Department Name: Economic Development Department

Physical Location: People's Haven Family Service Centre (Dease Lake)

Department Manager: James Henry

About the Department: The Economic Development Department participates in planning and securing funding for most of the Band's major capital projects. It identifies economic development opportunities and introduces them into the Band's long-term planning. The Department plays a vital role in ensuring financial revenues for the Band. Of particular importance are the hotel, café, store and gas station facilities in Telegraph Creek which can play an important logistical support role in larger emergency events that impact the community.

This department is also responsible for developing and coordinating emergency programs.

Service	Impacts of Interruption	Maximum Allowable Downtime
1. Capital Projects	Possible delays in project deliverables.	Less than 4 weeks
2. Economic Development Corporation	Revenue disruption. Possible delays in project deliverables.	Within 7 days
3. Economic Development Projects	Potential future revenue delays. Possible delays in project deliverable schedules.	Varied depending on contractual obligations.
4. Emergency Program	Potential immediate threats to public safety.	No down time
5. Gas Station	Critical to logistics support during response. Necessary to maintain daily activities and operations in the community. Disruptions in revenue.	Less than 48 hours
6. Store	Critical to logistics support during response. Necessary to maintain daily activities and operations in the community. Disruptions in revenue & employment to community members.	Less than 48 hours
7. River Song Cafe	Critical to logistics support during response. Necessary to maintain daily activities and operations in the community. Disruptions in revenue & employment to community members.	Less than 48 hours
8. River Song Lodge	Critical to logistics support during response. Necessary to maintain daily activities and operations in the community. Disruptions in revenue & employment to community members.	Less than 48 hours
9. Airport Project	No significant impacts if delays greater than 3 months	Less than 3 months
10. Tourism	Revenue disruption to Band owned businesses. Some possible impact to employment of community members.	Less than 7 days

6.9 Information Technology and Communications

Department Name: Information Technology (Contractor)

Physical Location: Band Office (Telegraph Creek), People's Haven Family Service Centre (Dease Lake)

Department Manager (reports to Band Manager): Rochelle Delaronde

Description: The Band has several computers that are connected through the internet and to local data servers. They are used for a variety of common business practices including communications and program management. Most of the software and tools are integral to daily operations. Software and online tools come from a variety of sources. There are federal and provincial government systems that the Band relies on for management and reporting purposes. Some installed software is shared across the departments and some is unique to individual departments. Most is Client/Server install but there is a transition over to cloud-based data storage being considered. Some staff have desktop computers, while others have laptops. Mobile technology is not really an option currently due to lack of connectivity. The Band utilizes a contractor for its maintenance and upgrades. Contractor support is available remotely over the phone and they do come to the community about once a month. The contractor has its own plans to maintain continuity of services to its clients, but does not have a formal dedicated business continuity plan for the Band.

Service	Impacts of Interruption	Maximum Allowable Downtime
1. Servers and Data Storage	Much of the Band's vital information is kept on data servers in the Band Office (Telegraph Creek) and at the People's Haven facility (Dease Lake). Loss of the servers would have potential catastrophic impact on Band information management. Until a cloud-based solution is in place, it is essential that these servers are secured immediately upon notice of a disruption that could affect the integrity of the network and/or facility.	Immediate
2. Telephones	Landline phones are the primary communications method in the community. There is no cellular service at this time. They are critical to Band Leadership, administration, program service delivery, and response support to emergency events.	12 hours
3. Internet Connectivity	All vital information technology systems depend on internet connectivity. A disruption in this service can cause delays in routine operations in all departments and programs. Some are essential services and can have an impact on the safety, health and wellness of community members. Access to some systems during an emergency event is necessary.	12 hours
4. General Software & Productivity Tools	Many of the common off-the-shelf tools, such as Word or Excel are important to daily operations and can cause delays in productivity. In the case of an emergency event, many of these tools are critical to information management and situational awareness. Internet connectivity is required for access to some social media tools, which are used extensively for inter-departmental and community communications.	12 hours
5. Federal Government Systems	ISC maintains tools for reporting of Band activities. This includes actuals and statistical data for activities related to financial management, membership and census, housing, social state, capital and critical infrastructure funding, and health among others. Many of these systems are linked to critical or essential community services. Many of these systems are owned and managed by other agencies and out of the control of the Band business continuity planning.	48 hours

6. Provincial Government Systems	The Province has several systems that are tied to Band activities related to education, health management, justice, and social development support. Many of these systems are linked to critical or essential community services. Many of these systems are owned and managed by other agencies and out of the control of the Band business continuity planning.	48 hours
7. First Nations Health Authority Systems	FNHA has systems that are related to public health and water quality. There can be interim mitigation solutions, such as boil water advisories or tracking on paper forms, but disruptions in their systems can cause delays in analysis and reporting for safe water quality.	1 week
8. Human Resource Systems	If there is an emergency event, HR systems may be required for hiring temporary workers. Regular HR information practices may be able to withstand some delay.	1 week
9. Financial Management Systems	Accounts Receivable and Accounts Payable can withstand some short-term disruption, that could result in an increased backlog for processing. Payroll is critical for staff and short-term disruptions may cause undue hardship. Delays in social financial support can also cause undue hardship to community members.	1 week
10. Housing Systems	Housing systems are integral to tracking housing capital and maintenance activities. Short term disruptions can result in delays to maintenance of Band member homes and increased backlog in workload for staff.	1 week

DRAFT

7.0 BCP CHECKLIST

The Checklists for the Tahltan Band Council organization documents the temporary measures and resources that may be needed to continue services following an interruption event. Checklists identify those essential functions that must continue if an emergency results in limited resources.

In addition, these checklists can help plan for loss prevention and reduction activities which can take place before an event occurs.

DRAFT

7.1 Chief and Council

Business Continuity	Chief and Council
Responsibilities:	<p>In all events that threaten the continuation of Band business, the seat of government must be maintained by Chief and Council. They ensure that any disruptions to the continuity of services minimize the cultural, spiritual, political, social, economic and administrative impacts to the community. Where daily operational systems and processes cannot function as intended, Chief and Council must ensure that minimum viable solutions are put in place and a focus on resolution is maintained. They will often rely on the expertise of the Band Manager, Department Managers, and staff.</p> <ol style="list-style-type: none"> 1. Assess the Situation – Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of Department coordination. Identify any risk positions to the Band, both internal and external. 2. Support Band Manager and Department(s) – Provide support as required and ensure that all actions are coordinated within the established priorities. Seek resources from external communities and agencies as necessary. 3. Develop / Approve Action Plans – Provide guidance and direction to the Band Action Planning process. Set strategic organizational priorities and ensure that they align with the operational priorities. 4. Inform Others – Keep current on status of disruption and resolution activities. Communicate to the community and external agencies as appropriate. 5. Participate in the BCP Committee – Ensure activation of the Tahltan Business Continuity Plan as appropriate. Participate in the BCP Committee as required and continuously monitor organizational effectiveness. Direct the overall business continuity efforts. 6. Continue Governance– Maintain the seat of government and continue the activities of Chief and Council.
Report To:	Community as a Whole
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that Band Manager has activated the Business Continuity Plan, and that impacts, and consequences are fully understood. <input type="checkbox"/> Ensure that direction, guidance, and ideal end state from Chief and Council is communicated to all staff and fully understood. <input type="checkbox"/> Communicate facts and consequences to the community and external agencies as appropriate. <input type="checkbox"/> Ensure that all essential services are functioning at a minimum viable level. <input type="checkbox"/> Approve financial support. <input type="checkbox"/> Receive daily and/or regular briefings from the Band Manager as required

