



PUBLIC HEALTH AGENCY *of* CANADA
AGENCE DE LA SANTÉ PUBLIQUE *du* CANADA



Public Health
Agency of Canada

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publique du Canada

Canada

BUSINESS CONTINUITY PLANNING -BCP

Quarantine service has collaborated on Communicable Disease Plan for Toronto Airport – basically outlined as the process just described

Response Plan has been the Business Continuity Plan developed by the Greater Toronto Airport Authority – now under copyright and not available to myself or other members of our delegation

That is, it is not my area of expertise!!!!

BUSINESS CONTINUITY PLANNING -BCP

Transport Canada gives overall guidance and mandates that airports in Canada develop Business Continuity Plans

Plans are the responsibility of the airports

13 Canadian Airports have international traffic – 6 have Quarantine Stations

Plans are developed separately but some consultation between

BUSINESS CONTINUITY PLANNING

Greater Toronto Airport Authority (GTAA) responsible for
Toronto Pearson International Airport

Because of experience with SARS and the economic effects
Toronto was very aware of potential problems with a
Pandemic

Local Response planning (BCP) has been taking place for 5
years – H5N1 was the perceived threat

BUSINESS CONTINUITY PLANNING

Initial Actions

- Established working relationship with Quarantine MD
- Integrated Quarantine staff into Emergency Management infrastructure
- Established airport working group, including local Public Health, to address specific PH procedures
- Incorporated Communicable Disease topics at regular advisory meetings
- Conducted full scale exercises on CD topics

BUSINESS CONTINUITY PLANNING

Response Plan identified critical airport services and operations

Promoted similar BCP planning with all airport partners (airlines, retail operations, etc)

Established supplies that would be necessary for short term (<24 hours) isolation at airport

Act as distribution/communication centre between PHAC (and others) to airport partners

BUSINESS CONTINUITY PLANNING

Assumption that 15 to 35% absenteeism will occur
(median 25%)

Form a Corporate Steering Committee/Manager to oversee
process

Establish a working group to identify ESSENTIAL
services/operations

Identify required skill sets for those roles

Identify staff who have multiple skill sets

Allow those staff to act in role to gain experience

BUSINESS CONTINUITY PLANNING

Maintaining Delivery

Identify Service

Specify Responsible Individual/Contact details

Detail how to activate

Impact on Business

Action Plan – notifications, communications, reallocation
strategy, change in scope of service

Resource needs

Training needs

BUSINESS CONTINUITY PLANNING

SERVICE/FUNCTION

Current Staff Level

Number less 35%

Affect on Delivery

SOLUTION?

Reduce/terminate function

Reallocate resource

Split shifts – separate

Eliminate shift contact

Work from home

Contract out

BUSINESS CONTINUITY PLANNING

Preparedness Checklist

Roles & Responsibilities

Check if addressed in Plan

Who is responsible for activation?

Is there a process for activation?

Is there a communication strategy to employees and partners?

BUSINESS CONTINUITY PLANNING

Preparedness Checklist

INPUT:

Check if addressed in Plan

Senior officials

Legal

Community partners

Labour unions

BUSINESS CONTINUITY PLANNING

Preparedness Checklist

Are roles clear?:

Check if addressed in Plan

**Who makes which
decisions?**

Who notifies stakeholders?

**Is BCP integrated with
Emergency Plans?**

Who procures resources?

Who approves Plan?

BUSINESS CONTINUITY PLANNING Preparedness Checklist

How will you test the Plan?

Check if addressed in Plan

**How will you test
communications?**

**Is there a contact list –
internal and external?**