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## Critical Incident Response

Procedure No.:	7100-PR2
Policy Reference:	7100
Category:	Safety, Security, and Emergency Management
Department Responsible:	Safety, Security, and Emergency Management
Current Approved Date:	2012 Mar 30

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## Objectives

Critical incidents are sudden, unexpected, and personally upsetting events which 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 further 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 Plans

Critical Incident Management Plan  
Crisis Communication Response Plan

### BCIT Policies

7100, Safety and Security  
7110, Emergency Management

### BCIT Procedures

7100-PR4, Response to Bomb Threat  
7100-PR1, Response to Abusive or Threatening Behaviour

## Procedure

### **Critical Incident Response Team Coordinator**

The Critical Incident Response Team Coordinator is the Director of Safety, Security and Emergency Management, 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:

- Coordinator of Counselling Services
- Delegate from the Vice President of Human Resources
- Director of Student Services

### **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.

The Director of Medical Services or the Coordinator of Counselling Services can recommend that the CIRT be assembled, where they are the first contact on the scene and immediately notify Safety, Security and Emergency Management.

2. The Director of Safety, Security and Emergency Management makes a preliminary assessment of the situation and determines if it is necessary to assemble the Critical Incident Response Team.

## **Amendment History**

1. Created 2012 Mar 30

Policy 7515, Critical Incident Response, has been retired as a separate policy, and replaced by this procedure under Policy 7100, Safety and Security. The amendment history of the replaced policy follows.

1. Created 2005 Sep 26
2. Revision 1 2006 Jan 13
3. Revision 2 2008 Jul 15
4. Revision 3 2010 Aug 06