<p>Main Checklist</p>	<p>1. Assess the Situation</p> <p>Collect information relevant to the service interruption event from a range of sources and meet with the Band Manager and Department Managers to discuss:</p> <ul style="list-style-type: none"> <input type="checkbox"/> social, business practice, financial, contractual, and/or reputation impacts <ul style="list-style-type: none"> <input type="checkbox"/> ID areas of vulnerability including critical records & services <input type="checkbox"/> Impacts on community and members <input type="checkbox"/> Critical relationships related to people, community, partners and / or agencies <input type="checkbox"/> Property and critical infrastructure <input type="checkbox"/> External service suppliers <input type="checkbox"/> Information technology <p>Continuity of mission-critical programs and business practices to identify:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Those that must continue same day <input type="checkbox"/> Those that may reduce to acceptable level of service or productivity <input type="checkbox"/> Those that can be postponed until a later date <input type="checkbox"/> If a need for alternate site(s), and for how long <input type="checkbox"/> Impacts on dependencies between internal programs <input type="checkbox"/> Impacts on dependencies with external programs <input type="checkbox"/> Recovery and mitigation needs, resources and timing <input type="checkbox"/> Minimum viable service delivery levels for affected departments and programs <input type="checkbox"/> Risk exposure to the Band and community <ul style="list-style-type: none"> <input type="checkbox"/> Identify appropriate personnel for participation in the BCP Committee. <p>2. Support Departments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish regular communications protocol for updates from the Band Manager. <input type="checkbox"/> Help Band Manager and Department Managers identify service delivery goals and ensure that all actions are coordinated within the established priorities. <input type="checkbox"/> Approve internal funding for resource requests, including temporary resources and alternate staff required for essential functions. <input type="checkbox"/> Ensure business hours appropriate to the nature of the interruption and status of minimum viable levels of services. <p>3. Develop / Approve Action Plans</p> <ul style="list-style-type: none"> <input type="checkbox"/> Participate in operational planning with the Band Manager, Department Managers and/or the BCP Committee <input type="checkbox"/> Ensure an appropriate planning cycle is in place. <input type="checkbox"/> Confirm with Band Manager and Department Managers that priorities and response objectives for affected areas are appropriate. <input type="checkbox"/> Set overall Band priorities and objectives for affected services. <input type="checkbox"/> Regularly review status of plans with Band Manager and Department Managers on progress, challenges, needs and opportunities.
------------------------------	---

	<p>4. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Hold regular briefings with Band Manager, Department Managers, and Band BCP Committee staff to keep them informed on status. This briefing should not be longer than 30 minutes. <input type="checkbox"/> Keep up to date on new information so all Band members are kept informed of the situation and interruption status. Approve media releases and other public information materials. <input type="checkbox"/> Regularly communicate to all staff, community members, and external agencies as appropriate. <p>5. Participate the BCP Committee Group</p> <ul style="list-style-type: none"> <input type="checkbox"/> Confirm who will be on the Committee and who will be leading it. <input type="checkbox"/> Set and communicate strategic business continuity objectives to the Committee. <input type="checkbox"/> Confirm the expectations and accountabilities of the Committee. <input type="checkbox"/> Monitor general staff activities to ensure that all appropriate actions are being taken. Continuously monitor the BCP Committee’s progress. <p>6. Continue Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Continue the regular functions and activities of Chief and Council to extent necessary. 												
<p>Service Priorities and Strategies:</p>	<p>If resources are limited, consider the following order of priority for re-establishing department services:</p> <table border="1" data-bbox="500 1075 1416 1470"> <thead> <tr> <th>Service</th> <th>Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td>1. Provide Leadership and Direction to Band Manager, Department Managers and Staff</td> <td>12 hours</td> </tr> <tr> <td>2. Chief or Designate as Active Community Spokesperson</td> <td>12 hours</td> </tr> <tr> <td>3. Active Participation in Committees and Departments (for critical services delivery)</td> <td>48 hours</td> </tr> <tr> <td>4. Pursuit of Rights and Title</td> <td>1 week</td> </tr> <tr> <td>5. Strategic Planning, Policy Development (for short-term critical needs)</td> <td>1 week</td> </tr> </tbody> </table> <p><u>Assess the Situation</u></p> <ul style="list-style-type: none"> » Consult Band Manager to identify impacted services » Ensure Band Manager and Department Managers review their Checklists <p><u>Participate in the initial Action Planning meeting with Band Manager, Department Managers and BCP Committee</u></p> <p><u>Contact external partners</u></p> <ul style="list-style-type: none"> » Notify external partner agencies and suppliers in support of the Band Manager as necessary <p><u>Ensure minimum viable levels of service delivery</u></p>	Service	Maximum Allowable Downtime	1. Provide Leadership and Direction to Band Manager, Department Managers and Staff	12 hours	2. Chief or Designate as Active Community Spokesperson	12 hours	3. Active Participation in Committees and Departments (for critical services delivery)	48 hours	4. Pursuit of Rights and Title	1 week	5. Strategic Planning, Policy Development (for short-term critical needs)	1 week
Service	Maximum Allowable Downtime												
1. Provide Leadership and Direction to Band Manager, Department Managers and Staff	12 hours												
2. Chief or Designate as Active Community Spokesperson	12 hours												
3. Active Participation in Committees and Departments (for critical services delivery)	48 hours												
4. Pursuit of Rights and Title	1 week												
5. Strategic Planning, Policy Development (for short-term critical needs)	1 week												

<p>Alternate Resources:</p>	<p>Consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Designated Alternate: 1) Elected Councillor, 2) Band Manager » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Other Band facilities » Other facilities in the community » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups as appropriate if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Allow Administration staff to work from home. » Retrieve computer servers. <p><u>For Vital Paper Records:</u></p> <ul style="list-style-type: none"> » Retrieve the following records, if safe to do so: <ul style="list-style-type: none"> ○ Administrative and operations files ○ Historic, Rights and Titles ○ Human Resource / Employee Files ○ Financial records and business agreements ○ Membership lists ○ Education ○ Any others of a sensitive or strategic nature <p><u>For Vehicles and Fuel:</u></p> <ul style="list-style-type: none"> » Use fleet vehicle if available or personal vehicle. <p><u>For Utilities:</u></p> <ul style="list-style-type: none"> » Move to alternate location if required
<p>Additional Aids</p>	<ul style="list-style-type: none"> » Contact List for Band Staff » Contact List for External Agencies

7.2 Band Manager

Business Continuity	Band Manager
<p>Responsibilities:</p>	<p>In all events that threaten the continuation of Band business, the Band Manager leads the Band response as the BCP Committee Director. The Band Manager establishes a regular schedule for reporting and coordination, including briefings and action plans.</p> <p>It is helpful to distinguish business continuity as temporary measures that allow staff to continue critical services, from disaster recovery efforts that restore, replace, or rebuild Band infrastructure. While both may require Band Manager attention, this checklist focuses on business continuity.</p> <ol style="list-style-type: none"> 1. Assess the Situation – Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of Department coordination. If required, locate temporary office space for essential functions and other activated services. 2. Support Department(s) – Provide support to Department Managers and ensure that all actions are coordinated within the established priorities. Approve resource requests, including temporary resources and alternate staff required for essential functions. Establish business hours appropriate to the nature of the emergency and status of essential services. 3. Develop / Approve Action Plans – Prepare Band Action Plans with Department Managers based on an assessment of the situation and available resources. Set priorities and response objectives for affected services. 4. Inform Others – Notify Chief and Council and other Band Department Managers that the plan has been activated. Keep the Chief and Council informed. Develop and approve public information materials. 5. Manage the BCP Committee – Activate the Tahltan Business Continuity Plan and establish the appropriate Committee staffing level and continuously monitor organizational effectiveness. Direct the overall business continuity efforts. 6. Continue Services – Continue the functions of Band Manager based on the availability of resources and the priorities set out below.
<p>Report To:</p>	<p>Chief and Council</p>
<p>Getting Started:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that Chief and Council are aware of the situation and impacts <input type="checkbox"/> Ensure that all Department Managers and impacted staff are aware of the situation and impacts. <input type="checkbox"/> Organize department staff to assist with business continuity. <input type="checkbox"/> Identify if impacts require some or all staff to relocate to different facilities <input type="checkbox"/> Identify alternate facilities and support services as necessary <input type="checkbox"/> Establish program and services delivery to minimum viable levels <input type="checkbox"/> Activate the BCP Committee <input type="checkbox"/> Mobilize department staff to assist with business continuity

