

Guildford College	ID-04470
<i>Name of Institution</i>	<i>Institution Number</i>

Critical Incident and Crisis Management Policy	December 8, 2025	January 1, 2026
<i>Name of Policy</i>	<i>Implementation Date</i>	<i>Effective Date</i>

Revision Date: January 1, 2027

Purpose

The purpose of this Critical Incident and Crisis Management Policy is to establish a clear, proactive protocol for effectively managing and responding to critical incidents and crisis situations that may affect the safety and well-being of students, staff, and visitors at Guildford College. This policy ensures a coordinated, timely response to minimize harm, protect the college community, and reduce operational disruption.

This policy aims to:

- Provide a structured and efficient response framework for critical incidents
- Ensure all staff, students, and stakeholders are prepared for emergencies
- Define roles and responsibilities for crisis management
- Establish clear communication protocols during emergencies
- Facilitate recovery and return to normal operations following an incident

Scope

This policy applies to:

1. All members of the Guildford College community, including students, staff, faculty, instructors, contractors, and visitors
2. All college premises including classrooms, administrative offices, and common areas
3. College-sponsored events and activities, whether on-campus or off-campus
4. Practicum placements and field experiences
5. Virtual and online learning environments where applicable



Policy Statement

Guildford College is committed to providing a safe and secure environment for all members of its community. The College will engage in ongoing planning, training, and response activities to effectively manage and mitigate incidents that could threaten the safety and well-being of students, staff, and visitors. The College recognizes its duty of care and will take all reasonable steps to prevent incidents and respond appropriately when they occur.

Definition of Critical Incident

A critical incident is defined as any unforeseen event or situation that poses a significant threat to the health, safety, or security of individuals, or to the integrity of college operations. Critical incidents include, but are not limited to:

- Fire emergencies
- Earthquakes and seismic events
- Severe weather events (storms, flooding, extreme temperatures)
- Medical emergencies (serious injury, illness, death)
- Acts or threats of violence (active threat, assault, weapons)
- Bomb threats or suspicious packages
- Gas leaks or hazardous material incidents
- Utility failures (power outage, water main break)
- Facility-related emergencies (structural damage, flooding)
- Public health emergencies (pandemic, outbreak)
- Cybersecurity incidents affecting college systems

Emergency Contacts

Service	Contact Number
Fire, Police, Ambulance (Emergency)	911
BC Poison Control Centre	1-800-567-8911
BC Hydro (Power Emergencies)	1-888-769-3766
FortisBC (Gas Emergencies)	1-800-663-9911
Crisis Centre BC	1-800-784-2433
Guildford College Main Office	1-604-229-2626



Crisis Management Team

The Crisis Management Team (CMT) is responsible for coordinating the response to critical incidents, ensuring communication, and managing resources. The team consists of senior leadership and key operational staff.

Team Composition and Roles

Crisis Director (President): Holds overall authority and makes final decisions on the College's critical incident response strategy. Ensures successful management of the crisis and smooth transition back to normal operations.

Deputy Crisis Director (Senior Education Administrator): Provides direction and guidance to staff and assists with operational decision-making during incidents. Acts as Crisis Director when the President is unavailable. Deals with matters of liability and losses to personnel and property.

Operations Coordinator (Director of Operations): Acts as first responder on-site. Responsible for logistics including evacuations, crowd control, building access, and safety measures. Liaises directly with emergency services (police, fire, ambulance). Coordinates investigation and maintains records.

Communications Coordinator: Manages all official communications related to critical incidents. Ensures information shared with staff, students, and the public (including through social media and email) is accurate, timely, and approved.

Student Support Coordinator (Practicum Coordinator): Responsible for assistance to students in the event of a crisis. Coordinates emotional support and post-incident wellness resources.

Instructors and Staff: Follow emergency procedures, assist with evacuations, account for students in their care, and report incidents to the Crisis Management Team.

Reporting a Critical Incident

In an emergency involving immediate harm or danger: Call 911 immediately, then notify the Director of Operations or nearest available staff member.

For incidents not involving immediate danger: Report to the Director of Operations or any member of the Crisis Management Team via phone, email, or in person.

All staff members who receive a critical incident report must immediately escalate it to the appropriate Crisis Management Team member.



Emergency Response Procedures

Fire Emergency

1. Activate the nearest fire alarm pull station
2. Call 911 and report the fire location and any known details
3. Evacuate immediately using the nearest safe exit - do not use elevators
4. Close doors behind you as you exit to slow fire spread
5. Proceed to the designated assembly area
6. Instructors must account for all students in their care and report to the Director of Operations
7. Assist persons with disabilities or mobility limitations if safe to do so
8. Do not re-enter the building until the Fire Department has given the "All Clear"

Earthquake

During the shaking:

1. DROP to your hands and knees to prevent being knocked down
2. Take COVER under a sturdy desk or table, or move to an interior wall away from windows
3. HOLD ON until the shaking stops - protect your head and neck
4. Stay away from windows, tall furniture, and objects that could fall
5. Do not rush outside during the shaking - stay on the same floor
6. Do not be alarmed if fire alarms or sprinklers activate

After the shaking stops:

- Expect aftershocks - be prepared to Drop, Cover, and Hold On again
- Check for injuries and provide first aid if trained
- If the building is damaged, evacuate carefully and proceed to the assembly area
- Report damage and injuries to the Crisis Management Team

Gas Leak

Signs of a gas leak may include a distinctive "rotten egg" odor or a hissing/blowing sound.

