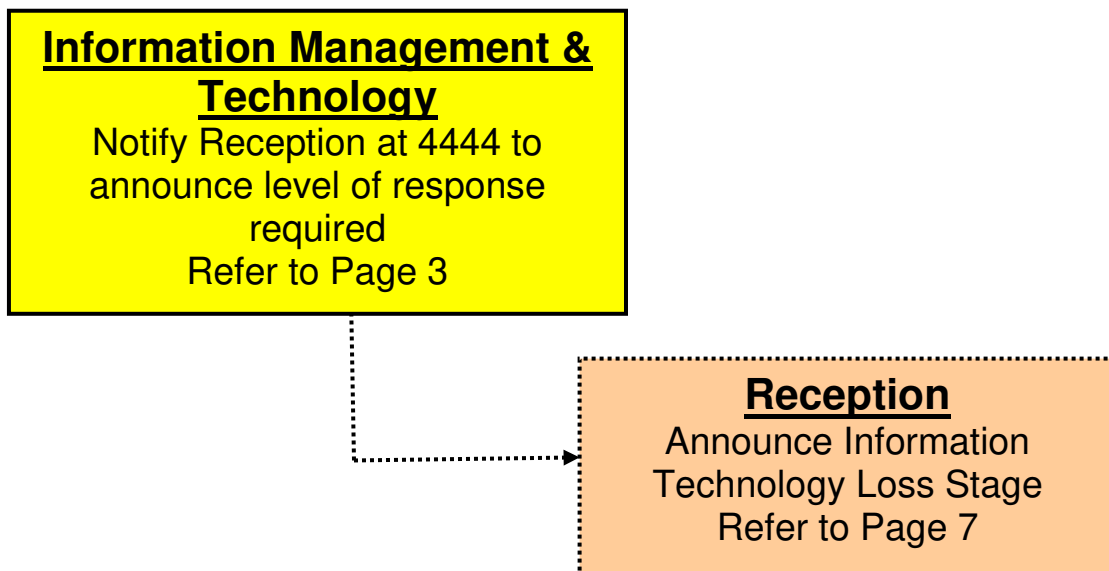


i. Outline

# LOSS OF INFORMATION TECHNOLOGY

## In the Event of a Loss of Information Technology



## Upon Hearing a Loss of Information Technology Announcement

**All Staff**  
Do not call Reception, unless it is urgent

**Stage 1 - System Failure – Call Helpdesk 613-544-4900 x32550 to notify of system failure – refer to downtime procedure manual for specific system**

**Stage 2 – Major System Failure or Network Failure - refer to downtime procedure manual**  
Refer to page 9

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## 1.0 General Overview

### 1.1 Plan to Be Used In Case of a Loss of Information Technology

When there is a loss of the home's internal or external Information Technology system(s) the loss may be a partial or total information technology loss. Partial loss of information technology may affect only those programs as well as partial network loss that affects connectivity to remote sites hosting systems (i.e. Med e-Care or Medisystems) as well as a total loss of all systems due to a core network downtime or connection to PCH failure.

### 1.2 Descriptions of Stage 1 and Stage 2 Losses

#### **Stage 1 – Loss of Partial Information Technology Services –**

The list below are the main clinical systems in the home:

- Med e\_Care – considered a stage 2 – see below
- Medisystems
- ePR
- SiPass
- Maintenance Care
- Computrition

Providence Manor has many systems/applications that run the home's clinical and business services.

#### **Stage 2 – Loss of ALL Information Technology Services or Major System**

This would include a loss of all systems or a major system, like Med e-Care or e-mail. The decision to activate Stage 2 will rest with Director, Information Management & Technology/Delegate. The following systems are considered a major system and require stage 2 Loss of Information Technology

- Loss of Med e-Care
- Loss of e-mail
- Loss of Wireless Infrastructure

**Note:** Protection Services have responsibility for the Security/Access Control System (SiPass) and would respond in the event of a loss to those systems

### 1.3 Authority to Declare Loss of Information Technology

The authority to declare that there is a loss of information technology is the responsibility of the Director of Information Management & Technology<sup>1</sup>. The Director of Information Management & Technology/Delegate is responsible for notifying Reception of the level of response required during an extended loss of Information Technology (Stage 2 – Loss of Information Technology) and instructions to refer to the downtime procedure manual.