<p>Main Checklist</p>	<p>1. Assess the Situation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Collect information relevant to the service interruption event from a range of sources, and meet with the Department Managers and staff to discuss <ul style="list-style-type: none"> <input type="checkbox"/> social, business practice, financial, contractual, and/or reputation impacts <ul style="list-style-type: none"> <input type="checkbox"/> ID areas of vulnerability including critical records & services <input type="checkbox"/> Impacts on community and members <input type="checkbox"/> critical relationships related to people, community, partners and or agencies <input type="checkbox"/> property & critical infrastructure <input type="checkbox"/> external service suppliers <input type="checkbox"/> information technology <input type="checkbox"/> continuity of mission-critical programs and business practices to identify <ul style="list-style-type: none"> <input type="checkbox"/> those that must continue same day <input type="checkbox"/> those that may reduce to acceptable level of service or productivity <input type="checkbox"/> those that can be postpone until later date <input type="checkbox"/> if a need for alternate site(s), and for how long <input type="checkbox"/> impacts on dependencies between internal programs <input type="checkbox"/> impacts on dependencies with external programs <input type="checkbox"/> recovery and mitigation needs, resources and timing <input type="checkbox"/> Determine minimum viable service delivery for each Department and program <input type="checkbox"/> Identify appropriate personnel for the initial activation of the BCP Committee. <p>2. Support Departments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish communications for regular contact with Department Managers. <input type="checkbox"/> Support Department Managers in considering their service delivery and ensure that all actions are coordinated within the established priorities. <input type="checkbox"/> Approve resource requests, including temporary resources and alternate staff required for essential functions. <input type="checkbox"/> Establish business hours appropriate to the nature of the interruption and status of minimum viable levels of services. <p>3. Develop / Approve Action Plans</p> <ul style="list-style-type: none"> <input type="checkbox"/> Define your operational planning period and communicate to Department Managers <input type="checkbox"/> Call at least one Planning Meeting in each period, and whenever the situation changes significantly. <input type="checkbox"/> Consult Department Managers regarding appropriate actions. Set priorities and response objectives for affected areas. <input type="checkbox"/> Set overall Band priorities and objectives for affected services. <input type="checkbox"/> Prepare Band Action Plans with Department Managers based on an assessment of the situation and available resources. <input type="checkbox"/> Identify steps to return to normal operations and include in plan <input type="checkbox"/> Regularly review status of plans with Department Managers on progress, challenges, needs and opportunities
------------------------------	--

	<p>4. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Chief and Council and other Department Managers that the plan has been activated. Keep the Chief and Council informed. <input type="checkbox"/> Hold regular briefings of all Band BCP Committee staff to keep them informed on status. This briefing should not be longer than 30 minutes, and may include activity summaries by Department Managers. <input type="checkbox"/> Keep up to date on new information so all Band members are kept informed of the situation and interruption status. Develop and approve media releases and other public information materials. <p>5. Manage the BCP Committee Group</p> <ul style="list-style-type: none"> <input type="checkbox"/> Confirm who will be on the Committee and who will be leading it; select a temporary location suitable for the BCP Committee if necessary. <input type="checkbox"/> Determine what is needed for the Business Continuity component, considering the response and recovery needs of the incident. <input type="checkbox"/> Confirm the expectations and accountabilities of the Committee. <input type="checkbox"/> Monitor general staff activities to ensure that all appropriate actions are being taken. Continuously monitor the BCP Committee’s progress. <p>6. Continue Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Continue the functions of Band Manager based on the availability of resources and the priorities set out below. 												
<p>Service Priorities and Strategies:</p>	<p>If resources are limited, consider the following order of priority for re-establishing department services:</p> <table border="1" data-bbox="496 1171 1416 1440"> <thead> <tr> <th>Service</th> <th>Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td>1. Provide Support to Chief and Council</td> <td>12 hours</td> </tr> <tr> <td>2. Provide Leadership to Band Organization</td> <td>12 hours</td> </tr> <tr> <td>3. Communicate with Residents</td> <td>12 hours</td> </tr> <tr> <td>4. Manage Human Resources</td> <td>4 weeks</td> </tr> <tr> <td>5. Strategic Planning, Policy Develop</td> <td>3 months</td> </tr> </tbody> </table> <p><u>Assess the Situation</u></p> <ul style="list-style-type: none"> » Consult all Department Managers to identify impacted services » Use <i>Band Manager Assessment of Impacted Departments Checklist</i> » Have Department Managers review their Checklist <p><u>Facilitate initial Action Planning meeting with all Department Managers and Chief and Council</u></p> <p><u>Contact external partners</u></p> <ul style="list-style-type: none"> » Notify external partner agencies and suppliers in support of the Band Manager function <p><u>Maintain minimum viable levels of service delivery</u></p>	Service	Maximum Allowable Downtime	1. Provide Support to Chief and Council	12 hours	2. Provide Leadership to Band Organization	12 hours	3. Communicate with Residents	12 hours	4. Manage Human Resources	4 weeks	5. Strategic Planning, Policy Develop	3 months
Service	Maximum Allowable Downtime												
1. Provide Support to Chief and Council	12 hours												
2. Provide Leadership to Band Organization	12 hours												
3. Communicate with Residents	12 hours												
4. Manage Human Resources	4 weeks												
5. Strategic Planning, Policy Develop	3 months												

<p>Alternate Resources:</p>	<p>Consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Designated Alternate: 1) Department Manager, 2) Chief or Council Member » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Move operations to suitable facility » Allow double occupancy of limited workstations (shifts) » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups as appropriate if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Allow Administration staff to work from home. » Retrieve computer servers. <p><u>For Vital Paper Records:</u></p> <ul style="list-style-type: none"> » Retrieve the following records, if safe to do so: <ul style="list-style-type: none"> ○ Administrative and operations files ○ Historic, Rights and Titles ○ Human Resource / Employee Files ○ Financial records and business agreements ○ Membership lists ○ Education ○ Any others of a sensitive or strategic nature <p><u>For Vehicles and Fuel:</u></p> <ul style="list-style-type: none"> » Use fleet vehicle if available or personal vehicle. <p><u>For Utilities:</u></p> <ul style="list-style-type: none"> » Move to alternate location if required
<p>Additional Aids</p>	<ul style="list-style-type: none"> » Contact List for Band Staff » Contact List for External Agencies » <i>Band Manager Assessment of Impacted Departments Checklist</i>

7.3 Administration

Business Continuity	Administration Department Manager
Responsibilities:	<p>The Administration Department provides administrative support to the other Departments and programs. Much of this support can be critical to ensure that community members receive continued access to necessary services and programs. The Administration Department is the primary financial management activity within daily Band operations and major disruptions can have a substantial impact.</p> <ol style="list-style-type: none"> 1. Assess the Situation - Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of inter-department coordination. Identify critical impacts to community members and programs. Determine the impacts to other supporting external agencies. Identify minimum viable level of services 2. Planning - Consult with staff to set priorities and objectives for continuity of services. Provide information to Band Manager for organizational business continuity planning. 3. Continue Services - Continue the functions of Department Manager based on the availability of resources and the priorities set out below. 4. Support Department(s) - Provide support to program leads and staff within your department, and other departments as required, and ensure that all actions are coordinated within the established priorities. Request additional support from Band Manager as required. 5. Inform Others - Notify Band Manager and other Band Department Managers of department status on a regular basis. Identify any messaging to clients, community members, and external partner agencies.
Report To:	Band Manager
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that all department staff are aware of the situation and impacts. <input type="checkbox"/> Organize department staff to assist with business continuity. <input type="checkbox"/> Identify if impacts require some or all staff to relocate to different facilities <input type="checkbox"/> Identify alternate facilities and support services as necessary <input type="checkbox"/> Establish program and services delivery to minimum viable levels
Main Checklist	<ol style="list-style-type: none"> 1. Assess the Situation <ul style="list-style-type: none"> <input type="checkbox"/> Collect information relevant to the service interruption event from a range of sources, in coordination with program staff and the other Department Managers. <input type="checkbox"/> Assess the magnitude and severity of impacts on the services of the Administration Department, considering the potential for future threat and consequences. Consider: <ul style="list-style-type: none"> <input type="checkbox"/> Impacts to other departments, community members, and external agencies <input type="checkbox"/> Risks to services normally provided by the Administration Department <input type="checkbox"/> Availability of personnel, facilities and other resources <input type="checkbox"/> Assistance available by external organizations, including contractors <input type="checkbox"/> Mobilize appropriate personnel to take actions to provide temporary support for high priority services. <input type="checkbox"/> Identify minimum viable service delivery options

