



CRITICAL INCIDENTS AND CRISIS SITUATIONS POLICY AND PROCEDURE

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 otherwise 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 well-being of all involved

SCOPE

This Policy applies to all members of the college community, including students, faculty, staff, contractors, and visitors. It applies to incidents such as:

- Medical emergencies;
- Fire;
- Accidents;
- Violent acts or threats of violence;
- Lockdown situations;
- Missing person concerns;
- Severe weather or natural disasters; and
- Other urgent situations require immediate intervention.

DEFINITIONS

Critical Incident

A critical incident is an event that causes significant disruption to normal operations and presents a serious threat to the safety or well-being of members of the college community, including but not limited to violence, medical emergencies, fires, or natural disasters

Crisis Situation

A crisis situation is a scenario in which the college community faces widespread or significant emotional distress, trauma, or danger, requiring coordinated intervention, communication, and support services.

PROCEDURE

Emergency Response

In case of an emergency, call 9-1-1 immediately. Ensure the safety of individuals by evacuating or securing the area as needed.

When calling 9-1-1, provide:

- the nature of the emergency;
- the location of the emergency, including campus address, building, and room number if known;
- your name and phone number; and



- any additional details requested by emergency responders.

Do not hang up until instructed to do so.

Initial Response

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.

College Notification and Communication

Once the immediate emergency has been addressed, the College will notify the appropriate internal personnel and coordinate communication as required.

Excel Career College may communicate emergency information through email, telephone, internal messaging, or other appropriate communication channels.

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:** Campus Operations Lead, Lucas Spada (operations@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 (operations@excelcareercollege.com)
 - **Victoria Campus:** Mike Herring (victoria@excelcareercollege.com)
 - **Kelowna Campus:** Shachinie Imalsha (hr@excelcareercollege.com)
- **Support Services Representative:** The Student Services Coordinator, Brianne Christensen (studentsupport@excelcareercollege.com), is responsible for managing mental health, counselling, and community outreach services.

CAMPUS EVACUATION ROUTES

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



OCCUPATIONAL HEALTH & SAFETY

Employee Responsibilities:

- Comply with safety policies.
- 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, drugs, or when fatigued

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.

Medical Emergency

- Call **9-1-1** immediately if urgent medical care is required.
- Provide the nature of the emergency and exact location (address, building, room number), and
- Your name and phone number from where you are calling (Campus address and information)
- If safe to do so, remain with the individual until help arrives.
- Notify campus administration as soon as possible after emergency services have been contacted.

Fire Emergency

- Activate the fire alarm, call **9-1-1**, and evacuate using the nearest safe exit.
- Do not use elevators; close doors as you exit.
- Proceed to the 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.

Severe Weather or Other Emergency Conditions

- Inclement weather: If severe weather (e.g, snow, flooding) affects 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.



Imminent Hazard or Harm/Lockdown

- 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 the 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 the 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, a large tree, or a 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.

AFTER THE INCIDENT

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 EXPECTATIONS

Students are encouraged to:

- Save the Campus phone number on their phones - (778) 802-9235
- 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, 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!