

Critical Incident Crisis Management Policy

POLICY NO.	GC-POL-19
EFFECTIVE DATE (THIS REVISION)	September 8, 2026
ORIGINAL ADOPTION	December 8, 2025
NEXT SCHEDULED REVIEW	September 2027
APPLIES TO	All students, all approved and non-approved programs
RESPONSIBLE OFFICE	President & Senior Educational Administrator
REGULATORY BASIS	EQA Policy and Procedures Manual; EQA Code of Practice (international students) s.2.10
INSTITUTION	Guildford College PTIRU Institution No. 04470

1. Purpose

This policy provides a structured and efficient response framework for critical incidents affecting the safety of the College community, consistent with the EQA Code of Practice.

2. Scope

This policy applies to all students, staff, faculty, contractors, and visitors, across College facilities, sponsored events, practicum and work experience placements, and online learning environments.

3. Critical Incidents Covered

- Fire, earthquake, or severe weather event
- Medical emergency
- Violence, threatened violence, or a weapons incident
- Bomb threat
- Hazardous materials incident
- Utility failure
- Cybersecurity incident
- Public health emergency
- Missing student, or a student death (see also the Death of Student Policy)

4. Crisis Management Team

Role	Responsibility
Crisis Director (President)	Overall authority and final decision-making
Deputy Crisis Director (Senior Educational Administrator)	Operations support and liability management

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Operations Coordinator (Director of Operations)	First response and logistics
Communications Coordinator	Official internal and external messaging
Student Support Coordinator	Emotional and practical support for affected students

5. Response Procedures

The College maintains documented response procedures for fire evacuation, earthquake safety (Drop, Cover, Hold), gas leak response, medical emergencies, violent-threat lockdown, and severe weather, each posted in College buildings and reviewed at least annually.

6. Post-Incident Actions

- Document the incident and all actions taken.
- Communicate with affected students, staff, and families as appropriate.
- Offer counselling and support resources to those affected.
- Conduct a Crisis Management Team debrief and evaluate the response for improvement.
- Retain incident records for 7 years.

7. Training

This policy is reviewed annually, incorporated into new staff and student orientation, and tested through at least one emergency drill per year.

Approved by: Firas Haddad
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