

Critical Incident and Crisis Management Policy

Institution: St. George International College (SGIC)

Effective Date: January 1, 2025

Review Date: February 2026

1. Purpose

SGIC is committed to ensuring the safety, security, and well-being of students, staff, and visitors. This policy establishes procedures for managing **critical incidents and emergency situations** in a prompt, coordinated, and effective manner.

2. Definition of Critical Incident

A critical incident refers to any unexpected event that may cause **serious harm, trauma, or disruption**, including but not limited to:

- Medical emergencies
 - Mental health crises
 - Accidents or injuries
 - Fire, flood, or natural disasters
 - Threats, violence, or criminal activity
 - Death of a student or staff member
 - Public health emergencies
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3. Objectives

- Protect life and safety
 - Minimize harm and disruption
 - Provide immediate support and care
 - Ensure accurate communication
 - Restore normal operations as quickly as possible
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4. Emergency Response Procedures

In the event of a critical incident:

1. Ensure immediate safety of all individuals
2. Contact emergency services (911) if required
3. Notify Campus Director or Senior Management
4. Secure the affected area
5. Provide first aid or mental health support
6. Communicate clearly with students and staff

5. Crisis Management Team (CMT)

The Crisis Management Team includes:

- Campus Director
- Academic Director
- Student Services Manager
- Human Resources Manager

The team coordinates emergency response, communications, and recovery.

6. Communication Protocol

- Internal alerts via email, messaging, and announcements
 - Emergency contact procedures
 - Timely updates to students, staff, and stakeholders
 - Confidential handling of personal information
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7. Post-Incident Support

SGIC provides:

- Mental health counselling referrals
 - Academic accommodations
 - Medical support coordination
 - Incident debriefing and follow-up
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8. Policy Review

This policy is reviewed annually and updated as required.

These services are available 24/7 and can connect you with trained responders.

Suicide Crisis Helpline (Canada-wide): Call or text 9-8-8
1-800-SUICIDE: Call 1-800-784-2433 Confidential crisis support for people feeling suicidal or supporting someone at risk.
BC Mental Health Crisis Line: Call 310-6789 (no area code)
Kids Help Phone (youth up to 25): Call 1-800-668-6868 or text 686868