

Critical Incident Policy			
Revision Number	--	Accountability	Talent & Culture
Policy Number	813	Operational Responsibility	Talent & Culture
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Approval Authority	Campus Executive	Next Review	November 2027

Purpose

The purpose of this Critical Incident Policy is to establish a clear protocol for effectively managing and responding to critical incidents that may affect the safety, well-being, and continuity of operations at LaSalle College Vancouver. This policy aims to ensure a coordinated and timely response to minimize the impact of such incidents on our students, staff, faculty, and visitors.

Definition of a Critical Incident

A critical incident at LaSalle College Vancouver is defined as any unforeseen event or situation that poses a significant threat to the health, safety, or security of individuals or the integrity of college operations. This includes, but is not limited to:

- Natural disasters (e.g., earthquakes, floods, fires)
- Medical emergencies
- Acts of violence or threats of violence
- Hazardous material spills
- Cybersecurity breaches
- Significant infrastructural damage
- Public health emergencies (e.g., pandemics)

Scope

This policy applies to all students, staff, faculty, contractors, and visitors of LaSalle College Vancouver. It is essential that everyone understands their roles and responsibilities in the event of a critical incident to ensure a cohesive and effective response.

Roles and Responsibilities

Critical Incident Management Team (CIMT)

The CIMT is responsible for leading the response to critical incidents and ensuring that all necessary actions are taken to manage and mitigate the impact of the incident. The team comprises key members of the college's administration, including:

- President
- Chief Academic Officer
- Campus Director
- Talent and Culture Business Partner

- IT Manager
- Marketing Manager

President

The President holds overall authority during a critical incident and is responsible for making final decisions regarding the college's response strategy.

Chief Academic Officer

The Chief Academic Officer (CAO) is responsible for overseeing and making critical decisions regarding the institution's academic programming. In this capacity, the CAO holds ultimate authority in matters related to the academic direction, ensuring that all decisions align with the institution's educational goals and standards. Additionally, the CAO is accountable for managing and disseminating academic information to both faculty and students, ensuring effective communication and clarity in all academic-related matters.

Campus Director

The Campus Director coordinates the operational aspects of the response, ensuring that all logistical needs are met. The Campus Director works with facilities staff to ensure that the physical infrastructure of the college is secure, and any necessary repairs or modifications are carried out promptly and works with the Security team to oversee all security measures, including coordinating with external emergency services and ensuring the safety of individuals on campus.

Talent and Culture Business Partner

The Talent and Culture business partner manages health and safety measures, ensuring the well-being of all individuals on campus.

IT Service Manager

The IT Manager manages all IT-related aspects of the response, including cybersecurity and communication systems.

Marketing Manager

The Marketing Manager is responsible for disseminating accurate information to all stakeholders, including students, staff, faculty, and the media.

Incident Response Plan

1. Initial Response

- All incidents must be reported immediately to the Security at the front desk, which will notify the CIMT through an incident report.
- The CIMT will convene as soon as possible to assess the situation and determine the appropriate course of action.

2. Incident Assessment

- The CIMT will conduct a thorough assessment of the incident to evaluate the severity, potential impact, and required resources.
- Based on the assessment, the CIMT will develop an incident-specific response plan.

3. Communication

- Timely and accurate communication is critical. The Marketing Manager will ensure that all stakeholders are informed of the incident and the response measures being taken.
- Regular updates will be provided as the situation evolves.

4. Resource Coordination

- The Campus Director will coordinate the allocation of resources, including personnel, equipment, and supplies needed for the response.

5. Safety Measures

- The Talent and Culture Business Partner will implement necessary safety protocols to protect individuals on campus.
- Evacuation, lockdown, procedures will be initiated as required.

6. Recovery and Restoration

- Once the immediate threat has been managed, the CIMT will focus on recovery and restoration efforts to return the college to normal operations.
- A debriefing session will be conducted to evaluate the response and identify areas for improvement.

Training and Awareness

Regular training and awareness programs will be conducted to ensure that all members of the LaSalle College Vancouver community are familiar with the Critical Incident Policy and their respective roles. These programs will include:

- Emergency drills and simulations
- Workshops and seminars on critical incident management
- Distribution of informational materials

Review and Revision

This policy will be reviewed annually by the CIMT to ensure its continued relevance and effectiveness. Any necessary revisions will be made to address emerging threats or changes in best practices.

Conclusion

LaSalle College Vancouver is committed to the safety and well-being of its community members. By adhering to this Critical Incident Policy, we aim to ensure a prepared and resilient environment capable of effectively responding to and recovering from any critical incident.