	<p>2. Planning</p> <ul style="list-style-type: none"> <input type="checkbox"/> In consultation with staff, review progress and challenges, set priorities and objectives for affected department and program areas. <input type="checkbox"/> Advise Band Manager of status of progress, challenges and needs. <input type="checkbox"/> Participate in Planning meetings to provide the Department objectives for each operational period. <p>3. Continue Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish the means for regular communications with all Department staff and clients. <input type="checkbox"/> If required, select a temporary location suitable for managing the Department, after consulting with the Band Manager. <input type="checkbox"/> Set the business hours for the Department appropriate to the nature of the interruption and status of services. <input type="checkbox"/> Lead Department staff in continuing priority services, based on availability of resources. Hold regular meetings of Department staff to keep them informed on status actions they can take to support the selected core services. <input type="checkbox"/> Approve resource requests from your staff, including temporary resources required for essential functions, and forward to Band Manager. <input type="checkbox"/> Support specific services leaders among the staff to ensure that all actions are coordinated within the established priorities. <p>4. Support Departments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Through the BCP Committee, provide support to other Band departments and ensure that all actions are coordinated within established priorities. <p>5. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Band Manager and other Department Managers of progress and implications for other departments <input type="checkbox"/> Develop public messaging as necessary 																						
<p>Service Priorities and Strategies:</p>	<p>If resources are limited, consider the following order of priority for re-establishing department services:</p> <table border="1" data-bbox="493 1409 1411 1898"> <thead> <tr> <th data-bbox="493 1409 1240 1520">Service</th> <th data-bbox="1240 1409 1411 1520">Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td data-bbox="493 1520 1240 1558">1. Retrieve Critical Files and Computers</td> <td data-bbox="1240 1520 1411 1558">12 hours</td> </tr> <tr> <td data-bbox="493 1558 1240 1596">2. Re-establish IT systems including internet, comms & servers</td> <td data-bbox="1240 1558 1411 1596">12 hours</td> </tr> <tr> <td data-bbox="493 1596 1240 1633">3. Re-establish communications to community and external agencies</td> <td data-bbox="1240 1596 1411 1633">12 hours</td> </tr> <tr> <td data-bbox="493 1633 1240 1671">4. Re-establish Finance Department Management</td> <td data-bbox="1240 1633 1411 1671">48 hours</td> </tr> <tr> <td data-bbox="493 1671 1240 1709">5. Re-establish payroll processes</td> <td data-bbox="1240 1671 1411 1709">48 hours</td> </tr> <tr> <td data-bbox="493 1709 1240 1747">6. Re-establish accounts receivable</td> <td data-bbox="1240 1709 1411 1747">1 week</td> </tr> <tr> <td data-bbox="493 1747 1240 1785">7. Re-establish accounts payable</td> <td data-bbox="1240 1747 1411 1785">1 week</td> </tr> <tr> <td data-bbox="493 1785 1240 1822">8. Re-establish Education program</td> <td data-bbox="1240 1785 1411 1822">1 week</td> </tr> <tr> <td data-bbox="493 1822 1240 1860">9. Re-establish HR program</td> <td data-bbox="1240 1822 1411 1860">4 weeks</td> </tr> <tr> <td data-bbox="493 1860 1240 1898">10. Re-establish Membership program</td> <td data-bbox="1240 1860 1411 1898">4 weeks</td> </tr> </tbody> </table>	Service	Maximum Allowable Downtime	1. Retrieve Critical Files and Computers	12 hours	2. Re-establish IT systems including internet, comms & servers	12 hours	3. Re-establish communications to community and external agencies	12 hours	4. Re-establish Finance Department Management	48 hours	5. Re-establish payroll processes	48 hours	6. Re-establish accounts receivable	1 week	7. Re-establish accounts payable	1 week	8. Re-establish Education program	1 week	9. Re-establish HR program	4 weeks	10. Re-establish Membership program	4 weeks
Service	Maximum Allowable Downtime																						
1. Retrieve Critical Files and Computers	12 hours																						
2. Re-establish IT systems including internet, comms & servers	12 hours																						
3. Re-establish communications to community and external agencies	12 hours																						
4. Re-establish Finance Department Management	48 hours																						
5. Re-establish payroll processes	48 hours																						
6. Re-establish accounts receivable	1 week																						
7. Re-establish accounts payable	1 week																						
8. Re-establish Education program	1 week																						
9. Re-establish HR program	4 weeks																						
10. Re-establish Membership program	4 weeks																						

	<p><u>Assess the Situation</u></p> <ul style="list-style-type: none"> » Consult all program leads to identify impacted services » Use <i>Department Managers ID Business Recovery & Response Priorities Checklist</i> <p><u>Advise Leadership</u></p> <ul style="list-style-type: none"> » Notify Band Manager of impacts, critical needs and solutions <p><u>Continue with Critical Services</u></p> <ul style="list-style-type: none"> » Ensure minimum viable service levels
<p>Alternate Resources:</p>	<p>Consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Designated Alternate: 1) Department Manager, 2) Designated Program lead » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Move operations to a suitable facility » Allow double occupancy of limited workstations (shifts). » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups as appropriate if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Allow Housing staff to work from home. » Retrieve computer servers. <p><u>For Vital Paper Records:</u></p> <ul style="list-style-type: none"> » Salvage the following files, if safe to do so: <ul style="list-style-type: none"> ○ Personnel and HR ○ Financial operations ○ Historical, rights & title, land claims ○ Housing ○ Legal agreements ○ Membership ○ Education <p><u>For Vehicles and Fuel:</u></p> <ul style="list-style-type: none"> » If no fleet vehicles available, use personal vehicle <p><u>For Utilities:</u></p> <ul style="list-style-type: none"> » Move to alternate facility as available

Additional Aids	<ul style="list-style-type: none">» Contact List for Band Staff» Contact List for External Agencies» <i>Department Managers ID Business Recovery & Response Priorities Checklist</i>
------------------------	---

DRAFT

7.4 Operations and Maintenance

Business Continuity	Operations & Maintenance Manager
<p>Responsibilities:</p>	<p>The Operations & Maintenance Department ensures community critical infrastructure is operational. This includes water delivery systems for fire protection and public consumption. It also provides maintenance support to buildings and roads in the community and oversees the waste management program. During a major disruption, re-establishing critical infrastructure is often required before staff can safely return to their offices and community members their homes.</p> <ol style="list-style-type: none"> 1. Assess the Situation - Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of inter-department coordination. Identify critical impacts to community members and programs. Determine the impacts to other supporting external agencies. Identify minimum viable level of services 2. Planning - Consult with staff to set priorities and objectives for continuity of services. Provide information to Band Manager for organizational business continuity planning. 3. Continue Services - Continue the functions of Department Manager based on the availability of resources and the priorities set out below. 4. Support Department(s) - Provide support to program leads and staff within your department, and other departments as required, and ensure that all actions are coordinated within the established priorities. Request additional support from Band Manager as required. 5. Inform Others - Notify Band Manager and other Band Department Managers of department status on a regular basis. Identify any messaging to clients, community members, and external partner agencies.
<p>Report To:</p>	<p>Band Manager</p>
<p>Getting Started:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that all department staff are aware of the situation and impacts. <input type="checkbox"/> Organize department staff to assist with business continuity. <input type="checkbox"/> Identify if impacts require some or all staff to relocate to different facilities <input type="checkbox"/> Identify alternate facilities and support services as necessary <input type="checkbox"/> Establish program and services delivery to minimum viable levels
<p>Main Checklist</p>	<ol style="list-style-type: none"> 1. Assess the Situation <ul style="list-style-type: none"> <input type="checkbox"/> Collect information relevant to the service interruption event from a range of sources, in coordination with program staff and the other Department Managers. <input type="checkbox"/> Assess the magnitude and severity of the situation and potential for future threat, considering: <ul style="list-style-type: none"> <input type="checkbox"/> Impact to clients and community members <input type="checkbox"/> Risks to services normally provided by the Band <input type="checkbox"/> Availability of personnel, facilities and other resources <input type="checkbox"/> Assistance available by external organizations, including contractors <input type="checkbox"/> Identify minimum viable service delivery options