1. Do NOT attempt to locate the source of the leak
2. Do NOT operate any electrical devices, light switches, phones, or computers
3. Do NOT start any vehicles near the building
4. Evacuate the building immediately, opening windows if possible
5. Move to a safe distance from the building
6. Call 911 and the gas utility company (FortisBC: 1-800-663-9911)
7. Do not re-enter the building until cleared by emergency services



Medical Emergency

1. Call 911 immediately for serious injuries, unconsciousness, or life-threatening situations
2. Notify the Director of Operations or nearest staff member
3. Provide first aid only if you are trained - do not move an injured person unless necessary for safety
4. Stay with the person until help arrives
5. Clear the area of bystanders to allow emergency responders access
6. Designate someone to meet emergency responders and direct them to the location
7. Document the incident and report to the Crisis Management Team

Violent Threat / Lockdown

Full Lockdown - Used when there is an active threat within or near the campus:

1. Director of Operations or designate will announce lockdown via intercom/messaging system and call 911
2. Lock and barricade classroom/office doors immediately
3. Turn off lights and close blinds
4. Move away from doors and windows - stay low and out of sight
5. Silence all cell phones and electronic devices
6. Do not open the door for anyone - law enforcement will identify themselves and unlock doors
7. If safe, record names of all persons present in the room
8. Remain in lockdown until "All Clear" is announced by law enforcement or administration

Hold and Secure - Used when danger is outside the campus but nearby:

- All exterior doors are locked and monitored
- Normal activities may continue inside the building with caution
- No one may enter or exit the building until the situation is resolved
- Staff and students will be notified when Hold and Secure is lifted

Severe Weather / Campus Closure

- The President or designate will make decisions regarding campus closures due to severe weather
- Decisions will be made as early as possible and communicated via email, college website, and social media
- If conditions deteriorate during the day, classes may be moved online or cancelled
- Students and staff should monitor college communications for updates



Crisis Management Process

1. Crisis Director (or designate) is notified of a crisis or emergency situation
2. Crisis Director reviews the situation and determines severity and next steps
3. Appropriate Crisis Management Team members are activated based on incident type
4. CMT implements response strategy and coordinates with emergency services as needed
5. Communications Coordinator provides updates to affected parties
6. Once immediate threat is resolved, recovery and restoration efforts begin
7. Crisis Director leads the post-incident review process

Post-Incident Procedures

1. Complete an incident report documenting details of the situation, actions taken, and any injuries or damage
2. Communicate with staff, students, and families as appropriate to provide accurate information and support
3. Provide emotional and psychological support resources to affected individuals
4. Conduct a debrief with the Crisis Management Team to evaluate the response
5. Identify lessons learned and implement improvements to procedures
6. Report to regulatory bodies as required (e.g., PTIB, WorkSafeBC)
7. Archive all documentation securely for a minimum of seven years

Occupational Health and Safety

All employees are responsible for:

- Complying with safety policies and WorkSafeBC regulations
- Reporting hazards immediately to supervisors
- Using safety equipment correctly and responsibly
- Never working under the influence of alcohol, drugs, or when fatigued
- Knowing the location of emergency exits, first aid kits, and fire extinguishers
- Participating in emergency drills and training

Student Safety Guidelines

- In a potentially life-threatening situation, call 911 first, then notify college staff
- Know your closest emergency exits and assembly areas
- Follow Guildford College on social media and monitor email for emergency notifications



- Familiarize yourself with this policy and the College's emergency procedures
- Save college emergency contact numbers in your phone
- Report any safety concerns or suspicious activity to college staff immediately
- Participate in emergency drills and training sessions

Training and Policy Review

1. This policy will be reviewed annually by the Crisis Management Team and updated as needed
2. Policy training will be provided during new student orientation and staff onboarding
3. Emergency drills (fire, earthquake, lockdown) will be conducted at least once per year
4. All staff will receive annual training on emergency procedures
5. This policy will be posted on the college website and made available to all students and staff
6. Emergency action plans and evacuation routes will be posted in all classrooms and common areas

Related Policies and Legislation

- WorkSafeBC Occupational Health and Safety Regulation
- BC Fire Code
- Private Training Institutions Regulatory Unit (PTIRU) Requirements
- Guildford College Dispute Resolution Policy
- Guildford College Harassment and Anti-Racism Policy
- Guildford College Student Code of Conduct

End of Policy Document