Global Certificate Course in Crisis Management Evaluation for School Nurses

Continuity Planning and Disaster Recovery

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Continuity Planning and Disaster Recovery (CPDR) are vital components of crisis management for schools to ensure the safety and well-being of students, staff, and the school community in the event of a crisis or emergency. CPDR involves developing strategies, processes, and procedures to minimize the impact of disruptions and enable the school to continue essential functions and services.

Continuity Planning

Continuity Planning is the process of identifying potential risks and developing strategies to ensure that critical functions and services can continue in the event of a disruption. This includes creating emergency response plans, establishing communication protocols, and conducting regular drills and exercises to test the effectiveness of the plans.

Disaster Recovery

Disaster Recovery is the process of restoring and recovering critical systems and operations after a crisis or emergency. This involves recovering data, restoring infrastructure, and resuming normal operations as quickly as possible to minimize downtime and ensure continuity of services.

Business Impact Analysis (BIA)

Business Impact Analysis (BIA) is a systematic process of evaluating the potential impact of a disruption on the school's operations, processes, and resources. BIA helps identify critical functions, dependencies, and vulnerabilities, allowing schools to prioritize resources and develop effective continuity plans.

Risk Assessment

Risk Assessment is the process of identifying, analyzing, and evaluating potential risks and threats that could impact the school's operations. This includes natural disasters, such as earthquakes and hurricanes, as well as human-made threats, such as cyber-attacks and violence. Risk assessment helps schools understand their vulnerabilities and develop strategies to mitigate risks.

Emergency Response Plan

An Emergency Response Plan is a comprehensive document that outlines the steps to be taken in the event of a crisis or emergency. This includes procedures for evacuation, sheltering, communication, and coordination with emergency services. Emergency response plans should be regularly updated and communicated to all stakeholders.

Incident Command System (ICS)

The Incident Command System (ICS) is a standardized management system used to coordinate emergency response and recovery efforts. ICS establishes a clear chain of command, roles, and responsibilities to ensure effective communication and coordination among response teams. Schools should train staff on ICS principles to enable a coordinated response to emergencies.

Crisis Communication Plan

A Crisis Communication Plan outlines the strategies and protocols for communicating with stakeholders during a crisis or emergency. This includes establishing communication channels, message templates, and procedures for disseminating information to students, parents, staff, and the media. A well-developed crisis communication plan helps schools maintain transparency and manage public perception during a crisis.

Business Continuity Plan (BCP)

A Business Continuity Plan (BCP) is a comprehensive document that outlines the strategies and procedures for maintaining essential functions and services during and after a crisis. BCP includes risk assessments, continuity strategies, communication protocols, and recovery plans to ensure the school can continue operations in the face of disruptions.

Emergency Operations Center (EOC)

An Emergency Operations Center (EOC) is a centralized facility where key personnel gather to coordinate emergency response and recovery efforts. The EOC serves as a command center for managing resources, communicating with stakeholders, and making critical decisions during a crisis. Schools should establish EOCs and train staff on their roles and responsibilities.

Tabletop Exercise

A Tabletop Exercise is a simulation-based training activity where key personnel gather to discuss and walk through various crisis scenarios. Tabletop exercises help identify gaps in emergency plans, test communication protocols, and improve coordination among response teams. Schools should conduct regular tabletop exercises to ensure readiness for emergencies.

Critical Infrastructure

Critical Infrastructure refers to the systems, facilities, and assets that are essential for the operation of a school. This includes buildings, utilities, IT systems, and communication networks. Schools should identify and prioritize critical infrastructure to ensure continuity of operations during a crisis and develop strategies to protect and maintain these assets.

Supply Chain Resilience

Supply Chain Resilience is the ability of a school to adapt and recover quickly from disruptions in the supply chain. This includes disruptions in the delivery of goods, services, and resources needed for operations. Schools should assess the vulnerabilities in their supply chain, establish alternative suppliers, and develop contingency plans to ensure continuity in the face of disruptions.

Recovery Point Objective (RPO)

Recovery Point Objective (RPO) is the maximum amount of data that a school can afford to lose in the event of a disruption. RPO helps determine the frequency of data backups and recovery strategies to ensure that critical data can be restored to a point in time before the disruption occurred. Schools should establish RPOs based on the criticality of data and the impact of data loss on operations.