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<sup>1</sup> Delegate refers to the next level of appointed authority. In this case, it would be the Administrator On-call

**1.4 Conservation Measures**

During times of Information Technology failure, calls to the Help desk at 613-544-4900 x32550 should be limited to emergencies only.

**1.5 Resuming Normal Operations**

In the event of a large-scale information technology loss, precautionary steps may need to occur before transitioning back to 100% normal operations. In these cases the Information Management & Technology department will communicate the required steps and the approximate time to recover each step.

**1.6 Notification**

All areas will be notified whenever the home must assume downtime procedures. In case of non-emergency, or testing, this will be done in advance by e-mail, and by phone to identified critical areas. In emergency cases, notification will be made through the overhead public address system.

Prior to and upon completion of non-emergency shut downs, or testing, Information Management & Technology will notify the identified critical areas to verify that it is safe to switch to downtime procedures or to return to normal operations.

**1.7 Incident Command Centre**

In the event of a home information technology loss, the Incident Commander is the Director, Information Management & Technology/Delegate. Incident Command will be set-up in the Sydenham 2 Boardroom. The Incident Commander is the direct contact for the home Emergency Operations Center.

## 2.0 Response & Recovery - Information Management & Technology

### 2.1 If a Loss of Information Technology Occurs

#### Response

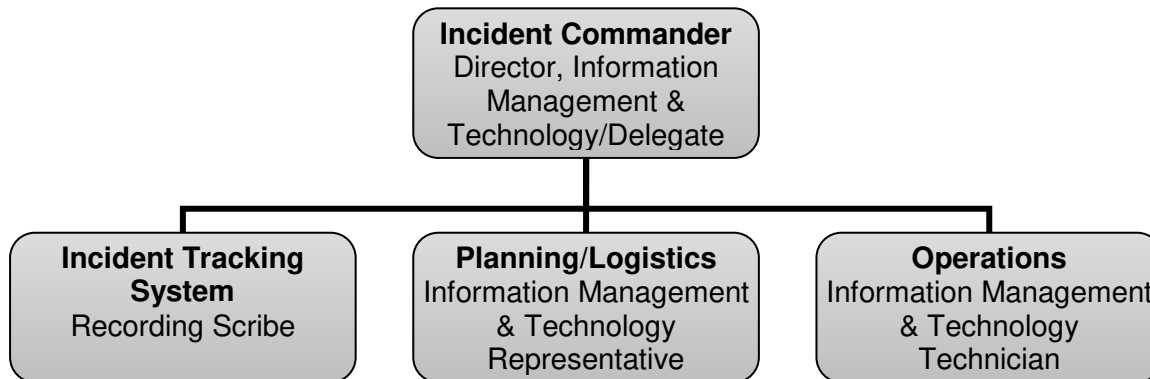
##### Stage 1

##### **Information Management & Technology Representative**

- Contact Director of Information Management & Technology/delegate to authorize an email distribution of the notice of the unscheduled service interruption
- Determine expected length of information technology loss
- Prepare for response should the Information Technology loss be upgraded to Stage 2
- Provide regular reports to the Director of Information Management & Technology

##### Stage 2

##### **Incident Management System**



##### **Director, Information Management & Technology/Delegate**

- Assume role of **Incident Commander**
- Establish the Incident Command Centre (Sydenham 2 boardroom)
- Be prepared to transfer command to a higher authority (i.e., CEO)
- Appoint the following positions, only if the regular assigned persons are not available
  - Planning/Logistics** \_\_\_\_\_
  - Operations** \_\_\_\_\_
  - Incident Tracking System/Recording Scribe** \_\_\_\_\_
- Receive status report/discuss initial action plan with required positions
- Communicate with vendors as required to support system recovery
- Notify Providence Manor Reception, to announce Phase 2 Communications Loss

