

Critical Incident and Crisis Management Plan

PURPOSE

The purpose of Critical Incident and Crisis Management Plan is to articulate the process of delivering a timely and coordinated response to critical incidents and urgent situations involving students, staff, faculty and visitors to VGC.

Critical incidents and urgent situations are those which may include:

- incidents of persons in extreme emotional distress
- incidents involving sudden trauma or death
- incidents of inter-personal conflict
- incidents of other matters similar in nature.

Examples of critical incidents include, but are not limited to, the following:

- Sudden death
- Suicide or threat of suicide
- Life threatening injury/illness
- Sexual assault
- Mental health crisis
- Drug/alcohol overdose
- Violent or threat of violent crime on campus
- Campus disturbance/riot
- Fire/explosion
- Natural disasters

PROCEDURES FOR ADDRESSING A CRITICAL INCIDENT

1. Roles and Responsibilities

Critical Incident Response Team:

- Oversee the overall management of the crisis and critical incidents on all campuses.
- Assigns each campus a Campus Crisis Lead to ensure an immediate response
- Evaluates and improves the Critical Incident and Crisis Management Plan as necessary

The Critical Incident Response Team will be made of the following individuals:

1. Crisis Incident Response Team Coordinator
2. Admissions and Homestay Manager
3. Director of Studies
4. Cultural Integration and Activities Coordinator

Campus Crisis Lead:

- Oversees management of crises and critical incidents at the affected campus until the arrival of the Critical Incident Response Team.
- Acts as the primary liaison with emergency services when required and appropriate.
- Takes initial actions such as evacuation, lockdown, or first aid.

Counselling Coordinators (Student Support Staff):

- Provides emotional support to students and staff affected by the incident.

2. Critical Incident and Crisis Response Steps

Step 1: Identification and Initial Action by Campus Crisis Lead

The Campus Crisis Lead identifies the incident and assesses its severity.

If immediate action is required:

- Call 911 for emergency services (if needed).
- Initiate evacuation or lockdown procedures based on the situation.
- Initiate First Aid response if appropriate
- Notify the Crisis Incident Response Team as soon as it is safe to do so.

Step 2: Crisis Lead Intervention

The Campus Crisis Lead will alert the Critical Incident Response Team.

If necessary, the Campus Crisis Lead will contact additional internal resources (e.g., administrative staff, student support staff, senior management, etc.) or external services (e.g. building security/management, Downtown Safety Ambassadors, etc.)

Step 3: Secondary Response Execution

The Critical Incident Response Team will devise the secondary response plan including determination of the following:

- 4.1 If the Police or Emergency Services should be called;
- 4.2 If the situation warrants hospitalization;
- 4.3 If the situation warrants implementation of additional VGC procedures or policies governing Health and Safety, Bullying and Discrimination, Sexual Misconduct, etc.

Step 4: Case Management

The Critical Incident Response Team will devise a Case Management Plan which will include determining:

- If ongoing monitoring is required
- If ongoing counselling and support to affected individuals through the Counselling Coordinators is required

- If there are other individual or groups of persons affected by the event who would benefit from Counselling Services
- If the incident should be referred to the Executive management if there is impact to working relationships
- Development of the reporting responsibility, the writing of the summary report, and advising senior management.

3. Post-Incident Review and Evaluation

The Critical Incident Response Team shall meet no more than two days post event to evaluate the application of this procedure. If areas of improvement are identified, they will be submitted to Executive management for implementation.

4. Communication Plan

Pre-incident communication will focus on educating members of the campus community about the nature of critical incidents, how to report them, and how to get the help needed if they have been involved with a Critical Incident.

Incident communication will focus on mitigating the effects of the incident on those who are directly involved. Relevant information will be shared with those who are impacted by the incident. Communication will be conducted in a manner that protects the interests and privacy of those involved.

APPENDICES

I. List of contact numbers for CIRT Members and Campus Leads

CIRT Members

1. Gemma Masferrer - Cultural Integration and Activities Coordinator
Crisis Incident Response Team Coordinator
(604) 688-9057, cell 604-445-3558
2. Lawrence Whalen, Admissions and Homestay Manager
(604) 688-9057 2001; cell (778) 871-9119
3. Jordan Beckett; Director of Studies
(604) 688-9057 ext. 3004
4. Kaori Hiyama, Student Services - Japan
(604) 688-9067 ext. 2002

Campus Leads

1. Stacey Marcoux - Academic Administrator - Pathways, - Granville Campus
(604) 688-9057 ext. 3001
2. Clark Bae, Chief Financial Officer - Hastings Campus
(604) 688-9057 ext. 7001
3. Laura Lee, Admissions Representative - Hornby Campus
(604) 688-9057 ext. 3003

II. Sample Agenda for a Critical Incident Debriefing Session

1. Introduction of leader(s), CI reps and participants
2. Enquire if media is present and ask them to leave.
3. Purpose of meeting:
 - To share reactions and information
 - To share thoughts and concerns
4. Set some ground rules:
 - Confirm confidentiality
 - Announce time (1 hour)
5. Leader for session states, "I'm sorry this happened"
6. Provide simple and direct information about the event (do homework ahead of time and get as many facts as possible to answer questions that may arise, within bounds of confidentiality)
7. Provide information/education about the responses people might experience and the processes people may encounter as they bounce back from events such as this.
8. Ask participants to tell about their experience (story, impact, current functioning).
9. Validate key emotional reactions - listen and say a few words of comfort (be prepared for a range of reactions).

10. Closure of debriefing.

- Review session
- Education: Tell participants what they might expect (lingering memories, reminder of other losses, etc.)/normalize reactions) (handouts should be available)
- Discuss with participants how they have coped with stress in the past/resilience
- Inform them about where to go for help (brochures should be available)
- Provide information about the next few days – how to get information, who to contact re questions, how to find out where and when classes will resume.
- Thank them for coming.

III. Sample of information to be collected about the event to aid response

- Details of event-who, what, when, where, how
- Family information and student profile
- People directly/indirectly affected
- How individuals are affected
- Current situation in the school e.g. rumours, level of awareness, impact on students and staff
- Program name
- Contact telephone numbers
- Ethnic background and language
- Family Doctor
- Known disabilities
- Family contacts
- Close friends, including partner
- What are the impacts on classes or exams? Should they be cancelled or postponed?