Critical Incident and Crisis Management Policy

Canadian Chinese School of Theology Vancouver (CCST Vancouver)

CCST Vancouver developed this Critical Incident and Crisis Management Policy to ensure the safety and well-being of students, faculty, staff, and visitors. This policy outlines the procedures and responsibilities for effectively managing critical incidents and crises that may arise on campus.

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1. Purpose and Scope

The primary objective of this policy is to provide a structured and coordinated response to critical incidents and crises affecting the CCST Vancouver community. This includes incidents that pose a threat to life, health, safety, or the institution's operations and reputation. The policy applies to CCST Vancouver campus and encompasses students, faculty, staff, and visitors. It ensures a clear framework for handling emergencies through prevention, response, recovery, and continuous improvement.

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2. Definitions

- Critical Incident: An unexpected event that poses a significant risk to the health, safety, or well-being of individuals on campus or disrupts CCST Vancouver's operations. Examples include:
    - Natural disasters (earthquakes, floods, severe weather events)
    - Fires or explosions
    - Hazardous material spills
    - Violent acts (active shooter, assault, vandalism)
    - Medical emergencies (cardiac arrest, severe injuries, infectious disease outbreaks)
    - Cybersecurity threats impacting institutional data and infrastructure

- Crisis: A situation with the potential to cause severe harm to individuals, property, or the institution's reputation, requiring immediate and coordinated response efforts. This can include:
    - Institutional security threats
    - Public relations crises
    - Student or faculty misconduct
    - Data breaches and privacy concerns

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3. Incident Management Structure

CCST Vancouver will establish a Critical Incident Response Team (CIRT) responsible for managing and coordinating responses to critical incidents and crises.

3.1 Critical Incident Response Team (CIRT)

- Composition:
    - CIRT Coordinator: Principal (Leads response efforts)
    - Academic Dean: Supports academic continuity and policy implementation
    - Dean of Students: Manages student welfare and counseling services
    - Assistant Academic Dean: Oversees campus infrastructure and safety measures
    - School Administrator: Coordinates logistical support and operations
    - Registrar: Ensures records management and student support
    - Other relevant personnel as needed
- Responsibilities:
    - Assess the nature and scope of the incident.
    - Activate the incident response plan.
    - Coordinate internal and external communications.
    - Liaise with emergency services and external agencies.
    - Provide support and resources to those affected.
    - Document all actions and decisions during the incident.

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4. Incident Response Procedures

4.1 Reporting

- All critical incidents must be reported immediately to the institutional emergency number (usually handled by the School Administrator) at 778-251-5678.
- School Administrator will conduct a preliminary assessment and notify the CIRT Coordinator.
- The CIRT Coordinator will assess the severity and determine if full activation of the CIRT is required.

4.2 Assessment and Activation

- The CIRT Coordinator will classify incidents based on severity levels:
    - Level 1: Minor disruptions that do not require external assistance
    - Level 2: Moderate incidents requiring coordination with external partners
    - Level 3: Major crises requiring full emergency response
- If activated, the CIRT will convene promptly to develop and implement an action plan.

4.3 Response Actions

- Life Safety: Prioritize actions that protect the health and safety of individuals, including evacuation, medical assistance, and securing hazardous areas.
- Communication: Provide timely and accurate information to stakeholders, including students, staff, families, and the media.
- Resource Coordination: Mobilize necessary resources, such as medical supplies, transportation, and counseling services.
- Liaison: Coordinate with external agencies, including emergency responders, public health officials, and law enforcement.

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5. Post-Incident Procedures

5.1 Debriefing and Support

- Offer counseling and psychological support services to those affected by the incident.
- Conduct debriefing sessions with involved personnel to assess the response and identify areas for improvement.

5.2 Documentation and Reporting

- Compile a comprehensive incident report detailing actions taken, resources used, and outcomes achieved.
- Submit the report to senior management and relevant authorities as required.

5.3 Review and Improvement

- Conduct a post-incident review to analyze strengths and weaknesses of the response.
- Update the Critical Incident and Crisis Management Plan based on lessons learned.

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6. Training and Awareness

- Conduct regular training sessions for CIRT members and the broader campus community on emergency response procedures.
- Organize drills and simulations to test the effectiveness of the incident response plan.
- Ensure all community members are aware of reporting protocols and emergency contact information.

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7. Communication Protocols

- Internal Communication: Utilize multiple channels, such as emails, text alerts, and Populi, to disseminate information swiftly.
- External Communication: The School Administrator will serve as the official spokesperson, managing media relations and public statements.
- Social Media Monitoring: Track and manage social media discussions to prevent misinformation.

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8. Coordination with External Agencies

- Establish and maintain relationships with local emergency services, public health agencies, and other relevant organizations.
- Develop Memoranda of Understanding (MOUs) to outline roles and responsibilities during joint responses.
- Participate in regional emergency preparedness exercises with governmental agencies.

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9. Confidentiality and Privacy

- Ensure all personal information is handled in compliance with applicable privacy laws and institutional policies.
- Limit the dissemination of sensitive information to authorized personnel only.
- Conduct annual audits to ensure data security and compliance.

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10. Continuous Improvement

- Regularly review and update the Critical Incident and Crisis Management Policy to reflect new insights, changing circumstances, and evolving best practices.
- Engage in continuous quality improvement processes to enhance the institution's preparedness and response capabilities.
- Conduct annual reviews and updates based on feedback from drills, incidents, and policy changes.

By implementing this Critical Incident and Crisis Management Policy, CCST Vancouver commits to fostering a safe and resilient environment for its community members, ensuring preparedness and effective response to any incidents that may arise.