



Critical Incident and Crisis Management Policy - WBCPC

<u>Western British Columbia Polytechnic College</u>	<u>03792</u>
Name of Institution	Institution Number
<u>Critical Incident and Crisis Management Policy</u>	<u>September 1, 2022</u>
Name of Policy	Effective Date
	<u>October 29, 2025</u>
	Revision Date

This policy governs "Critical Incident and Crisis Management" respecting Western British Columbia Polytechnic College (WBCPC) and any aspect of its operations.

1. Purpose

This policy establishes Western British Columbia Polytechnic College's (WBCPC) framework for responding to critical incidents and crisis situations. The purpose is to safeguard the health, safety, and well-being of students, employees, and visitors, and to ensure timely, coordinated, and effective response and recovery actions.

2. Scope

This policy applies to all members of the College community, including students, staff, faculty, contractors, visitors, and external partners engaged in college activities or present on College property or at College-sponsored events.

3. Definitions

Critical Incident: An unexpected event that poses an immediate threat to the safety, security, or functioning of the College community (e.g., medical emergencies, threats of violence, accidents, natural disasters).

Crisis: A situation that significantly disrupts normal College operations or has potential reputational, operational, legal, or financial consequences (e.g., cyber incidents, major facility disruptions).

Incident Report: A documented record outlining the details, actions taken, and individuals involved in a critical incident.

4. Policy Statement

WBCPC is committed to maintaining a safe, secure, and resilient learning environment. The College will:

- Respond promptly and professionally to critical incidents and crises.
- Prioritize the safety and well-being of students, staff, faculty, and visitors.

- Maintain clear procedures for reporting, assessment, communication, and recovery.
- Coordinate with external emergency responders and relevant authorities where required.
- Provide support services, including wellness and counselling resources, to affected individuals.
- Regularly review and improve emergency and crisis management procedures.

5. Responsibilities

College Administration:

- Maintain emergency response and crisis management procedures.
- Ensure appropriate training and resources are available.
- Coordinate response efforts and communication during incidents.
- Receive incident reports and respond to emergencies.
- Notify senior leadership and emergency services where needed.
- Secure affected areas and support response efforts.
- Conduct incident reviews and coordinate recovery and follow-up actions.
- Maintain records and ensure compliance with policy.

Employees & Faculty:

- Report critical incidents immediately.
- Assist in implementing emergency procedures when required.

Students & Visitors:

- Follow emergency instructions and report safety concerns.

6. Reporting and Response Procedure

STEP 1 Immediate Response:

Ensure personal safety and contact emergency services (911) if required. Notify on-site College personnel or Security immediately to initiate the response process.

STEP 2 Notification:

Employees must report incidents promptly to the VP Operations or the designated College representative.

STEP 3 Documentation:

An incident report must be completed within 24 hours of the event. The report should include the date, time, and location of the incident, the names of individuals involved, a description of what occurred, the actions taken, and information from any witnesses, if applicable.

STEP 4 Investigation & Follow-Up:

The VP Operations will evaluate the incident, coordinate the appropriate response, and implement corrective actions as required. Support services may be offered to individuals affected. Findings from the incident will be used to strengthen future procedures and improve College safety practices.

7. Confidentiality

All incident information will be handled confidentially and shared only with authorized personnel or agencies involved in response or investigation.

8. Training and Awareness

The College will provide regular training and information on emergency response procedures to faculty, staff, and students to promote preparedness and compliance.

9. Policy Review

This policy will be reviewed annually or following a critical incident to ensure ongoing effectiveness and alignment with best practices.