

Chapter:	Governance and General Administration		
Title:	Business Continuity Management Program		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: CEO	Adopted Date: 07.2024 Review Date: 07.2024	Related Policies: Emergency Preparedness Risk Management Unusual and Critical Incidents

Purpose:

The aim of Hopeful Horizons' (HH) Business Continuity Management Program (BCMP) is to ensure that the prevention and mitigation of threats, preparedness, response and recovery is integrated, coordinated, effective and sustainable, while at the same time appropriate for the nature, scale and complexity of the organization.

Scope:

This policy applies to:

- All HH Staff Selected HH Staff, as specified:
 HH Board Members HH Volunteers
 Other:

Policy:

HH recognizes the potential strategic, operational, financial, safety and reputational risks associated with a business disruption or community emergency and shall therefore establish and implement as necessary an adequate emergency management and business continuity program (BCP) and procedures.

A. **Objective:** The business continuity program's overarching objectives are to:

- Ensure the health and safety of staff, volunteers, and clients
- Identify and assure provision or timely restoration of essential services
- Facilitate ongoing and effective communications with internal and external stakeholders
- Define authorities and roles and responsibilities with the BCP
- Ensure protection and/or recovery of the organization's assets
- Provide for protection and security of business and service/treatment data and information

B. **BCP Components:** HH shall establish related BCP procedures to address the following:

1. **Ongoing Emergency Response and Crisis Management:** Details HHs' immediate response to emergencies consistent with the Organization's [Emergency Incident Response](#) procedure. Ongoing emergency response and crisis management shall generally be delegated to the Director of Operations/Safety Officer (DO/SO)
2. **Crisis Communication Plan:** Governs internal and external communication during each phase of a crisis, disruption and emergency. This process shall be managed in accordance with HHs' approved procedure by the Chief Development Officer (CDO).
3. **Information Technology Disaster Recovery:** Defines the resources, actions, tasks, and data required to manage a technology recovery effort. The DO shall be responsible to coordinate with HHs' Information Technology Business Partner (ITBP) to assure data and information protection in offsite system back-ups.

- C. **Vital Business Information:** The CEO/designee shall prepare and maintain a summary record of vital business information and key contacts can be quickly accessed in an emergency or during a business disruption event.

Communication and Training:

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Employees and volunteers shall receive notice of the Board’s policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

Definitions:

1. **Business Disruption:** An event that interrupts your normal business, functions, operations, or processes, whether anticipated or not. Typically, the disruption is expected to last more than one business day.
2. **Crisis:** A crisis is defined as a situation of sufficient magnitude that it could substantially threaten an organization’s operations or reputation. Generally, a crisis is an event that originates from a disruption or community emergency that has widespread reputational and financial impacts to the organization.

Other Related Materials:

Crisis Communication Plan Procedure
[Risk Assessment and Plan Procedure](#)
Hopeful Horizons’ Risk Assessment and Plan

References/Legal Authority:

[Non-Profit Business Continuity Management Toolkit, United Way, 2021.](#)

[The Definitive Guide to Business Continuity Planning, Onsolve, 2024.](#)

Change Log:

Date of Change	Description of Change	Responsible Party
07.2024	This is a new policy.	N. Miller, Prog. Eval. Consult.