	<p>2. Planning</p> <ul style="list-style-type: none"> <input type="checkbox"/> In consultation with staff, review progress and challenges, set priorities and objectives for affected department and program areas. <input type="checkbox"/> Advise Band Manager of status of progress, challenges and needs. <input type="checkbox"/> Participate in Planning meetings to provide the Department objectives for each operational period. <p>3. Continue Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish the means for regular communications with all Department staff and clients. <input type="checkbox"/> If required, select a temporary location suitable for managing the Department, after consulting with the Band Manager. <input type="checkbox"/> Set the business hours for the Department appropriate to the nature of the interruption and status of services. <input type="checkbox"/> Lead Department staff in continuing priority services, based on availability of resources. Hold regular meetings of Department staff to keep them informed on status actions they can take to support the selected core services. <input type="checkbox"/> Approve resource requests from your staff, including temporary resources required for essential functions, and forward to Band Manager. <input type="checkbox"/> Support specific services leaders among the staff to ensure that all actions are coordinated within the established priorities. <p>4. Support Departments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Through the BCP Committee, provide support to other Band departments and ensure that all actions are coordinated within established priorities. <p>5. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Band Manager and other Department Managers of progress and implications for other departments <input type="checkbox"/> Develop public messaging as necessary 																		
<p>Service Priorities and Strategies:</p>	<p>If resources are limited, consider the following order of priority for re-establishing minimum levels to department and program services:</p> <table border="1" data-bbox="500 1409 1421 1860"> <thead> <tr> <th>Service</th> <th>Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td>1. Retrieve Critical Files and Computers</td> <td>12 hours</td> </tr> <tr> <td>2. Establish fire hall operations</td> <td>12 hours</td> </tr> <tr> <td>3. Establish water delivery for fire protection</td> <td>12 hours</td> </tr> <tr> <td>4. Availability of Band heavy equipment & fleet vehicles if required for response support</td> <td>12 hours</td> </tr> <tr> <td>5. Re-establish safe, tested potable water delivery</td> <td>24 hours</td> </tr> <tr> <td>6. Re-establish facilities for impacted Departments and programs</td> <td>48 hours</td> </tr> <tr> <td>7. Re-establish primary roads</td> <td>48 hours</td> </tr> <tr> <td>8. Re-establish waste management transfer station</td> <td>48 hours</td> </tr> </tbody> </table>	Service	Maximum Allowable Downtime	1. Retrieve Critical Files and Computers	12 hours	2. Establish fire hall operations	12 hours	3. Establish water delivery for fire protection	12 hours	4. Availability of Band heavy equipment & fleet vehicles if required for response support	12 hours	5. Re-establish safe, tested potable water delivery	24 hours	6. Re-establish facilities for impacted Departments and programs	48 hours	7. Re-establish primary roads	48 hours	8. Re-establish waste management transfer station	48 hours
Service	Maximum Allowable Downtime																		
1. Retrieve Critical Files and Computers	12 hours																		
2. Establish fire hall operations	12 hours																		
3. Establish water delivery for fire protection	12 hours																		
4. Availability of Band heavy equipment & fleet vehicles if required for response support	12 hours																		
5. Re-establish safe, tested potable water delivery	24 hours																		
6. Re-establish facilities for impacted Departments and programs	48 hours																		
7. Re-establish primary roads	48 hours																		
8. Re-establish waste management transfer station	48 hours																		

	<p><u>Assess the Situation</u></p> <ul style="list-style-type: none"> » Consult all program leads to identify impacted services » Use <i>Department Managers ID Business Recovery & Response Priorities Checklist</i> <p><u>Advise Leadership</u></p> <ul style="list-style-type: none"> » Notify Band Manager of impacts, critical needs and solutions <p><u>Continue with Critical Services</u></p> <ul style="list-style-type: none"> » Ensure minimum viable service levels
<p>Alternate Resources:</p>	<p>If physical relocation is necessary, consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Designated Alternates: 1) Department Manager, 2) Designated Program lead » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Move operations to suitable facility » Allow double occupancy of limited workstations (shifts) » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Allow Administration staff to work from home. <p><u>For Vital Paper Records:</u></p> <ul style="list-style-type: none"> » Salvage the following files, if safe to do so: <ul style="list-style-type: none"> ○ Department & program management files ○ Project plans ○ Department HR or staffing files ○ Historic water testing <p><u>For Vehicles and Fuel:</u></p> <ul style="list-style-type: none"> » If no fleet vehicles available, use personal vehicle. <p><u>For Utilities:</u></p> <ul style="list-style-type: none"> » Move to alternate facility as available
<p>Additional Aids</p>	<ul style="list-style-type: none"> » Contact List for Band Staff » Contact List for External Agencies » <i>Department Managers ID Business Recovery & Response Priorities Checklist</i>

7.5 Health

Business Continuity	Health Department Manager
Responsibilities:	<p>Many of the activities in the Health Department focus on the health of community members. This is either directly to individual medical needs or to public education of the community at large. Most of this work is conducted in a confidential environment so disruptions in the programs and services delivery can be particularly harmful to health-compromised community members. The Health Department has strong linkages to other departments and programs within the Band, but also to external agencies as well. The Manager of the Health Department is responsible to ensure that disruptions to the programs and services are minimized so that community members continue to receive the critical support that they need.</p> <ol style="list-style-type: none"> 1. Assess the Situation - Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of inter-department coordination. Identify critical impacts to community members and programs. Determine the impacts to other supporting external agencies. Identify minimum viable level of services 2. Planning - Consult with staff to set priorities and objectives for continuity of services. Provide information to Band Manager for organizational business continuity planning. 3. Continue Services - Continue the functions of Department Manager based on the availability of resources and the priorities set out below. 4. Support Department(s) - Provide support to program leads and staff within your department, and other departments as required, and ensure that all actions are coordinated within the established priorities. Request additional support from Band Manager as required. 5. Inform Others - Notify Band Manager and other Band Department Managers of department status on a regular basis. Identify any messaging to clients, community members, and external partner agencies
Report To:	Band Manager
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that all department staff are aware of the situation and impacts. <input type="checkbox"/> Organize department staff to assist with business continuity. <input type="checkbox"/> Identify if impacts require some or all staff to relocate to different facilities <input type="checkbox"/> Identify alternate facilities and support services as necessary <input type="checkbox"/> Establish program and services delivery to minimum viable levels

<p>Main Checklist</p>	<p>1. Assess the Situation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Collect information relevant to the service interruption event from a range of sources, in coordination with program staff and the other Department Managers. <input type="checkbox"/> Assess the magnitude and severity of the situation and potential for future threat, considering: <ul style="list-style-type: none"> <input type="checkbox"/> Impact to clients and community members <input type="checkbox"/> Risks to services normally provided by the Band <input type="checkbox"/> Availability of personnel, facilities and other resources <input type="checkbox"/> Assistance available by external organizations, including contractors <input type="checkbox"/> Identify minimum viable service delivery options <p>2. Planning</p> <ul style="list-style-type: none"> <input type="checkbox"/> In consultation with staff, review progress and challenges, set priorities and objectives for affected department and program areas. <input type="checkbox"/> Advise Band Manager of status of progress, challenges and needs. <input type="checkbox"/> Participate in Planning meetings to provide the Department objectives for each operational period. <p>3. Continue Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish the means for regular communications with all Department staff and clients. <input type="checkbox"/> If required, select a temporary location suitable for managing the Department, after consulting with the Band Manager. <input type="checkbox"/> Set the business hours for the Department appropriate to the nature of the interruption and status of services. <input type="checkbox"/> Lead Department staff in continuing priority services, based on availability of resources. Hold regular meetings of Department staff to keep them informed on status actions they can take to support the selected core services. <input type="checkbox"/> Approve resource requests from your staff, including temporary resources required for essential functions, and forward to Band Manager. <input type="checkbox"/> Support specific services leaders among the staff to ensure that all actions are coordinated within the established priorities. <p>4. Support Departments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Through the BCP Committee, provide support to other Band departments and ensure that all actions are coordinated within established priorities. <p>5. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Band Manager and other Department Managers of progress and implications for other departments <input type="checkbox"/> Develop public messaging as necessary
------------------------------	--

Service Priorities and Strategies:

If resources are limited, consider the following order of priority for re-establishing minimum levels to department and program services:

Service	Maximum Allowable Downtime
1. Retrieve Critical Files and Computers	12 hours
2. Establish Critical Life Saving Medical Support Services	12 hours
3. Relocate Safehouse	12 hours
4. Re-establish Social Department Manager Office	48 hours
5. Re-establish critical medical, mental health & addiction support services	48 hours
6. Re-establish Victim Services Program	48 hours
7. Re-establish Justice Program	48 hours
8. Re-establish home care support	1 week
9. Re-establish social support and home care programs	1 week
10. Re-establish Headstart Program	1 week
11. Re-establish Post Office Services	1 week
12. Re-establish Community Family Development	4 weeks

Assess the Situation

- » Consult all program leads to identify impacted services
- » Use ***Department Managers ID Business Recovery & Response Priorities Checklist***

Advise Leadership

- » Notify Band Manager of impacts, critical needs and solutions

Continue with Critical Services

- » Ensure minimum viable service levels

<p>Alternate Resources:</p>	<p>If physical relocation is necessary, consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Designated Alternates: 1) Department Manager, 2) Designated Program lead » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Move operations to suitable facility » Allow double occupancy of limited workstations (shifts) » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups as appropriate if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Allow Administration staff to work from home. <p><u>For Vital Paper Records:</u></p> <ul style="list-style-type: none"> » Retrieve the following files, if safe to do so: <ul style="list-style-type: none"> ○ Department & program management files ○ Client files, current and historic ○ Department HR or staffing files <p><u>For Vehicles and Fuel:</u></p> <ul style="list-style-type: none"> » If no fleet vehicles available, use personal vehicle. <p><u>For Utilities:</u></p> <ul style="list-style-type: none"> » Move to alternate facility as available
<p>Function Aids</p>	<ul style="list-style-type: none"> » Contact List for Band Staff » Contact List for External Agencies » <i>Department Managers ID Business Recovery & Response Priorities Checklist</i>

