



# Huron-Superior Catholic

## DISTRICT SCHOOL BOARD

### PROCEDURAL GUIDELINES

#### DISASTER RECOVERY

The Board recognizes the importance of averting or minimizing disaster whenever possible. For example, employees in all Board facilities are required to follow safe working procedures, conduct monthly health and safety reviews to address potential hazards, and conduct regular drills that allow staff and students to practice emergency procedures. Despite the Board's best efforts, one or more of its facilities or critical assets may encounter a disaster that is well beyond its control (e.g., terrorist attack, devastating weather system, explosion from nearby industry, cyber incident).

In the event of a disaster, communications should occur in the following order:

#### **Authorities**

Local and/or Provincial Police and Emergency Services should be contacted by dialing 911, with the details of the disaster, including location and nature of the disaster. The Director of Education should be notified immediately thereafter.

#### **Employees and Parents of Affected Facilities**

The principal/supervisor of the school/facility should be notified as soon as possible, should he/she not be involved or aware of the disaster. Staff and parents of the school(s) should be contacted next by whatever means is available and in the quickest manner possible. This would normally be by automated call-out system or email, but may not be possible should the Board's network be affected. Admin Council, managers and administrative staff would contact employees, should manual means be necessary (e.g., phone calls) and should the disaster not occur in the Board Office. Pre-established phone trees should be used in order to alert the largest number of people in the shortest amount of time.

An updated hard-copy of all staff demographics will be updated monthly and kept centrally at the Board Office.

#### **Other Board Employees**

Should the Board email system be available, an email to all employees should be sent informing them of the disaster and any details available. Should the Board email system not be functioning, phone calls should be made to all other principals, so they can inform their staffs.

#### **General Public and Media**

The Communications Officer will post pertinent details on the Board website, should it be available and contact all media outlets by whatever means available. The Communications Officer should also communicate with the Ministry of Education. **All communications are to go through the Communications Officer, the Director of Education, and/or his/her designate.**

## Disaster Control Group

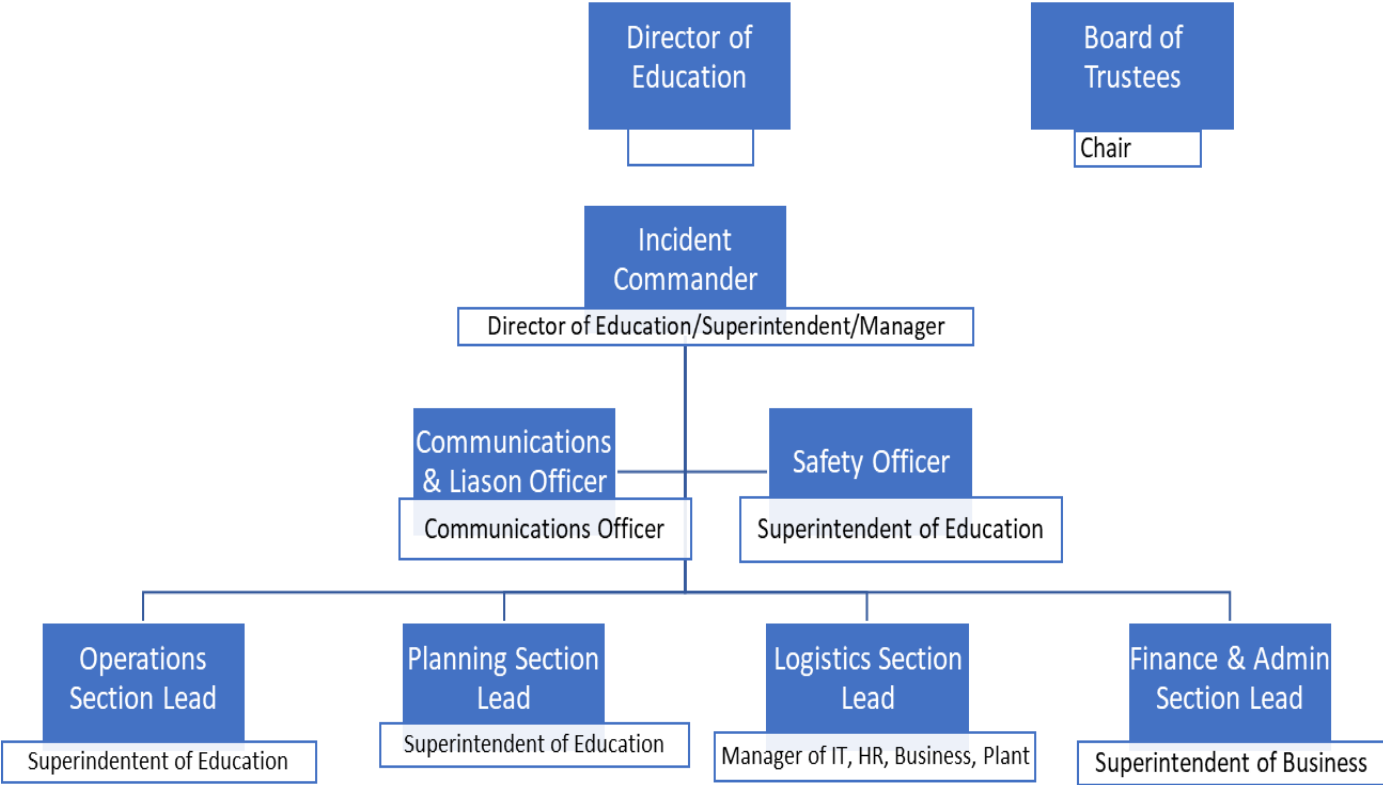
During a disaster, a Disaster Control Group will be established as a means of effectively managing the situation.

