

Al Ittihad Private School Jumeirah



Clinic Business Continuity Plan AY 2024-2025



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Vision Statement

“A generation of heritage guardians and global thinkers”

Mission Statement

IPS-Jumeirah provides a nurturing learning environment which motivates students to develop and exercise essential leadership skills for the 21 century. Our programs promote lifelong learners who display self-discipline, the ability to work effectively and respectfully with diverse teams, display tolerance and acceptance of others, while encouraging them to become global citizens who stay true to their heritage.

Core Values

- Tolerance
- Compassion
- Resilience
- Innovation
- Honesty
- Respect
- Collaboration

Al Ittihad Private School–Jumeirah is one of the five Al Ittihad Private School branches and opened its doors in 1998. IPS-J is serving a community of over 2,500 students and has become one of the premier schools in Dubai offering an American Curriculum. The school follows a standards-based US curricular program (California and MOE standards) from Pre-K to Grade 12 designed to prepare students for post-secondary education. IPS-J is an inclusive school offering a learning support program, which enables the admissions of a managed number of students requiring learning support at each grade level.

I. Purpose

- A business continuity plan is critical in keeping the school clinic able to provide care for the school community when it is most needed following an emergency or other disruption.
- The plan reduces the stress impact on the school community during a disaster and allows it to maintain its critical business and logistical functions.
- A solid business continuity plan also helps the school clinic to recover and get back to 'business as normal' following an event more quickly and completely.
- It establishes policy and guidance ensuring that critical functions continue, and that personnel and resources are relocated to an alternate mode or facility in case of emergencies.
- help minimize and possibly even prevent serious consequences and downtime following a disaster or major disruption.

II. Policy Statement

- A Business Continuity Plan and Program is an ongoing process supported by senior management and funded by the organization.
- Critical processes that are necessary for the school clinic to continue services should be identified, as well as how these processes will be maintained in adverse circumstances.
- An effective business continuity process engages in a system of continuous training, testing, and maintenance of the plan and program.
- Maintaining a level of service to the school community.
- Retaining qualified staff is trained.
- The plan should develop procedures for notifying, activating, and deploying employees.

Some of the common scenarios that must be in place to maintain the school clinic and medical services work:

- Understanding any regulatory and legal requirements that apply and maintaining specific requirements and operations during the disaster.
 - The school clinic must follow and apply all the regulatory bodies' health instructions and guidelines in relation to any specific disaster.

- Maintain communication with the national parties concerned,
 - The school clinic should be familiar with the ways of contact with the concerned parties such as DHA, ambulance services, government hospitals.... etc. Contact numbers, emails if available...etc.
- Maintain communication with the parties concerned in the school.
 - The communication between the Clinic's Business Continuity Team should be at the earliest opportunity to allow early resolution of the problem.
- Enough Medical staff is available to conduct the work.
 - The school has enough medical staff that can maintain the regular work and covers extra duties to some extent.
 - School medical staff rotates between the four clinics to cover the short-term substitution period.
 - The school has an agreement with a health center that can support the organization with more staff at the time of extra demanding situations.
- Training of the staff and continuous professional development programs.
 - School health professionals are required to achieve specific credit hours of training to be licensed by the DHA yearly. Attended topics are selected to suit the school's needs as an educational institution.
- School clinics are accessible.
 - Clinics are located on the first floor and are accessible to all students and staff members.
 - They are easy to access with clear signage posted.
- Multiple locations in the school for medical services.
 - There are four (4) clinics in the school. Each school section has a well-equipped independent clinic with one nurse. The elementary section has two nurses because of the greater number of students.

- Identification and elimination of risk (patient, equipment, etc.).
 - Health professionals are aware to identify risks that may impede medical services such as biological risks (infectious person), technical risks (equipment failure), technology risks (system failure), etc.
 - Any identified risk should be eliminated immediately.
 - Alternative plans should be available all the time.
- Equipment is maintained and functioning well.
 - Regular check-through by a contracted company. Periodic Preventive Maintenance is carried out every six months.
 - Staff nurses have schedules and checklists to conduct equipment checks. Some equipment needs a daily check, others weekly, and so on.
 - If any damage or improper function is detected, the maintenance department will be contacted for immediate action.
- The software is stable with a backup system
 - The four School clinics have a clinic-shared folder where each clinic's work will be documented.
- Adequate supplies
 - The school Clinic Maintains adequate supplies that cover the needs of the four clinics. Supplies are requested monthly.
 - Supplies are distributed between the clinics to guarantee needs at times of emergencies and shifting of services.
- Third-party support in emergency transfer
 - Emergency cases that cannot be completely treated in the school will be transferred to the hospitals.