7.6 Social Development

Business Continuity	Social Development Department Manager
<p>Responsibilities:</p>	<p>Many of the activities in the Social Development Department focus on support to individuals to support the broader community health and wellness, particularly with the more vulnerable members. Most of this work is conducted in a confidential environment so disruptions in the programs and services delivery can be particularly harmful to community members and the community at large. The Social Development Department has strong linkages to other departments and programs within the Band, but also to external agencies as well. The Manager of the Social Development Department is responsible to ensure that disruptions to the programs and services are minimized so that community members continue to receive the critical support that they need.</p> <ol style="list-style-type: none"> 1. Assess the Situation - Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of inter-department coordination. Identify critical impacts to community members and programs. Determine the impacts to other supporting external agencies. Identify minimum viable level of services 2. Planning - Consult with staff to set priorities and objectives for continuity of services. Provide information to Band Manager for organizational business continuity planning. 3. Continue Services - Continue the functions of Department Manager based on the availability of resources and the priorities set out below. 4. Support Department(s) - Provide support to program leads and staff within your department, and other departments as required, and ensure that all actions are coordinated within the established priorities. Request additional support from Band Manager as required. 5. Inform Others - Notify Band Manager and other Band Department Managers of department status on a regular basis. Identify any messaging to clients, community members, and external partner agencies.
<p>Report To:</p>	<p>Band Manager</p>
<p>Getting Started:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that all department staff are aware of the situation and impacts. <input type="checkbox"/> Organize department staff to assist with business continuity. <input type="checkbox"/> Identify if impacts require some or all staff to relocate to different facilities <input type="checkbox"/> Identify alternate facilities and support services as necessary <input type="checkbox"/> Establish program and services delivery to minimum viable levels

<p>Main Checklist</p>	<p>1. Assess the Situation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Collect information relevant to the service interruption event from a range of sources, in coordination with program staff and the other Department Managers. <input type="checkbox"/> Assess the magnitude and severity of the situation and potential for future threat, considering: <ul style="list-style-type: none"> <input type="checkbox"/> Impact to clients and community members <input type="checkbox"/> Risks to services normally provided by the Band <input type="checkbox"/> Availability of personnel, facilities and other resources <input type="checkbox"/> Assistance available by external organizations, including contractors <input type="checkbox"/> Identify minimum viable service delivery options <p>2. Planning</p> <ul style="list-style-type: none"> <input type="checkbox"/> In consultation with staff, review progress and challenges, set priorities and objectives for affected department and program areas. <input type="checkbox"/> Advise Band Manager of status of progress, challenges and needs. <input type="checkbox"/> Participate in Planning meetings to provide the Department objectives for each operational period. <p>3. Continue Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish the means for regular communications with all Department staff and clients. <input type="checkbox"/> If required, select a temporary location suitable for managing the Department, after consulting with the Band Manager. <input type="checkbox"/> Set the business hours for the Department appropriate to the nature of the interruption and status of services. <input type="checkbox"/> Lead Department staff in continuing priority services, based on availability of resources. Hold regular meetings of Department staff to keep them informed on status actions they can take to support the selected core services. <input type="checkbox"/> Approve resource requests from your staff, including temporary resources required for essential functions, and forward to Band Manager. <input type="checkbox"/> Support specific services leaders among the staff to ensure that all actions are coordinated within the established priorities. <p>4. Support Departments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Through the BCP Committee, provide support to other Band departments and ensure that all actions are coordinated within established priorities. <p>5. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Band Manager and other Department Managers of progress and implications for other departments <input type="checkbox"/> Develop public messaging as necessary
------------------------------	--

Service Priorities and Strategies:

If resources are limited, consider the following order of priority for re-establishing minimum levels to department and program services:

Service	Maximum Allowable Downtime
1. Retrieve Critical Files and Computers	12 hours
2. Establish Critical Life Saving Addiction Support Services	12 hours
3. Relocate Safehouse	12 hours
4. Re-establish Social Department Manager Office	48 hours
5. Re-establish critical medical, mental health & addiction support services	48 hours
6. Re-establish Victim Services Program	48 hours
7. Re-establish Justice Program	48 hours
8. Re-establish home care support	1 week
9. Re-establish social support and home care programs	1 week
10. Re-establish Headstart Program	1 week
11. Re-establish Post Office Services	1 week
12. Re-establish Community Family Development	4 weeks

Assess the Situation

- » Consult all program leads to identify impacted services
- » Use ***Department Managers ID Business Recovery & Response Priorities Checklist***

Advise Leadership

- » Notify Band Manager of impacts, critical needs and solutions

Continue with Critical Services

- » Ensure minimum viable service levels

<p>Alternate Resources:</p>	<p>If physical relocation is necessary, consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Designated Alternates: 1) Department Manager, 2) Designated Program lead » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Move operations to suitable facility » Allow double occupancy of limited workstations (shifts) » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups as appropriate if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Allow Administration staff to work from home. <p><u>For Vital Paper Records:</u></p> <ul style="list-style-type: none"> » Retrieve the following files, if safe to do so: <ul style="list-style-type: none"> ○ Department & program management files ○ Client files, current and historic ○ Department HR or staffing files <p><u>For Vehicles and Fuel:</u></p> <ul style="list-style-type: none"> » If no fleet vehicles available, use personal vehicle. <p><u>For Utilities:</u></p> <ul style="list-style-type: none"> » Move to alternate facility as available
<p>Function Aids</p>	<ul style="list-style-type: none"> » Contact List for Band Staff » Contact List for External Agencies » <i>Department Managers ID Business Recovery & Response Priorities Checklist</i>

7.7 Housing

Business Continuity	Housing Department Manager
Responsibilities:	<p>The Housing Department plans, organizes and directs housing services to ensure all housing needs for the community are being met. It is responsible for managing housing applications, developing housing plans, overseeing the construction of housing and related infrastructure, managing and maintaining housing, managing the housing fund, oversight of the Stikine Housing Authority and participating in emergency response and recovery.</p> <ol style="list-style-type: none"> 1. Assess the Situation - Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of inter-department coordination. Identify critical impacts to community members and programs. Determine the impacts to other supporting external agencies. Identify minimum viable level of services 2. Planning - Consult with staff to set priorities and objectives for continuity of services. Provide information to Band Manager for organizational business continuity planning. 3. Continue Services - Continue the functions of Department Manager based on the availability of resources and the priorities set out below. 4. Support Department(s) - Provide support to program leads and staff within your department, and other departments as required, and ensure that all actions are coordinated within the established priorities. Request additional support from Band Manager as required. 5. Inform Others - Notify Band Administrator and other Band Department Managers of department status on a regular basis. Identify any messaging to clients, community members, and external partner agencies
Report To:	Band Manager
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that all department staff are aware of the situation and impacts. <input type="checkbox"/> Organize department staff to assist with business continuity. <input type="checkbox"/> Identify if impacts require some or all staff to relocate to different facilities <input type="checkbox"/> Identify alternate facilities and support services as necessary <input type="checkbox"/> Establish program and services delivery to minimum viable levels
Main Checklist	<ol style="list-style-type: none"> 1. Assess the Situation <ul style="list-style-type: none"> <input type="checkbox"/> Collect information relevant to the service interruption event from a range of sources, in coordination with program staff and the other Department Managers. <input type="checkbox"/> Assess the magnitude and severity of the situation and potential for future threat, considering: <ul style="list-style-type: none"> ○ Impact to clients and community members ○ Risks to services normally provided by the Band ○ Availability of personnel, facilities and other resources ○ Assistance available by external organizations, including contractors <input type="checkbox"/> Identify minimum viable service delivery options

