

Crisis Management and Business Continuity Policy

Policy Number: G-05.02.00	Next Review Date: 2029
Approved by: NSRDDA Board	Approval Date: February 8, 2026

1. Purpose

This purpose of this policy is to ensure that the NSRDDA is equipped to respond to crises and maintain continuity of essential regulatory functions. It sets out principles and responsibilities to guide the organization's preparedness, response, and recovery, in the face of significant disruptions.

2. Scope

This policy applies to all Board members, volunteer members of Statutory Committees, staff, and contractors.

It governs the organization's approach to a range of crises, including:

- Registrant-related threats to public safety (e.g., registrant actively practising while impaired by drugs or alcohol, sexual misconduct involving patients, performing procedures out of authorized scope)
- Major service disruptions (e.g., IT failure, cybersecurity breach)
- Reputational risks (e.g., media controversy, public criticism, legal challenges)
- Internal misconduct or regulatory failures
- Natural disasters or health emergencies (e.g., pandemic, fire)
- Criminal or legal events (e.g., fraud, disclosures of wrongdoing)

The policy also covers continuity of operations during and after disruptive events.

3. Definitions

- **Crisis:** A significant event or threat that may disrupt operations, endanger public safety, or damage public confidence in the Regulator.
- **Business Continuity:** The capability to maintain or restore critical regulatory functions during and after a disruption.
- **Crisis Management and Business Continuity Plan:** A separate operational document outlining the steps, tools and roles used to respond to and recover from a crisis.

4. Guiding Principles

- **Public Interest First:** Actions taken during a crisis or disruption will prioritize the protection of the public.
- **Operational Resilience:** Essential services and statutory functions will be restored as quickly as possible.
- **Clarity and Accountability:** Roles and procedures will be clearly defined, and decisions will be well-documented.
- **Integrity and Responsiveness:** Responses will be timely, evidence-informed, inclusive, and culturally responsive.
- **Respect for Diverse Needs:** Crisis response and recovery actions will consider diverse lived experiences, and accessibility needs and will aim to minimize disproportionate impacts on equity-deserving communities.
- **Learning Orientation:** Each crisis or disruption will be treated as an opportunity to learn and improve future preparedness.

5. Policy Statement

The NSRDDA will:

a. Maintain a Current Plan

Keep a Crisis Management and Business Continuity Plan that is up to date and reflects the organization's environment and regulatory obligations.

b. Assign Responsibility

The Registrar is accountable for activating and overseeing the response to any crisis or disruption, with support from designated staff.

c. Ensure Training and Preparedness

Staff and the Board Chair (and additional volunteer Board members or Committee members if required) will be trained on their roles in a crisis or continuity situation. The training will include culturally safe and inclusive approaches to crisis response. At least one tabletop exercise will be conducted.

d. Promote Communication

During a crisis, internal and external communications will be handled by the Registrar or a designated spokesperson, with guidance from legal and communications advisors as needed. Communications will be timely, accessible, and considerate of the needs of diverse audiences and communities.

e. Evaluate and Improve

Following any significant incident or test, the Plan will be reviewed and updated based on lessons learned.

6. Roles and Responsibilities

The **Board** approves the Crisis Management and Business Continuity Policy and ensures appropriate oversight. The Board understands its role in crisis management and continuity plans and follows required protocols during disruptions.

The **Registrar** leads the implementation of this policy and ensures resources are allocated to support continuity planning and response. The Registrar also identifies critical functions within the organization and ensures continuity plans are current. They also coordinate the development, maintenance, and testing of the Crisis Management and Business Continuity Plan.

All **staff and volunteer Board and Committee members** participate in training, understand their roles in crisis management and continuity plans, and follow procedures during disruptions.

7. Monitoring and Policy Review

The Registrar will ensure that this policy is reviewed in accordance with the Board's policy review cycle or as required by significant operational or environmental changes. The results of Crisis Management and Business Continuity Plan (CMBCP) testing and any incidents will be reported to the Board with recommendations for improvement.

8. Accountability

The Registrar is accountable for ensuring compliance with this policy.