



Municipal Business Continuity Plan
Village of Acme
March 17, 2020

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Foreword

A Municipal Emergency can be defined as situations caused by the forces of nature, an accident, an intentional act, or otherwise that constitutes a danger of major proportions to life or property. The Municipal Continuity Plan describes the purpose and process of community response.

Business Continuity Planning is the proactive planning process completed in order to ensure that the Municipal Corporation can continue to provide services at the highest level possible during a disruption. The process of identifying and ranking services will also increase overall organizational efficiency and identify the relationship of assets and human and financial resources to critical services and deliverables.

All elected municipal officials and municipal staff of the Village of Acme have an obligation to be fully aware of the contents of this Business Continuity Plan and must be prepared, at all times, to carry out the functions and responsibilities assigned to them.

Section 1 - Purpose

The purpose of this Business Continuity Plan is to:

- a) Rank municipal services as critical, vital, necessary or desired, based on:
 - a. Legislated requirements
 - b. Staffing requirements
 - c. Facility, equipment and technological requirements
- b) Identify thresholds that justify the reduction of services
- c) Provide plans, measures and arrangements to ensure the continuous delivery of critical services and products, which permits the organization to recover its facility, data and assets.
- d) Identify necessary resources to support business continuity, including personnel, information, equipment, financial allocations, legal counsel, infrastructure protection and accommodations.

Section 2 - Authority

(Compliance with Legislation / Regulation / Policy Statements / Standards / By-law)

Authority for the development, content, and implementation of the Business Continuity Plan is provided or referenced in the following:

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M. 56;

The Business Continuity Plan is a public document excluding the appendices which are deemed confidential.

As stated in the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990,;

Section 8. (1) A Head of an institution may refuse to disclose a record if the disclosure could reasonably be expected to,

(i) endanger the security of a building or the security of a vehicle carrying items, or of a system or procedure established for the protection of items, for which protection is reasonably required;

Section 9 (1) A head shall refuse to disclose a record if the disclosure could reasonably be expected to reveal information the institution has received in confidence from,

- a) the Government of Canada;
- b) the Government of Ontario or the government of a province or territory in Canada;
- c) the government of a foreign country or state
- d) an agency of a government referred to in clause (a), (b) or (c) or
- e) an international organization of states or a body of such an organization.

Section 10 (1) A head shall refuse to disclose a record that reveals a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence implicitly or explicitly, if the disclosure could reasonably be expected to,

(b) Result in similar information no longer being supplied to the institution where it is in the public interest that similar information continue to be so supplied;

Section 13 A head may refuse to disclose a record whose disclosure could reasonably be expected to seriously threaten the safety or health of an individual. R.S.O. 1990, c. M.56, s. 13; 2002, c. 18, Sched. K, s. 20.

Canadian Standards Association (CSA) Canadian Emergency Management and Business Continuity Program Standard (CSA Z1600);

Business Continuity Program Standard (CSA Z1600) establish a common set of criteria for disaster management, emergency management, and business continuity programs. This Standard was published in 2008.

While CSA Z1600 is non-binding, the incident management system doctrine is designed to be consistent with it.

Below is an extract from the CSA Z1600 Standard:

6.5 Incident management

6.5.1

The entity shall establish an incident management system to direct, control, and coordinate operations during and after an emergency.

6.5.2

The incident management system shall assign specific organizational roles, titles, and responsibilities for each incident management function.

6.5.3

The entity shall establish procedures for coordinating response, continuity, and recovery activities.

Section 3 - Application

All elected or appointed municipal officials and staff of the Village of Acme have an obligation to be fully aware of the contents of this Business Continuity Plan and must be prepared, at all times, to carry out the functions and responsibilities assigned to them.

Section 4 - Confidentiality of Plan

The Village of Acme Municipal Continuity Plan is a public document excluding the appendices, which are deemed confidential.

Section 10 of the Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9 provides exemption of public access for continuity of operations plans.

As defined in the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M. 56, the Head of an institution may refuse under that Act to disclose a record:

- a. If the record contains information required for the identification and assessment activities associated with the Hazard and Risk assessment and Infrastructure Identification;
- b. Reveals a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence implicitly or explicitly;
- c. If its disclosure could reasonably be expected to prejudice the defence of Canada or of any foreign state allied or associated with Canada or be injurious to the detection, prevention or suppression of espionage, sabotage or terrorism.
- d. If the record contains personal information

Section 5 – Municipal Department Structure

Village of Acme has a strong history of community hospitality, economic expansion, and convenient locality. While each department has their own areas of responsibility, the Village's success in providing efficient and cost-effective services is achieved through each department

working in cooperation and supporting each other's efforts.