The Disaster Control Group consists of the following positions:

- **Board of Trustees:** Provides governance support related to the incident.
- **Director of Education;** Provides executive authority for the emergency response with the overall objective of protecting the health and safety of students and staff.
- **Incident Commander:** Director of Education or appropriate Superintendent, Manager, or their alternate.
  - The Incident Commander directs the overall emergency response and maintains regular communication with the Director of Education regarding the status of the emergency response.
- **Communications & Liaison Officer:** Communications Coordinator or alternate
  - The Communications & Liaison Officer coordinates information related to the disaster response internally and externally.
- **Safety Officer:** Superintendent of Education responsible for health and safety of the board or their alternate.
  - The Safety Officer establishes systems and procedures that protect the health, welfare, and safety of all HSCDSB students and staff involved in the emergency response.
- **Planning Section Lead:** Superintendent of Education or their alternate.
  - The Planning Section Lead prepares the Disaster Management Plan which specifies the general objectives and overall strategy for HSCDSB's disaster response.
- **Logistics Section Lead:** Superintendent of Education or their alternate.
  - The Logistics Section Lead acquires the resources needed for implementation of the Disaster Management Plan.
- **Operations Section Lead:** Manager of Plant or HR or Business Services or IT or their alternate.
  - The Operations Section Lead implements the Disaster Management Plan and directs HSCDSB staff toward achieving the objectives of the emergency response.
- **Finance & Administration Section Lead:** Superintendent of Business or their alternate.
  - The Finance & Administration Section Lead tracks and pays for all costs associated with the emergency response, including costs of all resources and overtime costs.

Detailed position responsibilities are described in the Roles and Responsibilities section of the ERP.

Figure 1: HSCDSB Disaster Recovery Control Group



## **Roles and Responsibilities**

### **Board of Trustees:**

**Designated position and alternates: Not Applicable**

#### **Roles:**

- Fulfills their fiduciary duties to ensure the protection of the board

### **Director of Education:**

**Designated position and alternates: Director of Education (alternate: a Superintendent of Education or Business)**

#### **Roles:**

- Provides executive authority for the HSCDSB disaster response
- Protects the health of the students and staff in disaster situations

#### **Responsibilities:**

- Activate the HSCDSB Disaster Recovery Plan, designates the Incident Commander, and convene the Disaster Control Group
- Notifies the Ministry of Education of the existence of a disaster at the board
- Liaise with the HSCDSB Board of Trustees as appropriate
- Deactivate the Disaster Recovery Plan when appropriate

### **Incident Commander:**

**Designated position and alternates: Director of Education or a Superintendent of Education or Business or appropriate Manager (alternate: a Superintendent of Education or Business or appropriate Manager)**

#### **Roles:**

##### **Role:**

- Direct the overall emergency response

#### **Responsibilities:**

- Approves and coordinates all activities of the Disaster Recovery Plan with the Disaster Control Group
- Chairs meetings of the Disaster Control Group
- Regularly communicates and liaise with the Director of Education as appropriate
- Approves documentation of the emergency response, including Disaster Control Group meeting minutes
- Writes a summary report at the conclusion of the emergency response for submission to the Director of Education

