Executive Director
Business Continuity Plan

COMMUNITY CARE OF WEST NIAGARA

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VERSION & REVIEW HISTORY				
VERSION	**APPROVED BY**	**REVISION DATE**	**DESCRIPTION OF CHANGE**	**AUTHOR**
#1	CCWN Board	Nov 27 2024	New Policy – Policy # TBD	CCWN HR Committee
#2	CCWN Board	November 26 2025	Policy review and Policy # assigned: Governance Policy # 401	Executive Director
#3	CCWN Board	October 28 2026	Policy review and update	Executive Director

The **Executive Committee**, in consultation with the **HR Committee**, will be charged with implementation of the ED Succession Plan, and the ED Business Continuity Plan. The Plans are designed to work together, in an effort to provide guidance on smooth continuance of the Priority Functions of the Executive Director during an absence.

1. PRIORITY FUNCTIONS

Essential ED responsibilities to be addressed in the Staffing Strategies for short and long-term absences are:

Position Overview

Key Responsibilities

- Supports operations and administration of the Board by advising and informing members and interfacing between the Board and staff in accordance with Governance Policies
- Meets with the Board Chair to review Board agenda, material issues, opportunities and challenges to ensure provision of relevant and timely information resulting in no surprises to the Board
- Oversees and ensures the efficient and effective day-to-day operation of the organization
- Approves expenditures within the authority delegated by the Board
- Works with the Board to secure adequate operating funds
- Provides prompt, thorough and accurate information to keep the Board appropriately informed of the organization's financial position
- Establishes a positive, healthy and safe working environment, for both paid staff and volunteers, in accordance with all appropriate legislation and regulations in all operations
- Oversees the operations of the organization and manages its compliance with Board policy, legal and regulatory requirements to deliver a high quality of programs and services
- Ensures the implementation of the Fund-Raising strategy to meet organization's goals

2. PROCEDURES – UNPLANNED ABSENCE OR DEPARTURE

The **Executive Committee** appoints a Second in command (SIC) to assume the Key Responsibilities for the Short Term.

3. PROCEDURES FOR SHORT-TERM TEMPORARY ABSENCES

A. STAFFING STRATEGY

The **Executive Committee** appoints a Second in command (SIC) who is (ideally) an internal member of the staff complement to assume the responsibilities outlined above for the short term.

- Identify potential **SIC** prior to requiring their involvement and review "appointee" annually when reviewing/updating plan.

  - ✓ **Director of Community Engagement**

B. ROLE OF ACTING / INTERIM ED

SIC will continue in their own role, with added responsibility for short-term oversight of Operations including:

- Communicates with the Board through the Board Chair on pertinent business matters and updates
- Manages and coordinates the day-to-day operations of the organization's office infrastructure, ensuring professionalism and alignment with policies and plans
- Facilitates team meetings and discussions
- Follows up with team members regarding any urgent operational concerns
- Handles escalated matters by employees for decision making or feedback
- Up-channels any organizational reputational risks to Board Chair (Negative PR risks) for discussion and resolution

4. PROCEDURES FOR LONG-TERM TEMPORARY ABSENCES

A. STAFFING STRATEGY

Identify potential SIC prior to requiring their involvement and review "appointee" annually when reviewing/updating plan.

- ✓ **Director of Community Engagement**

The **Executive Committee** in consultation with **HR Committee** explores the temporary reassignment of duties to allow for SIC to assume broader responsibilities, including both internal facing operations and external responsibilities within Community.

SIC ensures smooth continuation of Internal operations.

Temporary reporting relationships Include: Director of Community Engagement, Outreach and Support Coordinator, Operations Manager, Client Services Coordinator, Community Donations Coordinator, Procurement and Warehouse Coordinator, FEED Niagara Manager, Bookkeeper/Payroll Clerk, temporary and contract staff.

SIC ensures smooth continuation related to External/Community operations.

B. ROLE OF ACTING / INTERIM ED – SCOPE CAN BE SHARED, AS SUGGESTED BELOW:

Key Responsibilities:

Internally:

- Defines and directs the strategy, objectives, policies, programs and budgets for the organization, which are consistent with short- and long-term strategic goals **Executive Committee**
- Ensures above are clearly communicated and strategically aligned with the requirements of the Board and the organization as a whole **Executive Committee**
- Monitors financial performance and advises the Board in the development of capital and operational budgets, ensuring alignment with the strategic priorities of the CCWN **Treasurer/Finance Committee**
- Manages and coordinates the day-to-day operations of the organization's office infrastructure, ensuring professionalism **SIC Director of Community Engagement**
  - and alignment with policies and plans **Executive Committee**
- Fosters consistent culture throughout the organization **HR Committee**
- Identifies new opportunities that will be relevant to CCWN and provides significant value **ALL**

Externally:

- Establishes strong visibility and involvement with the local community to ensure alignment with mission, vision and values **SIC Director of Community Engagement**
- Represents CCWN on committees, at community events, etc. where appropriate **SIC Director of Community Engagement**

5. PROCEDURES FOR PERMANENT DEPARTURES

RESIGNATION WITH NOTICE OR SUDDEN DISMISSAL OR DEATH

The **Executive Committee** appoints a Second in command **(SIC)** to assume the Key Responsibilities outlined for the short term.

- ✓ **Director of Community Engagement**