Council and staff continually review the Village's services and programs and implement any changes that will best serve its residents.

The Village of Acme consists of the following departments:

- ❖ CAO
- ❖ Finance
- ❖ Operations

Chief Administrative Officer (CAO)

Administrative head for the Village of Acme

- Ensures that Council policies and programs are implemented
- Advises and informs Council on the operation and affairs of the Town
- Performs the duties and functions and exercises the powers as assigned under the Municipal Government Act of Alberta.

Community Services

Responsibilities:

- Emergency Management
- Protective Services including Bylaw Enforcement and Fire Department
- Planning & Development, Safety Code Requirements and Economic Growth.
- Information Technology and Geographical Information Systems (GIS)
- Cemetery

Finance

Department Responsibilities:

- Assessment, Taxation & Tax Rate Bylaw
- Utilities
- Accounts Payable & Receivable
- Human Resources & Payroll
- Asset Management, Tangible Capital Assets
- Insurance
- Budgets

Operations

Department Responsibilities:

- Maintains all municipal Infrastructure including new, replacement or reconstruction of existing, and continued maintenance of all roads, sidewalks, lanes, parking lots, water, wastewater & stormwater.
- Maintains all municipal-owned buildings
- Manages and maintains all recreational facilities, parks, fields and associated contracts.

Section 6 – Service Ranking

A Business Impact Analysis (BIA) has been conducted for each department in order to determine and evaluate the potential effects of an interruption to critical business operations as a result of a disaster, accident or emergency.

The services provided by the Village of Acme have been ranked as follows:

- ❖ **Emergency** – must be provided immediately
- ❖ **Critical** – must be provided within 24-48 hours
- ❖ **Vital** – must be provided within 48-72 hours
- ❖ **Necessary** – must be resumed within two weeks
- ❖ **Desired** – could be delayed for two weeks or longer

The Criteria to determine these rankings include:

- ❖ Interruption Impact
- ❖ Influencing Factors
- ❖ Regulatory Requirements
- ❖ Normal Standard Operations
- ❖ Minimum Standard Operations
- ❖ Human Resource Requirements
- ❖ Infrastructure and Resource Requirements

The services will be broken down into the following levels of awareness to assist in the operations of the Village.

- ❖ Mitigation
- ❖ Preparedness
- ❖ Response
- ❖ Recovery

Service Ranking Summary

The following chart summarizes and ranks the services as identified by the Business Impact Analysis (BIA):

Department	Service	Priority	
Community Services	Building Permits	Necessary	
	Gas Permits	Necessary	
	Electrical Permits	Necessary	
	Plumbing Permits	Necessary	
	Development Permits	Necessary	
	IT Support	Vital	
	Communications	Critical	
	Economic Development	Desired	
	GIS	Desired	
	Emergency Management	Emergency	
	Bylaw Enforcement	Vital	
	Operations	Burial Request	Vital
		Public Works	Critical
Facilities Operation		Desired	
Parks & Recreation		Desired	
Water Treatment Plant		Emergency	
Lagoon Operation		Vital	
Waste Collection		Necessary	
Landfill Operation		Necessary	
Finance	Tax Billing	Desired	
	Utility Billing	Necessary	
	Accounts Receivable	Necessary	
	Accounts Payable	Necessary	
	Insurance	Necessary	
	Human Resources	Critical	
	Payroll	Vital	
Fire	Fire Response	Emergency	
	Motor Vehicle Accident Response	Emergency	
	Medical Call Response	Emergency	
	Alarm Response	Emergency	

Section 7 – Implementation

Using the results of the BIA, the Village has compiled confidential appendices specific to hazards identified in the Village's Hazard Identification and Risk Assessments.

These appendices include plans, measures and arrangements to ensure the continuous delivery of critical services and products, which permits the organization to recover its facility, data and assets, identification of necessary resources to support business continuity, including personnel, information, equipment, financial allocations, legal counsel, infrastructure protection and accommodations.

Section 8 – Training and Exercise

The Village will complete annual training and exercise in order to maintain high levels of competence and readiness. As there are no legislated requirements, training and exercise will be completed at the discretion of the CAO.

AUTHORIZATIONS

In Witness whereof the Village of Acme has adopted the Acme Business Continuity Plan as part of the Emergency Preparedness this 23rd day of March, 2020.

Village of Acme



Mayor, Bruce McLeod



CAO, Gary Sawatzky