### **Communications & Liaison Officer:**

**Designated position and alternates: Communications Coordinator (alternate: Executive Assistant to the Director of Education)**

#### **Role:**

- Coordinate flow of information related to the disaster response internally and externally

**Responsibilities:**

- Issues general notification of disaster to all HSCDSB staff
- Communicates with relevant external partners as appropriate
- Liaise with media as appropriate
- Supports the development of messages and disseminate notices to the general public as appropriate

**Safety Officer:**

**Designated position and alternates: Superintendent of Education responsible for Health & Safety (alternate: Board Safety Officer)**

**Role:**

- Creates systems and procedures related to the overall health and safety of all incident responders

**Responsibilities:**

- Advises Incident Commander on occupational health and safety issues
- Works with Operations and Planning Section Leads to identify and control or reduce occupational hazards and exposures to HSCDSB staff involved in the emergency response
- Monitors safety conditions and develops and implements safety measures, including engineering controls, administrative controls, and personal protective equipment
- Monitors staff wellbeing and facilitates access to psychosocial supports as appropriate
- Documents health and safety incidents and implement preventive measures as appropriate

**Planning Section Lead:**

**Designated position and alternates: a Superintendent of Education (alternate: a Superintendent of Education or appropriate Manager)**

**Role:**

- Establishes the general objectives and overall strategy of the disaster response

**Responsibilities:**

- Prepares the Disaster Management Plan for the emergency response
- Coordinates the collection, analysis, and dissemination of information to support school board intelligence regarding the incident
- Works closely with Operations Section Lead to monitor progress in achieving disaster response objectives
- Conducts ongoing evaluation of the effectiveness of Disaster Management Plan, and implement changes as necessary
- Documents the progression of the incident and the school board actions taken as part of the emergency response

**Logistics Section Lead:**

**Designated position and alternates: Manager of IT, HR, Business or Plant (alternate: appropriate Manager)**

**Role:**

- Acquires resources needed for implementation of the Disaster Management Plan

**Responsibilities:**

- Sets up and maintains incident facilities
- Orders, obtains, maintains, distributes and accounts for essential personnel, equipment and supplies
- Provides telecommunications/IT services and resources, food services, transportation services as needed
- Works closely with Finance & Administration Section Lead to contract for and purchase required goods and services

**Operations Section Lead:**

**Designated position and alternates: a Superintendent of Education (alternate: a Superintendent of Education or appropriate Manager)**

**Role:**

- Direct staff in the actions necessary to achieve the objectives of the Disaster Management Plan

**Responsibilities:**

- Implement the Disaster Management Plan
- Direct and manage staff within the Operations Section to achieve the objectives of the Incident Management Plan
- Organize, assign, and supervise all resources dedicated to emergency response
- Liaise with Planning Section Lead on progress of achieving emergency response objectives
- Work closely with Logistics Section Lead in identifying and acquiring resources necessary for the emergency response

**Finance & Administration Section Lead:**

**Designated position and alternates: Superintendent of Business (alternate: appropriate Manager)**

**Role:**

- Account for and pay for all costs associated with the emergency response

**Responsibilities:**

- Track and pay for all costs associated with the emergency response, including costs of all resources and overtime costs
- Track timesheets for incident response personnel
- Reimburse expenses
- Monitor sources of funding and, as necessary, obtain additional funds during the response and/or recoup costs from external agencies at the conclusion of the emergency response
- Provide a written financial and cost analysis to the Director of Education at the conclusion of the emergency response

The chart that follows outlines some of the key areas that should be considered, should a disaster arise.