The broad business continuity strategies for responding to a major incident and disruption are as follows:

- In the event of an ICT or building service (such as power, water, air conditioning, etc.) outage that does not impact safe operations, the clinics will remain open, and affected areas may continue to operate using alternate/workaround procedures until the outage is resolved.
- In the event that an incident renders the building where any of the school clinics are unsafe or inaccessible, all services will be suspended, and the specific clinic will be closed. The Business Continuity Plan will be activated and plans for the continuity of critical business functions will be enacted within the specified Maximum Tolerable Period of Disruption.
- The affected clinic will remain closed until the building is made safe for occupation and services are returned to normal.
- If a major incident or disruption affects the school, all clinics will follow the school procedures in major incidents and services disruption.
- There should be members who ensure Clinic Business Continuity. These members are responsible for coordinating on-site tactical and operational responses regarding the school clinics when the BCP is activated in response to disruption. The key responsibilities of the team are:

Members who ensure Clinic Business Continuity	
Roles and responsibilities	<ul style="list-style-type: none"> ▪ Gather details and assess the impact of the incident. ▪ Oversee the resumption of critical business functions. ▪ Liaise with local emergency services, other healthcare facilities, and support agencies. ▪ Coordinate deployment of internal and external resources required to support service resumption and recovery. ▪ Keep the Executive apprised of the incident and the status of the recovery. ▪ Carry out the post-incident review and long-term recovery (return to normal).

III. Clinics Business Continuity Strategies

Sub-unit	Service / activity	Maximum Tolerable Period of Disruption (MTPD)	Immediate continuity strategy	Alternative Clinic	Sustainable continuity strategy	Maintainable duration
Elementary Clinic	First Aid	Depends on the incident duration	Immediately suspend the clinic operational services	KG Clinic	Relocate resources to KG Clinic carry out services	Depends on the incident duration
Girls Clinic	First Aid	Depends on the incident duration	Immediately suspend the clinic operational services	KG Clinic	Relocate resources to KG Clinic carry out services	Depends on the incident duration
Boys Clinic	First Aid	Depends on the incident duration	Immediately suspend the clinic operational services	Elementary Office Station	Relocate resources	Depends on the incident duration

KG Clinic	First Aid	Depends on the incident duration	Immediately suspend the clinic operational services	Girls Clinic	Relocate resources to Girls Clinic carry out services	Depends on the incident duration
All Clinics (Major School Disaster)	First Aid & Emergency Care	Depends on the incident duration	Immediately suspend the clinic services	Agreed on relocating site	Relocate resources to the site.	Depends on the incident duration

S. No	Procedure	Responsibility
1	Clinics establishment	School Management/Operation
2	Staff hiring & CPD support	School Management/HR/School Doctor
3	Contract with third parties	School Management/HR/Operation
4	Resources	School Management/Operation
5	Provision of service	Medical Staff

IV. Response Actions

5.1. Immediate

Action
Initiate Incident Log.
Obtain general situation report from the notifier
Notify other members of the team as required.
Determine the nature of the incident <ul style="list-style-type: none"> ▪ What has happened? ▪ Is anyone hurt? ▪ What services / areas are affected? ▪ What is the impact on critical business activities / services? ▪ What has been done? ▪ How long is the disruption likely to last?
Formulate plan for carrying out immediate continuity strategy for critical business functions.
Decide if staff/students should receive medical services from the same location or relocate to the alternate site of services.

5.2. On-going

Action
Coordinate on-going communications with stakeholders.
Ensure safety and wellbeing of all personnel.
Set up roster for rotation of team members if incident is prolonged.
Liaise with EMT for deployment of additional resources to support recovery.
Provide regular updates to the EMT.
Formulate plan for implementing sustainable continuity strategy for critical business functions, if necessary.

Members to ensure Clinic Business Continuity
Management
Operations Section
Sections' Administration
Medical Staff
HR
IT

V. Disclaimer

Disclaimer

This policy was developed by Al Ittihad Private School-Jumeirah. It is intended for use exclusively by school staff and students. Any external use, whether in whole or in part, requires management approval. Any exceptions to this policy must also be approved in advance by the school management.

Clinic Business Continuity Plan

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