



Critical Incidents and Crisis Situations Policy and Procedure

1. Purpose

The purpose of this policy is to provide a structured and efficient response to critical incidents and crisis situations at Excel Career College (ECC) that may occur on campus or involve the college community. This policy ensures that staff, students, and other stakeholders are prepared for, and can respond effectively to, emergencies, ensuring the safety and wellbeing of all involved.

2. Scope

This policy applies to all members of the college community, including students, faculty, staff, patients, and visitors. It covers incidents such as medical emergencies, natural disasters, violent acts, accidents, and other critical situations requiring immediate intervention.

3. Definitions

Critical Incident: An event that causes significant disruption to normal operations and presents a serious threat to the safety and well-being of members of the college community, including but not limited to violence, medical emergencies, fires, or natural disasters.

Crisis Situation: A scenario in which the college community faces widespread or significant emotional distress, trauma, or danger, requiring coordinated intervention, communication, and support services.

4. Procedure

Emergency Procedures: In case of an emergency, dial 911 immediately. Ensure the safety of individuals by evacuating or securing the area as needed.

Incident Assessment: Identify the nature and severity of the incident. Assign a member of the crisis management team to assess and report on the situation promptly.

Notification and Communication: Notify the appropriate authorities, including police, fire, and/or medical services.

5. Crisis Management Team Personnel at Campus:

The crisis management team is responsible for coordinating the response to the incident, ensuring communication, and managing resources.

- **CMT Leader:** Chief Operating Officer, Carrie-lynn Hicks (carrie-lynn@excelcareercollege.com) is responsible for overall coordination and decision-making.
- **Campus Administration:** The campus administration is responsible for logistics, such as evacuations, crowd control, and safety measures.



- Surrey Campus : Lucas Spada, studentsupport@excelcareercollege.com
 - Victoria Campus: Janet Dorey, janet@excelcareercollege.com
 - Kelowna Campus : Shachinie Imalsha , hr@excelcareercollege.com
 - Courtenay Campus: Ashlyn Turner, ashlyn@excelcareercollege.com
- **Support Services Representative:** The Student Services Manager ; Lucas Spada; studentsupport@excelcareercollege.com is responsible for managing mental health, counseling, and community outreach services.

6. Campus Evacuation Routes

- Evacuation route maps are posted in every classroom and office.
- All campus personnel are trained on evacuation routes to ensure a swift, organized response in an emergency.

7. Occupational Health & Safety

Employee Responsibilities:

- Comply with safety policies and WorkSafeBC regulations.
- Report hazards immediately to supervisors.
- Attend mandatory safety training.
- Use safety equipment correctly and responsibly.
- Never work under the influence of alcohol, or drugs, or when fatigued.

8. Emergency Situations

- Employees and students are instructed in safety protocols specific to their areas (e.g., classrooms, labs, clinics).
- Immediate response steps include providing first aid and contacting emergency services when necessary.
- In the absence of trained first-aid personnel, dial 911 immediately.

9. Fire Emergency

- Pull the fire alarm, call 911, and evacuate using the nearest safe exits.
- Do not use elevators, close doors as you exit.
- Proceed to designated assembly areas (known by all staff). Do not re-enter the building unless the “All Clear” has been given by the Fire Department
- The Campus Director/Manager ensures complete evacuation, assisting individuals who need help.

When calling 911, provide the following information:

- Nature of medical emergency
- Location of the emergency (address, building, room number), and
- Your name and phone number from where you are calling (Campus address and information)



10. Weather and Emergency Response

- Inclement Weather: If severe conditions (e.g., snow, flooding) affect the campus, classes may be moved online.
- Campus Closure: Decisions will be made early, and communicated via email and social media (Instagram, Facebook).
- Natural Disasters: If a disaster occurs, campuses will close and move classes online.

11. Imminent Hazard or Imminent Harm Emergency Situation

Lockdown Procedures:

- Full Lockdown: Used when there is a threat within or near the campus (e.g., violence). Staff, faculty, and students follow lockdown protocols.
 - Campus Director/Manager: Notify staff, and lock classrooms and doors. Concurrent call to 9-1-1 to activate police response.
 - Faculty: Cease activities, secure students, and avoid opening doors. Turn off classroom lights and pull down the blinds. Record the names of all who are in the classroom if it is possible. Do not use the classroom computer. *Note: the last destination of missing students. Record names of extra students present.*
 - Administrative Response: Lock offices and remain out of sight. Await clearance instructions from law enforcement.
 - Do not respond to anyone at the door. No one is to leave the room. The room will be cleared by law enforcement when it is safe to do so.
 - Hold and Secure: Used when danger is outside the campus. Doors are locked but the campus remains in operation. Staff and students are notified, and the exterior doors are monitored.
 - When the Hold and Secure situation is over, notify staff and students.

Active Assailant

An active assailant refers to an individual who is actively engaged in committing a violent act against others in a particular location. This term is commonly used in discussions about mass shootings, workplace violence, or other situations where a person poses an immediate threat to the safety of others.

RUN: Evacuate, if safe

- If you are far from the gunfire or armed person, move away quickly. If the threat is in your building and it's safe to evacuate, leave immediately and find a secure location to hide. Leave your belongings behind and keep your hands visible to law enforcement. Take others with you but don't wait for them if they don't follow. Call 911 when safe and provide crucial details such as the number of shooters, descriptions, weapons, and the shooter's location. Don't assume someone else has called.

HIDE: Seek shelter in a secure, concealed area.

- If the shooter is nearby and evacuation is not safe, hide in a location out of view. Choose a spot with thick walls and few windows. Lock doors and barricade them with furniture if possible. Turn off lights, silence phones, and disable electronics. Close windows, shades, and blinds, and avoid being visible. If outdoors and unable to run, find a cover behind a brick wall, large tree, or building. Stay in place until you receive an "all clear" signal.



FIGHT: Take action to disrupt or incapacitate the assailant.

As a last resort, fight if you cannot evacuate or hide and your life is in imminent danger. Try to incapacitate the shooter or disrupt their actions using physical force. Use nearby items, like fire extinguishers or chairs, and throw objects at the shooter if possible. Call 911 when safe to do so.

Immediately after an incident:

- Wait for Local Law Enforcement officers to assist you outside of the building, if inside.
- When law enforcement arrives, students and employees must display empty hands with open palms.

12. After the Incident: Immediate Post-Event Actions

Incident reports are completed by the Campus Administration, including details of the situation and police involvement. Communication will be sent out to staff and students to outline the situation to ensure that accurate information goes home to support students and their families.

Student safety tips

--Know your Campus numbers and save them on your phone:

Surrey: 778-802-9235

Victoria: 778-265-7111

Kelowna: 778-478-1111

Courtenay: 250-334-2452

- In a potentially life-threatening situation, call 911 first, then call the Campus to notify them of the emergency on campus.
- Know your closest emergency exits and assembly areas. Evacuation maps are posted in classrooms, near stairwells, and in elevators.
- Follow Excel Career College on Social Media for Emergency Notifications. Follow to receive important notifications regarding emergencies on campus and advisories regarding campus closures (for example, due to heavy snowfall).
- Know the College's Emergency Procedures. Review all Emergency Procedures, including the College's Lockdown Procedure noted above.

NOTE: It is the student's responsibility to download the QR codes for critical incidents that are provided in every classroom and admin office. Students will be provided with an orientation of the school campus and made aware of all QR codes and fire evacuation maps.

If you have any questions, or concerns or need guidance regarding the above procedures, please do not hesitate to reach out to your Campus Administration (site-specific).

Excel Career College holds its students, staff, and guests as its highest priority!