

## **Business Continuity Planning – Town of Georgina**

- The objective of Business Continuity Planning is to set out a strategy for how your organization would continue to operate and deliver high priority services in the event of a disruption.
- The Senior Management Team, Fire Services and all Departments at the Town of Georgina, lead through Mr. Nastke and his team, spent a substantial amount of time in 2019 undertaking business continuity planning.
- While it's important for all organizations to have Business Continuity Plans – it is vital for organization like the Town of Georgina – given that we deliver essential services.
- At our request, the York Region Emergency Management Office supported our 2019 business continuity planning through the provision of Senior Management Team and staff training and through leading working sessions with each Department, this has certainly proved to have been off extreme value right now to keep everyone focused and on track.
- This resulted in each department:
  - Developing an inventory of all functions within their area categorized by high, medium or low priority; as well as
  - A high level strategy for continuing to deliver services in the event of three different scenarios: loss of staff, loss of site, and loss of technology (eg. cyber attack)
- They also led the Senior Management Team through a process to identify the top five priorities across the corporation being:

- Fire Suppression, Crisis Communication, Water & wastewater monitoring technology, Winter Road Maintenance, and Payroll
- We continue to undertake work in 2020 including:
  - Developing more detailed Business Continuity Plans for the top five priorities
    - In fact – comprehensive plans are already completed for Fire Suppression and Crisis Communication
  - We are also finalizing the IT Disaster Recovery Plan (which was a recommendation in the Corporate IT Strategy)
  - A Business Continuity Planning policy is also being developed for Council consideration
- Having conducted fulsome business continuity planning over the past several months has placed the Town in a good position to respond to the current COVID-19 situation and support our emergency plan.
- The scenarios we planned for align with potential COVID-19 impacts:
  - including a potential loss of staff through sickness and or self isolation
  - and indirectly
    - the loss of a centralized office – the Civic Centre – as Health Authorities continue to strongly encourage work-from-home practices.
- Our extensive Business Continuity Planning combined with our practice of developing comprehensive Departmental Performance Plans on annual basis
  - has and will enhance our ability to re-prioritize quickly, while having a clear picture of the impacts:

- ultimately allowing the Town to be more agile and resilient through this unprecedented time
  - Our Chief's words have already provided Council, staff and the public with a very clear picture of a well organized approach to the responses and utilization of resources and the importance of business continuity to support the provisions of our emergency plan.
  - It is necessary however for us to reduce our non essential service levels now and in the coming weeks to ensure proper support of our essential services such Fire and Emergency Services, Roads, Water and Wastewater. These reductions in non essential services are something that most municipalities across the country are faced with and having to quickly adjust to as a result of the measures required to help reduce the spread and reduce the curve of COVID-19.
  - These are nothing less than unprecedented and dynamic times that we now face.
  - The health and safety of our staff and the public remain at the forefront as we navigated through this crisis.
- Thank you.

