



Eligibility Guide: Service Continuity Planning Workshop

A Canadian Red Cross Program for Community Organizations

We are pleased to present this five-hour virtual or in-person workshop tailored specifically for community organizations. Before requesting a workshop, we encourage you to review the following eligibility criteria. This workshop is **BEST SUITED** for:

Organization Type:

- Non-profits & charities
- Community & social service agencies
- Social Enterprises with a primary community service mission

Organizational Profile:

- **Small to Medium-Sized:** With limited dedicated resources for emergency planning and service or business continuity planning.
- **Service-Oriented:** Your primary mission is to provide direct services or support to the community.
- **At-risk Clientele:** You serve populations that are at-risk or disproportionately affected by disruptions (e.g., seniors, youth, low-income families, people with disabilities, newcomers, etc.).
- **Starting Your Planning Journey:** You have little to no formal continuity plan in place and are looking for foundational knowledge and templates to begin.

Your Readiness:

- You have at least one staff member or dedicated volunteer who can act as an SCP Lead to drive the planning process.
- You have (or can secure) buy-in from senior leadership (e.g., Executive Director, CEO, Board Chair) to support the development and implementation of a plan.

This workshop is **NOT** designed for:

Community organizations that are not providing services to at-risk communities: For example, sporting organizations.

For-Profit Businesses: While the principles are similar, the strategies and examples are tailored for non-profit, service-based models, not profit generation. We recommend seeking a traditional Business Continuity Planning workshop.



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Large Institutions & Government Entities: Large hospitals, school boards, universities, or municipal/corporate departments have different complexities, scales, and resources. This introductory workshop will not address the specific needs of multiple departments.

Organizations Seeking Advanced/Technical Plans: This is a foundational program. It does not cover complex IT disaster recovery, detailed financial risk management, or in-depth crisis communications.

Passive Participants: This workshop provides tools for *doing the work*. Applicants must be prepared to actively develop their plan during and after the session.

Pre-Workshop Checklist

Please answer with a Yes or a No

Prompt	Yes or No
I am from a community-based, non-profit, or charitable organization.	
My organization provides direct services to the community.	
We have limited dedicated staff/time for emergency planning.	
We have leadership support to develop a continuity plan.	
A staff member or volunteer is committed to being the SCP Lead.	
Our goal is to ensure our most critical services can continue during a disruption.	

If you answered yes to most of these prompts, you are likely a great fit! If you answered no to most of these prompts, you may be interested in viewing a Service Continuity Planning 101 webinar, which provides an overview of the concepts covered in the workshop. Please refer to the [Prepared Together webinar series](#) page for details of upcoming sessions.

Disclaimer: The Service Continuity Planning workshop focuses on service continuity related to operational disruptions. It does not address non-disaster-related financial or legal risks, which are outside the scope of this program.

Questions about your eligibility? Please contact us at DRRCCA@redcross.ca before requesting a workshop.

Please note that 3 weeks' notice is required to schedule a workshop.