- When Reception is off-duty**, Providence Manor Assistant Director of Care or Nurse in-charge to ensure nursing units are made aware of the Phase 2 Information Technology Loss
- Prepare to provide a situational report to the President & CEO/Delegate
- Notify Director of Quality & Risk Management of the incident
  - If the incident is expected to cost more than \$5000 for repair:
    - Ensure a SafetE-Net Report is submitted online
    - Ensure required information for insurance purposes is gathered
    - Consider cyber-crime costs and notify the Insurance provider as above

### **Information Management & Technology Representative**

- Assume the role of **Planning/Logistics Officer**
- Regularly assess risk and make recommendations on length of information technology loss and any special needs
- Allocate and deploy staff as necessary to manage loss of information technology and to assist with the resumption of normal operations
- Provide regular reports to the Incident Command Centre
- Notify the Communications Department

### **Recording Scribe**

- Document response actions in the Incident Command Centre

## **2.2 In the Event of an Overhead Paging Failure**

- In the event there is a failure of both the standard overhead paging system and the “All Call” feature of the main fire alarm system enunciator panel at the main entrance
- Communication will be provided by emergency cell phone, or two-way radio

## **Recovery**

### **2.3 Return to normal operations**

#### **Information Management & Technology Representative**

##### **Stage 1**

- Contact Director of Information Management & Technology/delegate to authorize and/or initiate email distribution of the notice of the unscheduled service interruption completion



**Stage 2**

- Contact Director of Information Management & Technology/delegate to authorize and/or initiate email distribution of the notice of the unscheduled service interruption
- Authorize Reception to announce a “Stage 2 Information Technology All Clear”
  - When Reception is off-duty**, Assistant Director of Care or Nurse-in-charge to ensure patient units are made aware that information technology systems have returned to normal
- Prepare for a debriefing with Information Management & Technology staff

**Director of Information Management & Technology****Stage 2**

- Ensure all areas have Information Technology
- Ensure a complete debriefing report is prepared with root cause analysis for incident and recommendations
- Prepare for a debriefing with Incident Command Centre, if activated

**Recording Scribe**

- Document recovery actions in the Incident Command Centre

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### 3.0 Response & Recovery – Reception

#### Response

#### 3.1 Upon receiving notification of an Information Technology Loss

Information Management & Technology Representative will call Reception to inform of an information technology loss stating which stage and which system(s) is not functioning

##### **Stage 1**

**No overhead announcement required**

##### **Stage 2**

- If you were not informed of the loss of information technology by Information Management & Technology contact Help Desk on-call (613-876-0231) to notify them immediately
- When authorized by Information Management & Technology, announce overhead three times “**Stage 2 information technology loss. Please refer to downtime procedure manual.**”
- Notify:
  - Maintenance (to determine if loss is due to facility based infrastructure failure (e.g. flood to server room or loss of utility power)
  - (After hours) Assistant Director of Care or Nurse in-Charge

#### Recovery

#### 3.2 Upon notification that the incident has concluded

- Receive notification from Information Management & Technology that the all clear can be announced, if a stage 2 loss
  - Announce over the public address system three times, “**Information Technology Loss, All Clear**”
- If requested, participate in a debriefing session
- Refer any media inquiries to the Communications Department

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## 4.0 Response & Recovery – All Staff

### Response

#### 4.1 Upon Receiving Notification of a Loss of Information Technology

##### **Do Not Call Reception or Helpdesk Unless It Is Urgent**

##### **Stage 1 – Loss of Information Technology**

- For information regarding loss of information technology, please refer to departmental downtime procedures

##### **Computation offline:**

- Manually write nourishment stickers for the day
- Dietician will provide hard copies of rosters and nourishments
- Call in food orders for Sysco

##### **Maintenance Care offline:**

- Use mobile (cell phone) access, as required.
- Maintenance staff will default to base checks using hardcopy notes
- The building automation system is not network based, but in the event of failure it will default to “safe” (i.e. in winter, heat on)