Recovery Time Objective (RTO)

Recovery Time Objective (RTO) is the maximum amount of time that a school can afford for systems and operations to be down after a disruption. RTO helps determine the speed and priority of recovery efforts to minimize downtime and resume normal operations. Schools should establish RTOs for critical functions and systems to guide recovery efforts.

Human Resources Continuity

Human Resources Continuity involves ensuring that the school has the necessary staff, skills, and resources to continue operations during and after a crisis. This includes cross-training staff, establishing succession plans, and developing strategies to maintain staffing levels in the face of disruptions. Human resources continuity is essential for ensuring the school can continue to provide essential services to students and the community.

Virtual Learning Environment

A Virtual Learning Environment (VLE) is an online platform that facilitates the delivery of educational content, resources, and communication among students, teachers, and parents. VLEs allow for remote learning, collaboration, and engagement, making them a valuable tool for maintaining continuity during school closures or emergencies. Schools should have robust VLEs in place to support remote learning and communication during crises.

Business Impact Assessment (BIA)

Business Impact Assessment (BIA) is a process of evaluating the potential impact of a disruption on the school's operations, processes, and resources. BIA helps identify critical functions, dependencies, and vulnerabilities, allowing schools to prioritize resources and develop effective continuity plans. BIA is a critical step in the continuity planning process to ensure that schools are prepared for disruptions.

Public-Private Partnerships

Public-Private Partnerships are collaborations between government agencies, private organizations, and non-profit entities to address shared goals and challenges. Public-private partnerships can enhance the resilience of schools by leveraging resources, expertise, and networks to support continuity planning and disaster recovery efforts. Schools should explore partnerships with businesses, community organizations, and government agencies to enhance their crisis management capabilities.

Community Resilience

Community Resilience refers to the ability of a community to adapt, recover, and thrive in the face of crises and disasters. Schools play a vital role in building community resilience by engaging with stakeholders, providing resources and support, and promoting preparedness and collaboration. Community resilience is essential for ensuring that schools can effectively respond to and recover from emergencies.

Interoperable Communications

Interoperable Communications refer to the ability of different communication systems to work together seamlessly during emergencies. Interoperable communications enable schools to communicate effectively with emergency services, neighboring schools, and other stakeholders during a crisis. Schools should invest in interoperable communication systems and protocols to ensure timely and coordinated response efforts.

Resilience Training

Resilience Training involves educating staff, students, and stakeholders on how to prepare for, respond to, and recover from emergencies. Resilience training can include first aid, emergency response, crisis communication, and stress management. By providing resilience training, schools can enhance the readiness and effectiveness of their crisis management efforts.

Psychological First Aid

Psychological First Aid is a supportive intervention to help individuals cope with the emotional and psychological impact of a crisis or disaster. Psychological First Aid involves providing emotional support, listening, and connecting individuals with resources to promote resilience and recovery. Schools should train staff in Psychological First Aid to support students, staff, and the school community during and after emergencies.

Continuity of Learning

Continuity of Learning refers to the ability of schools to maintain educational activities and support students' academic progress during and after a crisis. This includes providing remote learning opportunities, engaging students in meaningful activities, and ensuring access to educational resources. Continuity of learning is essential for minimizing the disruption to students' education during emergencies.

Scenario Planning

Scenario Planning involves developing and analyzing hypothetical scenarios to anticipate and prepare for future crises. Scenario planning helps schools identify potential risks, test response strategies, and improve preparedness. Schools should conduct scenario planning exercises to explore different crisis scenarios and enhance their ability to respond effectively to emergencies.

Emergency Supplies and Equipment

Emergency Supplies and Equipment are essential resources that schools need to have on hand to respond to crises and emergencies. This includes first aid kits, emergency food and water, communication devices, and safety equipment. Schools should maintain emergency supplies and equipment, conduct regular

inventory checks, and ensure they are easily accessible in case of an emergency.

Continuity Planning Committee

A Continuity Planning Committee is a multidisciplinary team responsible for developing, implementing, and maintaining continuity plans for the school. The committee typically includes representatives from various departments, such as administration, facilities, IT, security, and communications. The Continuity Planning Committee plays a key role in coordinating continuity planning efforts and ensuring that the school is prepared for emergencies.

Drill and Exercise Program

A Drill and Exercise Program involves conducting regular drills, tabletop exercises, and full-scale simulations to test and improve the school's emergency response plans. Drills and exercises help identify gaps in preparedness, improve coordination among response teams, and enhance the effectiveness of emergency response efforts. Schools should establish a comprehensive drill and exercise program to ensure readiness for emergencies.

