Critical Incident Response

Procedure No:	7100-PR2
Version:	3
Policy Reference:	7100 – Safety and Security
Category:	Safety, Security and Emergency Management
Approval Body:	Board of Governors
Executive Sponsor:	Vice President, People, Culture, and Inclusion
Department Responsible:	Safety, Security and Emergency Management
Directory of Records Class:	0650-10
Approval Date:	2023 DEC 05

Objectives

Critical incidents are sudden, unexpected, and personally upsetting events that may include incidents of persons in extreme emotional distress, incidents involving sudden trauma or death, incidents of interpersonal conflict, or other incidents similar in nature.

BCIT is committed to providing an immediate, organized, and professional response to critical incidents through the use of emergency services, both at BCIT and through community resources. The Institute is also committed to providing support for individual students or employees who are affected by an incident as victims, witnesses, or otherwise.

This procedure applies directly to Policy 7100, Safety and Security. The objectives of this procedure are to:

- Provide an overview of the process to be followed by responsible personnel in delivering a timely and coordinated response to critical incidents.

- Provide a timeline of actions to be taken by affected persons and responders in a critical incident or urgent situation.

The Critical Incident Management Plan and Crisis Communication Plan, which support this procedure, detail the strategies and methods to be used in implementing this procedure.

Who This Procedure Applies To

This procedure applies to BCIT employees and students.

Related Documents and Legislation

BCIT Safety, Security and Emergency Management Plans

Critical Incident Management Plan
Crisis Communication Response Plan

BCIT Policies and Procedures

Policy 7110, Emergency Management and Business Continuity

BCIT Procedures

Procedure 7100-PR1, Response to Abusive or Threatening Behaviour

Procedure

Critical Incident Response Team Coordinator

The Critical Incident Response Team Coordinator is the Senior Director of Safety, Security and Emergency Management ("SSEM"), who develops and implements the Critical Incident Management Plan and the Crisis Communication Response Plan.

In the event of a critical incident, the Team Coordinator assembles the Critical Incident Response Team ("CIRT"), as necessary. Members of the CIRT may include, but are not limited to:

- Senior Director SSEM
- Associate Director Security
- Security Managers
- Registrar
- Associate Director Student Wellbeing and Accessibility, or delegate
- Senior Director of Student Success, or delegate
- Delegate of the Vice President, People, Culture, and Inclusion

Critical Incident Response Timeline

1. Members of the BCIT community, including employees, students, contractors, and visitors, should report a critical incident as soon as possible to a supervisor, chief instructor, program head, education manager, or administrative manager, who is then responsible for reporting the incident to BCIT Safety, Security and Emergency Management.

   If circumstances or urgency preclude such a referral, individuals may contact BCIT Safety, Security and Emergency Management directly.

   Where the Associate Director of Student Wellbeing and Accessibility or the Coordinator of BCIT Counselling & Student Development are the first contact on the scene, they can recommend that the CIRT be assembled, and immediately notify Safety, Security and Emergency Management.

2. The Senior Director SSEM makes a preliminary assessment of the situation and determines if it is necessary to assemble the Critical Incident Response Team.

Amendment History

		Approval Date	Status
Created:	Procedure 7100-PR2 version 1	2012 Mar 30	Replaced
Revised:	Procedure 7100-PR2 version 2	2019 Oct 01	Replaced
Revised:	Procedure 7100-PR2 version 3	2023 Dec 05	In Force

Procedure 7100-PR2 replaced Policy 7515, Critical Incident Response, with the following amendment history:

		Approval Date	Status
Created:	Policy 7515 version 1	2005 Sep 26	Replaced
Revised:	Policy 7515 version 2	2006 Jan 13	Replaced
Revised:	Policy 7515 version 3	2008 Jul 15	Replaced
Revised:	Policy 7515 version 4	2010 Aug 06	Retired (2012 Mar 30)

Scheduled Review Date

2028 DEC 05 (or sooner, if there are changes to the applicable regulatory framework or to relevant operational circumstances).