



*Q MEC Net*

# **MNPCHA Managing Through Disaster**

15 October 2018



# Bottom line up Front, Disasters happen



“Disasters” are out of your control.  
Their impact  
**IS IN YOUR CONTROL.**

How to n  
panic, pr

Plan

Plan and pra

Plan, practise

Plan, practise

Repeat

WE  
*are*  
WHAT WE  
*repeatedly*  
DO.  
-aristotle

Make it a process and not an event.

Questions?



# Key areas

- Protection of People and pets
- Protection of Physical Property
- Protection of the entity

# Key areas

- Protection of resident (including pets) **and staff**
  - This is covered comprehensively by Public Safety Canada, **72 hours**, which I won't repeat

## Highlights for people with special needs

- **72 hours of service dog needs/id/shots - license**
- **Special needs/Life sustaining equipment....**  
**Backup? Power? Testing and status**
- **Mobility...evacuation chair supply/distribution**
- **Spare deep-cycle battery, tire repair kit**
- **Are you aware of everyone's needs? Not all disabilities are visible. Impact of stress on"**
  - **Their mobility**
  - **Their ability to communicate or react**
- **7 day supply of meds as some might be hard to acquire**

# Key areas

- Protection of Physical Property,
  - Looking passed the residents personal property – too much focus can be placed on the residents which leaves your responsibilities at risk

We must have a building wide plan and responsibility list,

- HVAC, water, waste water, security systems, utilities, data security, back up power (and a priority of effort), stairwells, laundry rooms, gyms, pools....
- Who is responsible for all of the above/contractors who support
- Staff list
  - current shift
  - oncoming shift
  - Transient or contractors in the facility.....

# Key areas

- Protection of the entity,

Current copy of

- Charter, articles, bylaws, rules and regulations
  - minutes
- Financial statements, budgets and tax documents
  - Bank accounts, certificates of deposit and money market funds
- Insurance policies

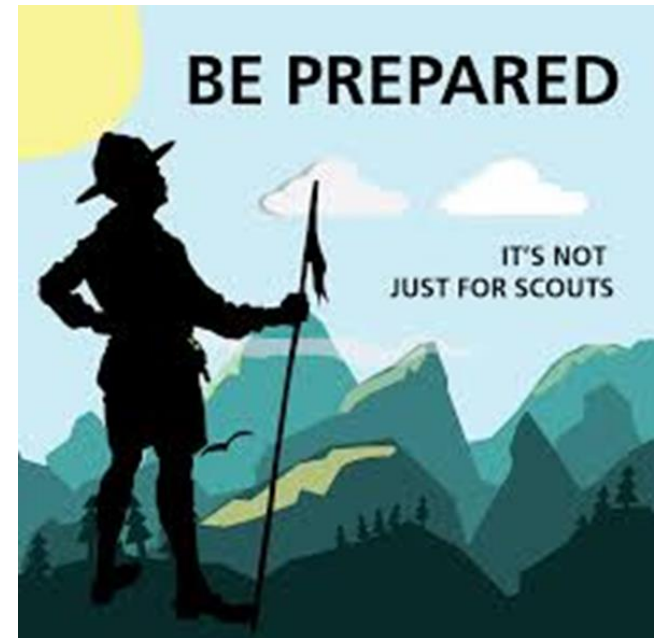
Contact info for

- Legal rep
- Accountant
- All contracted services/supply companies
- INSURANCE REP
- Offsite data storage



# Last Thoughts

- Mutual aid
- Plans
  - Distribution
  - Maintenance
  - Training of staff
- Media relations.....
- Resident relations
- Reoccupation plans
- Dealing with insurance companies
  - Keep everything, immediately
  - Make a record of every conversation ☹️



# Conclusion

- Summary
- Overwhelming task
- **Shameless pitch** for QMEC Net, plan development, training, exercises/drills
- **[www.qmecnet.ca](http://www.qmecnet.ca)**





Building Partnerships Conference

# Business Continuity

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Brandon, MB



# Business Continuity Planning (BCP)

- Why?
- What?
- How?
- When?

# Risk Assessment

- Identify risks, hazards and vulnerabilities
  - Exposure, probability, etc.
- Assess risks
  - What is most likely to occur and why?
  - What can be done about them now?
- Helps determine the most effective use of resources

# Business Impact Analysis (BIA)

- Identify and prioritize your services and functions
- Determine and define a minimum operating standard for your critical functions
- Determine supporting resources for these functions
- Identify dependencies, critical service providers, suppliers, and vital stakeholders
- Identify any unique or specialized operational requirements

# Strategy and Planning

- Identify priorities
- Identify options for addressing problem areas
- What is most cost-effective?
- Plan for implementation

# Incident Response

- Define roles and responsibilities
- Identify lines of authority
- Plan for succession



# Plan Documentation

- Purpose
- Scope
- Objectives
- Team and time-based roles, responsibilities and actions

# Plan Documentation

- Resource requirements
- Logistics support
- Communications
- Incident-specific or hazard action plans

# We're Not Done Yet....

- Coordination with partners and stakeholders
- Awareness, education and training
- Plan Exercises and simulations
- Continuous (cyclical) improvement

# Thank You!

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