Remote Work and Telework

Remote Work and Telework refer to the ability of staff to work from home or other remote locations during emergencies. Remote work and telework enable schools to maintain operations, support continuity of services, and ensure the safety of staff during crises. Schools should develop policies, procedures, and technical capabilities to support remote work and telework arrangements.

Cybersecurity Resilience

Cybersecurity Resilience is the ability of a school to prevent, detect, and respond to cyber threats and attacks. Cybersecurity resilience involves implementing security measures, monitoring systems for anomalies, and developing incident response plans to mitigate the impact of cyber incidents. Schools should invest in cybersecurity resilience to protect sensitive data, systems, and operations from cyber threats.

Business Continuity Management System (BCMS)

A Business Continuity Management System (BCMS) is a framework and set of processes for managing continuity planning and disaster recovery efforts. BCMS helps schools establish policies, procedures, and controls to ensure the effectiveness of continuity plans. Schools can implement BCMS standards, such as ISO 22301, to enhance their continuity planning capabilities.

Emergency Notifications and Alerts

Emergency Notifications and Alerts are communication tools used to inform students, staff, parents, and the community about emergencies and provide instructions on how to stay safe. This includes text messages, emails, phone calls, sirens, and social media alerts. Schools should have multiple channels for sending emergency notifications and alerts to ensure timely and effective communication during crises.

Public Health Emergency Preparedness

Public Health Emergency Preparedness involves planning, training, and resources to respond to public health emergencies, such as disease outbreaks, pandemics, and bioterrorism events. Public health emergency preparedness includes developing vaccination programs, quarantine protocols, and medical surge capacity to protect the health and safety of students, staff, and the community. Schools should collaborate with public health agencies to enhance their preparedness for public health emergencies.

Resilient Infrastructure

Resilient Infrastructure refers to the design, construction, and maintenance of buildings, utilities, and systems to withstand and recover from disasters. Resilient infrastructure includes earthquake-resistant buildings, backup power systems, and redundant communication networks. Schools should invest in resilient infrastructure to reduce vulnerabilities and ensure continuity of operations during crises.

Continuity of Operations (COOP)

Continuity of Operations (COOP) is a process of ensuring that essential functions and services can continue during and after a crisis. COOP involves identifying critical functions, establishing alternate facilities, and developing procedures to maintain operations in the face of disruptions. COOP plans are essential for ensuring that schools can continue to provide essential services to students and the community.

Emergency Evacuation Plan

An Emergency Evacuation Plan outlines the procedures for safely evacuating students, staff, and visitors from the school during emergencies, such as fires, earthquakes, or active shooter incidents. The plan includes evacuation routes, assembly points, and procedures for accounting for all individuals. Schools should regularly practice and update their emergency evacuation plans to ensure a swift and organized response during evacuations.

Preparedness Culture

A Preparedness Culture is a mindset and set of behaviors that prioritize readiness, planning, and training for emergencies. A preparedness culture fosters a sense of responsibility, collaboration, and resilience among staff, students, and stakeholders. Schools should promote a preparedness culture by providing training, resources, and support for emergency preparedness efforts.

Multi-Hazard Planning

Multi-Hazard Planning involves preparing for and responding to a wide range of emergencies and disasters, including natural hazards, technological accidents, and human-made threats. Multi-hazard planning helps schools develop comprehensive and adaptable emergency plans that can address various types of crises. Schools should consider the unique risks and vulnerabilities in their community when developing multi-hazard plans.

Continuity Planning Software

Continuity Planning Software is a tool that helps schools develop, manage, and implement continuity plans more efficiently. Continuity planning software typically includes features for risk assessment, plan development, document storage, and plan testing. Schools can use continuity planning software to streamline their planning processes and improve the effectiveness of their continuity plans.

Response and Recovery Phases

Response and Recovery Phases are stages of the crisis management process that involve immediate actions to address the crisis (response) and long-term efforts to restore operations and recover from the crisis (recovery). Response phases focus on saving lives, protecting property, and stabilizing the situation, while recovery phases focus on rebuilding, restoring services, and returning to normal operations. Schools should have plans in place for both response and recovery phases to effectively manage crises.

