

Understanding Standard 2.3

Core Area 2		Strategies and long-term capital planning are in place to ensure that assets are effectively and efficiently resourced; those facilities are safe, secure, and free of hazards and that business continuity and resilience are managed through risk assessment and mitigation policies.		
Standard 2.3		The organization has identified and mitigated the threats, vulnerabilities and risks that could affect normal business operations, business continuity and resilience.		
Element	Description	Unaware - Developing	Aware - Developing	Meets
2.3.a	An emergency and evacuation plan are in place and is tested periodically. Plans cover water or heat disruption, power failure, elevator breakdowns, fires, earthquakes, extreme weather, etc. Earthquake preparedness kits and Extreme Heat/Weather plans are in place	No emergency plans are in place. The organization and staff react to unplanned events	Informal emergency and evacuation plans are in place as directed by operational managers	Emergency and evacuation plans and policies are in place, they are consistently reviewed and approved as per local fire authority. First aid kits and other emergency kits as applicable are in place and fully stocked. These plans are easily available and accessible by clients, include extreme weather, wildfire smoke responses. Fire drills are help regularly, for high rise buildings, held once every 2 months.
2.3.b	The provider holds regular safety meetings with staff and residents, as applicable to the facility type.	Meetings are infrequent, not recorded/minuted, not all staff and residents attend meetings	meetings are conducted without formal training and planning. They are not comprehensive and do not cover all emergency events applicable to the facility	Provider ensures that all staff and clients are aware of comprehensive safety protocols, regular meetings are held and recorded. Volunteers and staff receive onboarding and refresher trainings.
2.3.c	A business continuity plan (BCP) should be in place that defines the steps required to restore normal working following a disruption. Data is backed-up.	No business continuity plan is in place. The organization reacts to unplanned events.	Informal business continuity policies and procedures are in place as directed by operational managers. Third party suppliers manage partial data and document back-up.	Provider has a Business Continuity Plan (BCP) which has been fully tested and considers all funded services (I.E., food and medication service). It considers all emergency events, including events similar to Covid-19. Data and documents are backed up offsite and data restoration plan is in place. Resources (e.g., first aid and emergency preparedness kits) are available and recent.