



PTIRU Institution # ID-02287 | DLI # O264573530022 | EQA ID # 0000-689

## CRITICAL INCIDENT AND CRISIS MANAGEMENT POLICY

### Purpose

The purpose of this policy is to establish a framework for a swift, effective, and coordinated response to any critical incidents and urgent situations involving students, faculty, staff, board members and visitors to WCI.

- Protect the safety and well-being of all students, faculty, staff, board members and visitors.
- Minimize disruption to WCI's business operations and services.
- Protect the WCI's assets, information, and reputation.
- Ensure clear communication with internal and external stakeholders.

### Scope

This policy applies to all students, faculty, staff, board members and visitors to the Duncan and North Vancouver campuses, as well as within the online learning Zoom environment. It covers any event that significantly disrupts normal operations or creates an immediate threat to safety.

### Definitions

- **Critical Incident:** A sudden, unexpected event that has the potential to cause serious physical or psychological harm (e.g., medical emergency, workplace violence, natural disaster).
- **Crisis:** A high-impact event that threatens the organization's long-term viability, reputation, or legal standing.
- **Crisis Management Team (CMT):** A designated group responsible for evaluating an incident and activating the crisis response.

### Roles and Responsibilities

- **Crisis Management Team (CMT):** Leads the overall strategic response, including resource allocation and decision-making. CMT Members are: program directors, site managers and the administrator.
- **Incident Commander:** Manages the "on-the-ground" response at the scene. Incident Commanders are the session managers for each campus.
- **Communications Lead:** Manages all internal updates and external media relations. Communications Lead is the administrator.
- **HR/People Lead:** Coordinates student, faculty and staff support, mental health services, and family liaison. HR/People Leads are the program directors.

## Crisis Management Team (CMT) Contacts

### Duncan Campus

Duncan Session Manager

Regina Montag: (phone # supplied to students, faculty and staff before each on-site session)

email: [duncanmanager@westcoastinstitute.org](mailto:duncanmanager@westcoastinstitute.org)

### North Vancouver Campus

North Vancouver Session Manager

Ronaye Ireland: (phone # supplied to students, faculty and staff before each on-site session)

email: [northvanmanager@westcoastinstitute.org](mailto:northvanmanager@westcoastinstitute.org)

### Program Directors

Debbie Laurin: (phone # supplied to students, faculty and staff before each on-site or online session.)

email: [debbielaurin@westcoastinstitute.org](mailto:debbielaurin@westcoastinstitute.org)

Rose Maynard: (phone # supplied to students, faculty and staff before each on-site or online session.)

email: [rosemaynard@westcoastinstitute.org](mailto:rosemaynard@westcoastinstitute.org)

### Administrator

Kelsey Falle: (phone # supplied to students, faculty and staff before each on-site or online session.)

[admin@westcoastinstitute.org](mailto:admin@westcoastinstitute.org)

### Emergency Information

Emergency Phone: 9-1-1

#### Duncan, BC

[North Cowichan/Duncan RCMP](#)

6430 Ford Road

Duncan, BC V9L 6C5

Non-Emergency Phone: 250.748.5522

Emergency Phone: 9-1-1

#### North Vancouver, BC

[North Vancouver RCMP](#)

147 East 14th Street

North Vancouver, BC V7L 2N4

Non-Emergency Phone: 604-985-1311

Emergency Phone: 9-1-1

[Duncan Fire Department](#)

468 Duncan Street

Duncan, BC V9L 3X3

Non-Emergency Phone: 250-746-5211

Emergency Phone: 9-1-1

[North Vancouver Fire Department \(DNV Firehall #2\)](#)

1110 Lynn Valley Road

North Vancouver, BC V7J 1Z9

Non-Emergency Phone: 604-990-3682

Emergency Phone: 9-1-1

### Procedures

Immediate Actions (First 0–2 Hours)

1. **Life Safety First:** Call emergency services (911) immediately if there is a threat to life or property.
2. **Notification:** Notify the location Site Manager immediately.
3. **Activation:** The CMT convenes to assess the situation and determine the response level.
4. **Containment:** Secure the area or initiate lockdown/evacuation protocols as necessary.

## Secondary Response (2–24 Hours)

- Establish a central Command Post for the CMT.
- Issue a verified public statement within 1–2 hours to inform the public.
- Verify the safety of all students, faculty, staff, board members and visitors and account for everyone at assembly points.

### **Crisis Communication**

All communications must adhere to the following: clarity, conciseness, concreteness, correctness, and completeness. Only designated spokespeople are authorized to speak to the media in the event that it is necessary.

### **Post-Incident Recovery & Review**

- **Support Services:** Provide "Psychological First Aid" and Critical Incident Stress Management for those affected. Remind students of the [Here2Talk](#) counselling and support services available to them.
- **Evaluation:** Conduct a "Hot Debrief" immediately and a formal "After-Action Review" within 14 days to update policies if necessary
- **Documentation:** Maintain a detailed log of all actions taken and decisions made during the crisis for legal and insurance purposes.

### **Training and Testing**

The CMT will undergo crisis simulations and tabletop exercises to ensure readiness.