Business Continuity Planning Coordinator

A Business Continuity Planning Coordinator is a designated individual responsible for overseeing the development, implementation, and maintenance of continuity plans for the school. The Coordinator typically leads the Continuity Planning Committee, coordinates with key stakeholders, and ensures that continuity plans are up to date and effective. The Coordinator plays a crucial role in ensuring that the school is prepared for emergencies.

Resource Allocation and Management

Resource Allocation and Management involves identifying, acquiring, and distributing resources needed to support continuity planning and disaster recovery efforts. This includes financial resources, equipment, supplies, and personnel. Schools should allocate resources strategically, prioritize critical needs, and maintain a system for managing and tracking resources to ensure readiness for emergencies.

Emergency Response Team

An Emergency Response Team is a group of trained individuals responsible for implementing the school's emergency response plans. The team typically includes first responders, administrators, security personnel, and other key staff members. Emergency Response Teams are essential for coordinating response efforts, managing resources, and ensuring a swift and effective response to emergencies.

Continuity Planning Policy

A Continuity Planning Policy is a formal document that outlines the school's commitment to continuity planning and disaster recovery. The policy typically includes objectives, responsibilities, and guidelines for developing and implementing continuity plans. Continuity planning policies demonstrate leadership support for preparedness efforts and help establish a culture of readiness within the school.

Supply Chain Disruption

A Supply Chain Disruption occurs when there is a breakdown in the delivery of goods, services, or resources needed for the school's operations. Supply chain disruptions can result from natural disasters,

transportation issues, or supplier failures. Schools should assess the vulnerabilities in their supply chain, develop contingency plans, and establish relationships with alternative suppliers to mitigate the impact of disruptions.

Risk Mitigation Strategies

Risk Mitigation Strategies are actions taken to reduce the likelihood or impact of potential risks and threats to the school. Risk mitigation strategies may include implementing security measures, conducting training and drills, diversifying suppliers, and investing in resilience measures. Schools should develop and implement risk mitigation strategies to enhance their preparedness and resilience to emergencies.

Continuity Planning Documentation

Continuity Planning Documentation includes all the documents, plans, and records related to the school's continuity planning efforts. This may include risk assessments, business impact analyses, continuity plans, training materials, and test results. Schools should maintain up-to-date and easily accessible documentation to support continuity planning and disaster recovery efforts.

Business Continuity Planning Process

The Business Continuity Planning Process is a systematic approach to developing, implementing, and maintaining continuity plans for the school. The process typically involves conducting risk assessments, business impact analyses, plan development, training, testing, and continuous improvement. The Business Continuity Planning Process is essential for ensuring that the school is prepared to respond to and recover from emergencies.

Emergency Sheltering Plan

An Emergency Sheltering Plan outlines the procedures for providing shelter and support to students, staff, and the community during emergencies that require evacuation or relocation. The plan includes identifying shelter locations, establishing protocols for registration and care, and coordinating with emergency services. Schools should have emergency sheltering plans in place to ensure the safety and well-being of individuals during emergencies.

Communication Resilience

Communication Resilience refers to the ability of the school to maintain effective communication with stakeholders during and after a crisis. Communication resilience involves establishing redundant communication channels, maintaining updated contact information, and providing training on communication protocols. Schools should prioritize communication resilience to ensure that accurate information is disseminated quickly during emergencies.

Emergency Response Training

Emergency Response Training involves educating staff, students, and stakeholders on how to respond effectively to emergencies. Training may include first aid, evacuation procedures, crisis communication, and

incident management. Schools should provide regular and hands-on training to ensure that individuals are prepared to respond to emergencies and contribute to a coordinated response effort.

Continuity Planning Standards

Continuity Planning Standards are guidelines, frameworks, and best practices that schools can use to develop effective continuity plans. Standards, such as ISO 22301, provide a structured approach to continuity planning, including risk assessment, plan development, testing, and maintenance. Schools can use continuity planning standards to enhance the quality and effectiveness of their continuity plans.

Exercising and Testing

Exercising and Testing involves conducting drills, tabletop exercises, and simulations to test the school's emergency response plans and procedures. Exercising and testing help identify weaknesses, improve coordination, and enhance the effectiveness of response efforts. Schools should conduct regular exercises and tests to ensure that staff are prepared to respond to emergencies.

Continuity Planning Lifecycle

The Continuity Planning Lifecycle is a continuous and iterative process of developing, implementing, evaluating, and improving continuity