



Critical Incident and Crisis Management Policy

Effective Date: **January 1st, 2025**

1. Policy Statement: Canadian Southwestern College (CSC) is committed to ensuring the safety, well-being, and support of all students, staff, faculty, and visitors during critical incidents and crisis situations. The college will implement a structured and trauma-informed approach to crisis management, ensuring timely intervention and resolution.

2. Scope: This policy applies to all students, staff, faculty, and visitors of CSC. It encompasses incidents occurring on campus, during college-sponsored events, or involving CSC students off-campus.

3. Objectives:

- To provide a clear framework for responding to critical incidents and crises.
- To establish an effective and coordinated response system.
- To ensure international students receive culturally appropriate support in urgent situations.
- To minimize risks and impacts of crises through a structured intervention process.

4. Crisis Management Structure: CSC will establish a Critical Incident Response Team (CIRT), which will include:

- Campus Security Personnel
- Counselling Services Representatives
- Medical Staff
- Administrative Officials
- International Student Support Officers

5. Crisis Identification and Response Plan: CSC will implement a structured process for responding to various types of crises, including but not limited to:

Medical Emergencies:

- Immediately call **Campus Security** 604-767-4168/778-999-9229 or **Emergency Medical Services (9-1-1)**.



- Provide immediate first aid if trained personnel are available.
- Notify designated medical staff for on-site support.
- Transport the affected individual to a medical facility if necessary.
- Follow up with affected individuals for continued care and support.

Accidents and Injuries:

- Secure the area and ensure safety measures are in place.
- Provide first aid and call **Emergency Medical Services (9-1-1)** if needed.
- Document the incident and notify the appropriate authorities.
- Conduct an incident review to prevent future occurrences.

Violence or Threats of Violence:

- Call **Campus Security** 604-767-4168/778-999-9229 or **Police (9-1-1)** immediately.
- Evacuate or secure the area as needed.
- CIRT to assess the situation and implement necessary interventions.
- Provide counselling support to affected individuals.
- Conduct a debrief and assess further preventive measures.

Drug and Alcohol-Related Incidents:

- If a student is in distress, call **Campus Security** 604-767-4168/778-999-9229 and, if necessary, **Emergency Medical Services (9-1-1)**.
- Engage counselling and student support services.
- Assess the need for disciplinary action as per institutional policies.
- Provide educational workshops on drug and alcohol awareness.

Natural Disasters:

- Follow emergency evacuation procedures.
- Direct students and staff to designated safe areas.
- Provide updates through CSC's communication channels.
- Coordinate with emergency response agencies.



- Offer post-disaster counselling and recovery assistance.

Missing Students:

- Report the missing student to **Campus Security** 604-767-4168/778-999-9229 immediately.
- Contact the student's emergency contact and relevant authorities.
- Conduct an immediate search on campus.
- Coordinate with local law enforcement if the student is not found within a reasonable time.
- Provide support services to affected peers and family members.

6. Reporting and Response Procedures:

- Any critical incident must be reported to **Campus Security** 604-767-4168/778-999-9229 or the **Student Support Office** 604-273-5713.
- The CIRT will assess the severity and nature of the incident and coordinate an immediate response.
- If necessary, external agencies such as Police, Fire, and Emergency Medical Services will be engaged.
- International students will be provided with multilingual support as needed.

7. Post-Incident Management:

- Affected individuals will be offered counselling and support services.
- An internal review of the incident will be conducted to improve response protocols.
- The incident will be documented and securely stored for record-keeping purposes.

8. Training and Awareness:

- CSC will conduct annual crisis response training for staff and students.
- Emergency contact information will be made available through orientation sessions, email communications, and the college website.

9. Prohibited Actions: CSC prohibits any actions that:

- Fail to implement appropriate critical incident response plans.
- Re-traumatize individuals through improper handling of crisis situations.



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- Neglect responsibilities in ensuring the safety of students, particularly international students.

10. Resources for Support:

- [Here2Talk](#) (24/7 mental health support for students)
- [Ecomm911](#) (Emergency Services)
- [Crisis Centre BC](#) (Crisis Support & Suicide Prevention Hotline)
- **Campus Security** (On-campus emergency support) 604-767-4168/778-999-9229

This policy is subject to regular review to ensure continued effectiveness and alignment with best practices in crisis management.