

Departmental Business Continuity Worksheet (Technology) April 4 th , 2019			LONG-TERM CARE		Staff	RTO
The provision of Long-Term Care is a legislated responsibility for Grey County. We have the mandate to provide high quality care to a frail high-risk population in a safe environment as required by the Long Term Care Homes Act and associated Regulations.					477	2-4 weeks
						7-days
						3-days
						24-hours
Critical Functions and Recovery Time Objectives						0-4 hours
Service/Process	RTO	Impact	Manual Processes/Alternatives			
FINANCIAL MANAGEMENT		<ul style="list-style-type: none">Unable to pay suppliers or bill families.Unable to track required information for Ministry to support transfer payments	<ul style="list-style-type: none">			
RESIDENT CARE		<ul style="list-style-type: none">Critical for safe resident care, medication delivery, therapeutic menus and diet orders, physician orders, resident need/tasks, allergies, next of kin, fall risk, responsive behaviours.	<ul style="list-style-type: none">We would need authorization for remote user for PCC (Health information, POA contact information, Resident Assessment and Care Planning)			
TRAINING		<ul style="list-style-type: none">Need to provide proof for MOHLTC requirements. Non-compliance.	<ul style="list-style-type: none">			
POLICY MANAGEMENT		<ul style="list-style-type: none">Staff would not have access to necessary documents to deliver specialized regulated care (i.e nursing, dietary and general office).Require current up to date policy to ensure services are delivered and legislation followed within required time lines (MOHLTC, MOL, WSIB, Public Health etc.).	<ul style="list-style-type: none">			
STAFF MANAGEMENT		<ul style="list-style-type: none">	<ul style="list-style-type: none">Transmit previous pay period for payroll and reconcile the following pay period.Work remotely.			
COMMUNICATION		<ul style="list-style-type: none">Unable to contact families/emergency contact for items such as updates on resident location (if they have been relocated to another site, move in/out)	<ul style="list-style-type: none">			
FOOD ORDERING (DIETARY)		<ul style="list-style-type: none">Unable to order meals for residents	<ul style="list-style-type: none">			
MEAL PLANNING AND DELIVERY		<ul style="list-style-type: none">Unable to plan meals and schedule for delivery	<ul style="list-style-type: none">			

Departmental Business Continuity Plan – LTC

SOFTWARE APPLICATIONS SUPPORTING CRITICAL SERVICES/PROCESSES				
Application	Function	Location	Description	Support Contact
Great Plains	ERP solution	Primary Datacenter	Financial software	Information Technology
Alfresco	Financial Reporting/Budget/ Reporting/Procurement	Primary Datacenter	Non-essential (2-4 weeks)	Information Technology
Microsoft Exchange	Email	Primary Datacenter	Email	Information Technology
Sysco Synergy		External		Information Technology
eCPS		External		Information Technology
Nurse Call	Critical life safety application	LTC Facilities	Critical life safety application	Information Technology
Wanderguard	Critical life safety application	LTC Facilities	Critical life safety application	Information Technology
PointClickCare	Critical life safety application	External	Patient Health	Vendor
LTCManagement		External		Vendor
BedTransfers		External	PTAC	Vendor
DeathRecords		External	Service Ontario	Vendor
DrugInformationService		External	Pepid	Vendor
HealthRecords		External	eConnect	Vendor
LTCResidentTestResults		External	LifeLabs	Vendor
MandatoryReporting		External	LTCHomesDotNetPortal	Vendor
PharmacyForms		External	ClassicCare	Vendor
ResidentWaitngListandApproval		External	CCAC Portal	Vendor
Scheduling		External	StaffScheduleCare	Vendor
ShiftFilling		External	StaffStat	Vendor
Skype		External	Communications	Vendor
FoodOrdering		External	Sysco Portal	Vendor
FoodService		External	Sysco Synergy	Vendor

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VITAL RECORDS, FORMS AND DOCUMENTS				
Vital Record	Description	Storage Location	Format	Updated
MSSQL Database (Great Plains)	AR/AP/Financial Reporting/Budget	Primary Datacenter	Database	Information Technology
PostgreSQL Database (Alfresco)	Non-essential (2-4 weeks)	Primary Datacenter	Database	Information Technology
PCC	Nursing, dietary and office	Primary Datacenter	Digital	Information Technology

TECNOLOGY REQUIREMENTS			
Type	Normal	Minimal (MSL)	Comments
Telephones (VOIP + Cell)	TBD	2	Cell phone: for scheduling, ordering, general communication, physician communication if phones are out
Computers w/ network + Internet access	TBD	1 (per home)	Shared function, admin, office, scheduling and or Laptop for offsite work (with OUTLOOK CLIENT)
Computers w/ network + Internet access	TBD	2 (office)	Shared function, admin, office, scheduling and or Laptop for offsite work (with OUTLOOK CLIENT)
Access to PCC	TBD	3 Staff	Requires Admin rights (should be confirmed)