	<p>2. Planning</p> <ul style="list-style-type: none"> <input type="checkbox"/> In consultation with staff, review progress and challenges, set priorities and objectives for affected department and program areas. <input type="checkbox"/> Advise Band Administrator of status of progress, challenges and needs. <input type="checkbox"/> Participate in Planning meetings to provide the Department objectives for each operational period. <p>3. Continue Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish the means for regular communications with all Department staff and clients. <input type="checkbox"/> If required, select a temporary location suitable for managing the Department, after consulting with the Band Administrator. <input type="checkbox"/> Set the business hours for the Department appropriate to the nature of the interruption and status of services. <input type="checkbox"/> Lead Department staff in continuing priority services, based on availability of resources. Hold regular meetings of Department staff to keep them informed on status actions they can take to support the selected core services. <input type="checkbox"/> Approve resource requests from your staff, including temporary resources required for essential functions, and forward to Band Administrator. <input type="checkbox"/> Support specific services leaders among the staff to ensure that all actions are coordinated within the established priorities. <p>4. Support Departments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Through the BCP Committee, provide support to other Band departments and ensure that all actions are coordinated within established priorities. <p>5. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Band Administrator and other Department Managers of progress and implications for other departments <input type="checkbox"/> Develop public messaging as necessary 																
<p>Service Priorities and Strategies:</p>	<p>If resources are limited, consider the following order of priority for re-establishing department services:</p> <table border="1" data-bbox="511 1409 1430 1829"> <thead> <tr> <th style="text-align: center;">Service</th> <th style="text-align: center;">Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td>1. Manage and Maintain Housing</td> <td>12 hours</td> </tr> <tr> <td>2. Participate in Emergency Response and Recovery</td> <td>12 hours</td> </tr> <tr> <td>3. Oversee Construction of Housing and Related Infrastructure</td> <td>7 days</td> </tr> <tr> <td>4. Manage Housing Fund</td> <td>4 weeks</td> </tr> <tr> <td>5. Manage Housing Applications</td> <td>4 weeks</td> </tr> <tr> <td>6. Develop Housing Plans</td> <td>3 months</td> </tr> <tr> <td>7. Stikine Housing Authority</td> <td>3 months</td> </tr> </tbody> </table>	Service	Maximum Allowable Downtime	1. Manage and Maintain Housing	12 hours	2. Participate in Emergency Response and Recovery	12 hours	3. Oversee Construction of Housing and Related Infrastructure	7 days	4. Manage Housing Fund	4 weeks	5. Manage Housing Applications	4 weeks	6. Develop Housing Plans	3 months	7. Stikine Housing Authority	3 months
Service	Maximum Allowable Downtime																
1. Manage and Maintain Housing	12 hours																
2. Participate in Emergency Response and Recovery	12 hours																
3. Oversee Construction of Housing and Related Infrastructure	7 days																
4. Manage Housing Fund	4 weeks																
5. Manage Housing Applications	4 weeks																
6. Develop Housing Plans	3 months																
7. Stikine Housing Authority	3 months																

	<p><u>Assess the Situation</u></p> <ul style="list-style-type: none"> » Consult all program leads to identify impacted services » Use <i>Department Managers ID Business Recovery & Response Priorities Checklist</i> <p><u>Advise Leadership</u></p> <ul style="list-style-type: none"> » Notify Band Manager of impacts, critical needs and solutions <p><u>Continue with Critical Services</u></p> <ul style="list-style-type: none"> » Ensure minimum viable service levels
<p>Alternate Resources:</p>	<p>If physical relocation is necessary, consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Designated Alternates: 1) Department Manager, 2) Designated Program lead » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Move operations to suitable facility » Allow double occupancy of limited workstations (shifts) » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups as appropriate if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Allow Administration staff to work from home. <p><u>For Vital Paper Records:</u></p> <ul style="list-style-type: none"> » Retrieve the following files, if safe to do so: <ul style="list-style-type: none"> ○ Department & program management files ○ Client files, current and historic <p><u>For Vehicles and Fuel:</u></p> <ul style="list-style-type: none"> » If no fleet vehicles available, use personal vehicle. <p><u>For Utilities:</u></p> <ul style="list-style-type: none"> » Move to alternate facility as available
<p>Additional Aids</p>	<ul style="list-style-type: none"> » Contact List for Band Members in Housing » Contact List for Band Staff » Contact List for External Agencies » <i>Department Managers ID Business Recovery & Response Priorities Checklist</i>

7.8 Economic Development

Business Continuity	Economic Development Department Manager
Responsibilities:	<p>The Economic Development Department plays a vital role in ensuring financial revenues for the Band. Of particular importance are the hotel, café, store and gas station facilities in Telegraph Creek which can play an important logistical support role in larger emergency events that impact the community.</p> <ol style="list-style-type: none"> 1. Assess the Situation – Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the impacts to community members and programs. Identify minimum viable level of services 2. Support Department –Ensure that all actions are coordinated within the established department priorities. Request additional support from Band Manager. 3. Planning – Consult with facilities staff to set priorities and response objectives for affected services. Provide information to Band Manager for organizational business continuity planning. 4. Inform Others – Notify Band Manager and other Band Department Managers of department status on a regular basis. Identify any messaging to clients, community members, and external partner agencies. 5. Continue Services – Continue the functions of Department Manager based on the availability of resources and the priorities set out below.
Report To:	Band Manager
Getting Started:	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that all department staff are aware of the situation and impacts. <input type="checkbox"/> Organize department staff to assist with business continuity. <input type="checkbox"/> Identify if impacts require some or all staff to relocate to different facilities <input type="checkbox"/> Identify alternate facilities and support services as necessary <input type="checkbox"/> Establish program and services delivery
Main Checklist	<ol style="list-style-type: none"> 1. Assess the Situation <ul style="list-style-type: none"> <input type="checkbox"/> Collect information relevant to the service interruption event from a range of sources, in coordination with the staff of other departments and facilities. <input type="checkbox"/> Assess the magnitude and severity of the situation and potential for future threat, considering: <ul style="list-style-type: none"> ○ Impact to community ○ Risks to services normally provided by the Band ○ Availability of personnel, facilities and other resources ○ Assistance available by external organizations, including contractors <input type="checkbox"/> Review and confirm Department priorities to achieve minimum viable service delivery

	<p>2. Support Department</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish communications for regular contact with Band Manager. <input type="checkbox"/> Ensure that all actions are coordinated within the identified Department priorities. <input type="checkbox"/> Request resources and support as required. <p>3. Planning</p> <ul style="list-style-type: none"> <input type="checkbox"/> In consultation with staff from hotel, café, store and gas station, review progress and challenges, set priorities and objectives for affected department and program areas. <input type="checkbox"/> Advise Band Manager of status of progress <p>4. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Band Manager and other Department Managers of progress and implications for other departments <input type="checkbox"/> Inform business partners and external agencies as necessary <input type="checkbox"/> Develop public messaging as necessary <p>5. Continue Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Continue the functions of Department Manager based on the availability of resources and the priorities set out below. 																				
<p>Service Priorities and Strategies:</p>	<p>If resources are limited, consider the following order of priority for re-establishing minimum levels to department and program services:</p> <table border="1" data-bbox="516 1186 1437 1795"> <thead> <tr> <th data-bbox="516 1186 1079 1270">Service</th> <th data-bbox="1079 1186 1437 1270">Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 1270 1079 1339">1. Ensure continuity of services by Band Emergency Program</td> <td data-bbox="1079 1270 1437 1339">No downtime</td> </tr> <tr> <td data-bbox="516 1339 1079 1381">2. Retrieve Critical Files and Computers</td> <td data-bbox="1079 1339 1437 1381">12 hours</td> </tr> <tr> <td data-bbox="516 1381 1079 1451">3. Establish staff and supplies, including fuel, to the hotel, café, store and gas station</td> <td data-bbox="1079 1381 1437 1451">48 hours</td> </tr> <tr> <td data-bbox="516 1451 1079 1520">4. Availability of Band heavy equipment & fleet vehicles if required for response support</td> <td data-bbox="1079 1451 1437 1520">48 hours</td> </tr> <tr> <td data-bbox="516 1520 1079 1562">5. Re-establish tourism activities as able</td> <td data-bbox="1079 1520 1437 1562">7 days</td> </tr> <tr> <td data-bbox="516 1562 1079 1631">6. Re-establish economic development corporation</td> <td data-bbox="1079 1562 1437 1631">7 days</td> </tr> <tr> <td data-bbox="516 1631 1079 1673">7. Re-establish capital projects</td> <td data-bbox="1079 1631 1437 1673">4 weeks</td> </tr> <tr> <td data-bbox="516 1673 1079 1743">8. Re-establish economic development projects</td> <td data-bbox="1079 1673 1437 1743">4 weeks</td> </tr> <tr> <td data-bbox="516 1743 1079 1795">9. Re-establish airport project</td> <td data-bbox="1079 1743 1437 1795">3 months</td> </tr> </tbody> </table>	Service	Maximum Allowable Downtime	1. Ensure continuity of services by Band Emergency Program	No downtime	2. Retrieve Critical Files and Computers	12 hours	3. Establish staff and supplies, including fuel, to the hotel, café, store and gas station	48 hours	4. Availability of Band heavy equipment & fleet vehicles if required for response support	48 hours	5. Re-establish tourism activities as able	7 days	6. Re-establish economic development corporation	7 days	7. Re-establish capital projects	4 weeks	8. Re-establish economic development projects	4 weeks	9. Re-establish airport project	3 months
Service	Maximum Allowable Downtime																				
1. Ensure continuity of services by Band Emergency Program	No downtime																				
2. Retrieve Critical Files and Computers	12 hours																				
3. Establish staff and supplies, including fuel, to the hotel, café, store and gas station	48 hours																				
4. Availability of Band heavy equipment & fleet vehicles if required for response support	48 hours																				
5. Re-establish tourism activities as able	7 days																				
6. Re-establish economic development corporation	7 days																				
7. Re-establish capital projects	4 weeks																				
8. Re-establish economic development projects	4 weeks																				
9. Re-establish airport project	3 months																				