##### **Staff scheduling**

- Use hard copies as required

##### **SiPass offline:**

- Video monitoring will be unavailable
- Locks will stay engaged
- Keypads will continue to function

##### **Stage 2 – Loss of Information Technology**

- Refer to the downtime procedures manuals
- Await further instruction from Information Management & Technology department
  
- See Stage 1 for related systems

##### **Med e-Care**

- Utilize downtime procedures

**Recovery****4.2 Upon notification that the incident has concluded**

- Transcribe hand written notes\data into electronic system as necessary
- Resume normal duties
- Refer any media inquiries to the Communications Department
- Follow procedures associated with data recovery as required

## 5.0 Response & Recovery – Protection Services

### Response

#### 5.1 Upon Receiving Notification of a Loss of Information Technology

##### **Do Not Call Reception or Helpdesk Unless It Is Urgent**

##### **Stage 1 – Loss of Information Technology**

No response required.

##### **Stage 2 – Loss of Information Technology**

##### **Security Operations Centre Operator**

- Contact the Protection Services on-call Manager
- Assess the impact of the loss of information technology on the Operations Centre and inform the Security Supervisor of any risk issues.

##### **Mobile Patrol Supervisor**

- Ensure the Protection Services on-call Manager is aware
- Ensure extra rounds occur for all doors that have electronic access if that system is affected
- Ensure the continuation of Security functions in the remainder of the facility
- Call in extra staff if directed
- At night increase patrol to high risk areas that are monitored by camera and exterior doors with electronic access if those systems are affected
- If you are contacted with information pertinent to any risk issues notify the Protection Services on-call Manager immediately

##### **Security Officers (if posted)**

- Await instruction from Security Supervisor/Delegate
- If you are contacted with information pertinent to any risk issues notify the Mobile Patrol Supervisor immediately

### Recovery

#### 5.2 Upon notification that the incident has concluded

##### **Mobile Patrol Supervisor**

- Ensure the Protection Services on-call Manager is aware the incident has concluded
- Participate in a team debriefing

- Resume normal duties

**Security Operations Centre Operator**

- Participate in a team debriefing
- Resume normal duties

**Security Officers (if posted)**

- Participate in a team debriefing
- Resume normal duties



## **6.0 Response & Recovery – PM Administrator/Delegate**

### **Response**

#### **6.1 Upon receiving notification of information technology loss**

##### **Stage 1**

- Prepare for response should the Information Technology loss be upgraded to Phase 2

##### **Stage 2**

- Liaise with the Incident Commander from Information Management & Technology to obtain a status report
- In consultation with Incident Commander determine the need to activate the corporate Emergency Operations Centre (EOC) at PCH with senior leadership team members
  - Contact Protection Services (via Security Operations Centre – **613-548-2484**) to have Protection Services on-call Manager notified and assist with EOC activation
- Contact Communications department to draft a press release for local media, if necessary
- Assess the extent of the emergency within the area and consider activating further response as necessary

### **Recovery**

#### **6.2 Upon notification that the incident has concluded**

- Implement a course of action to manage a major disruption of home routine, if necessary
- Arrange for a debrief session within the Incident Command Centre, if activated

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## 7.0 Appendix A – Loss of Information Technology Assessment Form

This form is to be completed by each department to advise Incident Command of the impact of a **Stage 2 - Loss of Information Technology** to their department. This will allow incident command to assess the severity of the incident and respond appropriately.

Security will make every effort to collect these forms from every department. If there is an urgent need to deliver this report to Incident Command, it will be the responsibility of the reporting department to ensure the timely delivery of the form.

Date: \_\_\_\_\_ Department: \_\_\_\_\_

Inspected by: \_\_\_\_\_ Signature: \_\_\_\_\_  
 (Print)

Contact #: \_\_\_\_\_

Forwarded to Incident Command for Review

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Assessment Details:

Received by Incident Command

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Received by: \_\_\_\_\_ Signature: \_\_\_\_\_  
 (Print)

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