<p style="text-align: center;"><b>AREA OF CONCERN</b></p>	<p style="text-align: center;"><b>STEPS TO BE TAKEN IN ADVANCE TO MINIMIZE THE IMPACT OF A DISASTER</b></p>	<p style="text-align: center;"><b>STEPS TO BE TAKEN TO RESPOND TO A DISASTER</b></p>
<p><b>Individual Facilities</b></p> <p>Depending on the location and severity, disasters confined to individual facilities may be dealt with in different ways. Some disasters may require temporary relocations, whereas others may require long-term relocations.</p>	<ul style="list-style-type: none"> <li>• Each Board facility is required to have an Emergency Safety Plan, which includes an alternate temporary location where staff and students are to go in the event that the facility must be evacuated.</li> <li>• Principals must submit their Emergency Safety Plan to their School Superintendent and Director of Education each September.</li> <li>• Each facility is required to have a phone tree, which outlines who is to contact whom in the event of an emergency.</li> <li>• The Board will utilize sharing of schools and facilities, should long-term relocations be required.</li> </ul>	<ul style="list-style-type: none"> <li>• The Principal and/or designate enacts the school's Emergency Safety Plan. Should the disaster occur at the Board Office, the Director of Education or his/her designate will enact that plan.</li> <li>• In the event that the disaster is one that requires a longer-term alternate location, the affected school communities will be alerted and classes will resume as soon as possible.</li> </ul>
<p><b>Information Technology (IT) Infrastructure, Systems, and Electronic Data</b></p> <p>The electronic systems the Board uses on a daily basis helps it to communicate and function smoothly. In the event of an IT disaster, the goal would be to minimize disruption, so that staff and students across the system could</p>	<ul style="list-style-type: none"> <li>• Admin Council and Manager of IT prioritizes the infrastructure and systems most crucial to the Board (e.g., Student Information System, payroll, human resource system).</li> <li>• The IT Department keeps a list where all systems and data reside, along with a list of all servers and hardware.</li> <li>• All data is backed up on a daily basis and stored in a location other than the Board Office.</li> <li>• Backup programs and software for crucial systems are maintained and stored in a location other than the Board Office.</li> <li>• The Manager of IT creates a documented plan, including, physical location and building where equipment staff will be able to work. See Appendix A.</li> </ul>	<ul style="list-style-type: none"> <li>• The Manager of IT and/or his/her designate enacts the plan.</li> <li>• The IT Department works from the alternate location, if applicable.</li> <li>• The goal is to be up and running at the alternate location within 24 hours.</li> </ul>

AREA OF CONCERN	STEPS TO BE TAKEN IN ADVANCE TO MINIMIZE THE IMPACT OF A DISASTER	STEPS TO BE TAKEN TO RESPOND TO A DISASTER
continue to learn and work.		
<p><b>Non-Electronic Data and Files</b></p> <p>Although an increasing amount of staff and student data is stored electronically, the Board continues to have a number of hard copies and files stored in various locations.</p>	<ul style="list-style-type: none"> <li>• Admin Council and Manager of Human Resources prioritizes the files and information most crucial to be retained in the event of a disaster (e.g., Ontario Student Records, personnel files) that is not digitized.</li> <li>• Such files and information will be kept in a locked area to prevent theft, vandalism, or any other deliberate act that might destroy them.</li> <li>• Where possible and financially feasible, arrangements will be made to have these records stored in a fire-proof room / vault / cabinet and in a room likely to be protected in the event of a disaster (e.g., away from pipes that might leak or burst).</li> <li>• Where possible and financially feasible, arrangements will be made to digitize data not already accessible through electronic means (e.g., photographs of key documents).</li> </ul>	<ul style="list-style-type: none"> <li>• An inventory is taken to determine what data was lost through the disaster (e.g., specific documents, entire files).</li> <li>• In the case of Ontario Student Records, the Board will alert the Ministry of Education and comply with their established guidelines related to replacement of files.</li> <li>• Other relevant files are re-created using digitized content.</li> </ul>



## Appendix A

The scope of the HSCDSB Disaster Recovery Plan (DRP) is to address the technical recovery of systems and services in the event of a significant disruption.

The DRP strategy relies on a combination of multi-tier backups and system redundancy between the Mount St. Joseph Center (primary datacenter) and St. Mary's College (secondary datacenter). Random test of backup data will be performed periodically,

In a DRP scenario, where the primary decenter is offline, the following represents an overview of the basic steps involved to restore services.

- identify loss of services/hardware, define scope of the recovery project
- migrate network services from primary to secondary datacenter
- relocate salvageable hardware from primary to secondary datacenter
- migrate servers to secondary datacenter or restore from offsite backup
- document any data loss resulting from backup restoration and notify impacted users/departments
- begin procurement and/or replacement of lost hardware and restore systems to ensure continuation of processes as smoothly as possible, including restoration of data, where possible