	<p><u>Assess the Situation</u></p> <ul style="list-style-type: none"> » Consult economic facility supervisors to identify impacted services » Use <i>Department Managers ID Business Recovery & Response Priorities Checklist</i> <p><u>Advise Leadership</u></p> <ul style="list-style-type: none"> » Notify Band Manager of impacts, critical needs and solutions <p><u>Continue with Critical Services</u></p> <ul style="list-style-type: none"> » Ensure minimum viable service levels
<p>Alternate Resources:</p>	<p>If physical relocation is necessary, consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Designated Alternates: 1) Department Manager, 2) Band Manager » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Move operations to suitable facility » Allow double occupancy of limited workstations (shifts) » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Allow Administration staff to work from home. <p><u>For Vital Paper Records:</u></p> <ul style="list-style-type: none"> » Salvage the following files, if safe to do so: <ul style="list-style-type: none"> ○ Department & program management files ○ Project plans ○ Department HR or staffing files <p><u>For Vehicles and Fuel:</u></p> <ul style="list-style-type: none"> » If no fleet vehicles available, use personal vehicle. <p><u>For Utilities:</u></p> <ul style="list-style-type: none"> » Move to alternate facility as available
<p>Additional Aids</p>	<ul style="list-style-type: none"> » Contact List for Band Staff » Contact List for External Agencies and Business Partners » <i>Department Managers ID Business Recovery & Response Priorities Checklist</i>

7.9 Information Technology & Communications

Business Continuity	Information Technology Support Provider
<p>Responsibilities:</p>	<p>Reliance on technology creates both efficiencies and risk exposures. The Band relies on several types in its daily operations, and disruptions in most of them can have a direct impact on critical essential services to the community. The remote location of the Band and limited internet connectivity that is dependent on a 3rd party provider can compound these impacts. There is no dedicated IT staff in the Band, so maintenance and support services are available remotely and scheduled monthly on site by a contractor who is an 8-hour drive away. NOTE: <i>The contractor should have its own plan for providing continuity of service to the Band.</i></p> <ol style="list-style-type: none"> 1. Assess the Situation – Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of response. Coordinate all activity through the Administration Department Manager. 2. Support Department(s) – Activate your company plan for continuity of services as necessary. As required, provide remote support or attend site. Ensure that all actions are coordinated within the established priorities set by the Band Manager. Provide additional help as requested. 3. Develop IT Recovery Plan – Prepare a plan based on an assessment of the situation and available resources. Set priorities and response objectives for affected services. Confirm and get approval from the Band Manager. 4. Inform Others – Notify Band Manager and affected Department Managers that the plan has been activated. Provide regular updates. 5. Confirm Systems Operational – Test and confirm all systems are operational and report status to Band Manager.
<p>Report To:</p>	<p>Band Manager</p>
<p>Getting Started:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Receive situation report from the Band Manager and attempt to resolve remotely. <input type="checkbox"/> Confirm that servers are operational and/or have been removed to a secure location <input type="checkbox"/> Identify if impacts require support staff on site <input type="checkbox"/> Consult your company plan for continuity of services to Band

<p>Main Checklist</p>	<p>1. Assess the Situation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Collect information relevant to the service interruption event from Band Manager and the Department <input type="checkbox"/> Confirm that the servers are operational and/or have been removed to a safe location <input type="checkbox"/> Communicate your company plan for providing continuity of service to the Band <input type="checkbox"/> Identify areas of vulnerability including critical records & systems <input type="checkbox"/> Confirm with Band Manager the priority systems to restore <input type="checkbox"/> Determine needs for each affected Department and program to enable their minimum viable service delivery <p>2. Support Departments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish communications for regular support with Department Managers. <input type="checkbox"/> Support Department Managers in considering their service delivery and ensure that all actions are coordinated within the established priorities. <input type="checkbox"/> Provide necessary resources to resolve situation <p>3. Develop / Approve Action Plans</p> <ul style="list-style-type: none"> <input type="checkbox"/> Consult Department Managers regarding appropriate actions. Set priorities and response objectives for affected areas. <input type="checkbox"/> Identify your plan and communicate with an estimated time to completion to Band Manager and Department Managers <input type="checkbox"/> Regularly review status of your plan with Department Managers <p>4. Inform Others</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Band Manager of progress, challenges, needs and opportunities <input type="checkbox"/> Notify Band Manager and Department Manager(s) as systems come back online and restoration to minimum or full-service levels is achieved 																						
<p>Service Priorities and Strategies:</p>	<p>If resources are limited, consider the following order of priority for re-establishing department services:</p> <table border="1" data-bbox="516 1377 1435 1892"> <thead> <tr> <th>Service</th> <th>Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td>1. Servers and Data Storage</td> <td>Immediate</td> </tr> <tr> <td>2. Telephones</td> <td>12 hours</td> </tr> <tr> <td>3. Internet Connectivity</td> <td>12 hours</td> </tr> <tr> <td>4. General Software & Productivity Tools</td> <td>12 hours</td> </tr> <tr> <td>5. Federal Government Systems</td> <td>48 hours</td> </tr> <tr> <td>6. Provincial Government Systems</td> <td>48 hours</td> </tr> <tr> <td>7. First Nations Health Authority Systems</td> <td>1 week</td> </tr> <tr> <td>8. Financial Management Systems</td> <td>1 week</td> </tr> <tr> <td>9. Human Resource Systems</td> <td>1 week</td> </tr> <tr> <td>10. Housing Systems</td> <td>1 week</td> </tr> </tbody> </table>	Service	Maximum Allowable Downtime	1. Servers and Data Storage	Immediate	2. Telephones	12 hours	3. Internet Connectivity	12 hours	4. General Software & Productivity Tools	12 hours	5. Federal Government Systems	48 hours	6. Provincial Government Systems	48 hours	7. First Nations Health Authority Systems	1 week	8. Financial Management Systems	1 week	9. Human Resource Systems	1 week	10. Housing Systems	1 week
Service	Maximum Allowable Downtime																						
1. Servers and Data Storage	Immediate																						
2. Telephones	12 hours																						
3. Internet Connectivity	12 hours																						
4. General Software & Productivity Tools	12 hours																						
5. Federal Government Systems	48 hours																						
6. Provincial Government Systems	48 hours																						
7. First Nations Health Authority Systems	1 week																						
8. Financial Management Systems	1 week																						
9. Human Resource Systems	1 week																						
10. Housing Systems	1 week																						

<p>Alternate Resources:</p>	<p>Consider contingencies in the order shown for each resource type:</p> <p><u>For Personnel:</u></p> <ul style="list-style-type: none"> » Make use of other qualified personnel within the Band. <p><u>For Facilities:</u></p> <ul style="list-style-type: none"> » Move operations to suitable facility » Allow double occupancy of limited workstations (shifts) » Allow staff to work from home. <p><u>For Office Equipment:</u></p> <ul style="list-style-type: none"> » Borrow office equipment from another Band function. » Rent or purchase office equipment. <p><u>For Communications:</u></p> <ul style="list-style-type: none"> » Use landlines and email if available » Use dedicated private Facebook groups as appropriate if internet available <p><u>For Information Technology Hardware and Data:</u></p> <ul style="list-style-type: none"> » Consult with IT contractor. » Secure Servers to a safe location » Allow Administration staff to work from home. » Retrieve computer servers.
<p>Additional Aids</p>	<ul style="list-style-type: none"> » Contact List for Band Staff