# Critical Incident and Crisis Management Policy

**VICTORIA CAREER COLLEGE OF HEALTH AND BUSINESS LTD.**

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| **PTIB Institution No.** | ID-03879 |
| **Effective Date** | 1st September, 2026 |
| **Position Responsible** | Senior Education Administrator |

## 1. PURPOSE

Victoria Career College is committed to providing and maintaining a safe, secure, and supportive learning and working environment for its students, employees, instructors, visitors, and other members of the College community.

The purpose of this Critical Incident and Crisis Management Policy is to establish a clear institutional framework for preventing, preparing for, responding to, managing, documenting, and recovering from critical incidents, emergencies, and crises that may affect the health, safety, security, or well-being of individuals or the continuity of college operations.

The objectives of this policy are to:

- protect human life, health, safety, and well-being as the College's highest priority during an emergency
- establish clear responsibilities and decision-making authority during a critical incident or crisis
- provide a coordinated and timely response to emergencies
- ensure emergency services are contacted without delay when circumstances require them
- reduce the potential for injury, loss of life, property damage, disruption of education, or loss of essential College services
- provide clear and reliable communication to affected persons
- ensure critical incidents are appropriately reported, documented, investigated, and reviewed
- support students and employees affected by a critical incident
- facilitate the safe and timely continuation or restoration of college operations; and

- support Victoria Career College's compliance with applicable federal, provincial, and local laws, regulations, regulatory requirements, and institutional obligations.

This policy is intended to complement, rather than replace, the authority and responsibilities of police, fire, ambulance, public health, emergency management authorities, or other government agencies.

## 2. SCOPE

This policy applies to all Victoria Career College:

- students
- instructors
- administrative employees
- management and leadership personnel;
- contractors and service providers;
- volunteers, where applicable;
- visitors and guests; and
- other persons participating in College-authorized activities.

The policy applies to incidents occurring:

- on College premises
- during College classes or activities;
- during College-authorized off-site activities;
- during work experience or other College-arranged activities, where applicable;
- through College information or communication systems where the incident creates an immediate or significant safety or operational concern; and
- outside College premises where an incident has a direct and significant effect on the safety of the College community or the College's ability to operate.

For students participating in online or distance education, this policy applies where an incident directly affects the delivery of College education, College systems, the safety of individuals participating in College activities, or the College's ability to provide its services.

## 3. GUIDING PRINCIPLES

Victoria Career College will manage critical incidents and crises according to the following principles.

### *3.1 Life Safety First*

Protection of human life and physical safety takes priority over property, records, equipment, schedules, classes, and normal business operations.

### *3.2 Immediate Emergency Response*

Where there is an immediate threat to life or safety, individuals should contact G11 without waiting for authorization from College management**.**

### *3.3 Coordinated Decision-Making*

Once immediate emergency actions have been taken, the College Leadership Team will coordinate institutional decisions and the College's ongoing response.

### *3.4 Reasonable and Proportionate Response*

The College's response will be appropriate to the nature, severity, scope, and potential consequences of the incident.

### *3.5 Clear Communication*

The College will make reasonable efforts to provide accurate, timely, and relevant information to affected students, employees, instructors, and other appropriate parties.

### *3.6 Privacy*

Personal information will be handled confidentially and disclosed only where authorized or required by law, necessary to protect health or safety, or reasonably necessary for the College to manage the incident.

### *3.7 Continuity and Recovery*

Following an emergency, the College will work to safely restore educational and administrative operations as soon as reasonably practicable.

### *3.8 Continuous Improvement*

Critical incidents will be reviewed where appropriate to identify corrective actions, lessons learned, and opportunities to improve the College's emergency preparedness and response procedures.

## 4. DEFINITIONS

For the purpose of this policy:

### *4.1 Critical Incident*

A critical incident is a serious, unexpected, or potentially dangerous event that causes, or has the potential to cause, significant harm, injury, trauma, loss, disruption, or risk to students, employees, College operations, facilities, information systems, or the broader College community.

### *4.2 Emergency*

An emergency is an actual or imminent event requiring immediate action to protect life, health, safety, property, or essential College operations.

### *4.3 Crisis*

A crisis is a serious event or developing situation that significantly disrupts normal College operations, threatens the safety or well-being of the College community, or creates significant operational, legal, regulatory, or reputational consequences requiring coordinated management.

### *4.4 Evacuation*

Evacuation means the organized movement of persons from a building or affected area to a safer location.

### *4.5 Shelter-in-Place*

Shelter-in-place means remaining inside a building or designated safe location because leaving the premises may expose individuals to greater danger.

### *4.6 Lockdown*

Lockdown means restricting movement into, out of, or within a facility in response to an actual or potential security threat.

### *4.7 College Leadership Team*

For purposes of this policy, the College Leadership Team means the senior College officials designated by Victoria Career College to make institutional decisions and coordinate the College's response during a critical incident or crisis.

## 5. EVENTS COVERED BY THIS POLICY

Critical incidents and crises may include, but are not limited to:

***Medical and Health Emergencies***

- serious illness or injury;
- loss of consciousness;
- severe allergic reaction;
- suspected poisoning or overdose;
- serious workplace or classroom injury;
- medical emergency requiring ambulance attendance;
- infectious disease or public health emergency; and

- any situation in which an individual's physical condition appears to require urgent medical assistance.

***Fire and Facility Emergencies***

- fire or smoke;
- explosion;
- suspected gas leak;
- hazardous material release;
- electrical hazard;
- flooding;
- major water leak;
- structural damage;
- unsafe building conditions;
- loss of essential utilities; and
- other conditions making the premises unsafe.

***Violence and Security Incidents***

- physical assault;
- threatened violence;
- weapon-related incidents;
- active attacker or active threat;
- serious harassment involving an immediate safety risk;
- threatening or highly aggressive behaviour;
- suspicious persons or packages;
- robbery;
- serious vandalism;
- unlawful entry;
- stalking where an immediate College-related safety concern exists; and
- other credible threats to the College community.

***Natural Disasters and Environmental Events***

- earthquake;
- wildfire or wildfire smoke;
- severe weather;
- flooding;
- extreme heat or cold;
- major storm;
- hazardous air quality;
- landslide or other natural hazard; and
- other environmental events that may make College operations unsafe.

***Technology and Operational Emergencies***

- major information technology failure;
- cyberattack or ransomware incident;
- significant data breach;
- prolonged power outage;
- telecommunications failure;
- loss of access to essential learning systems;
- building closure;
- major transportation disruption affecting College operations; and

other circumstances preventing the College from safely delivering its programs or services.

***Other Serious Incidents***

- death or serious injury involving a member of the College community;
- missing person concerns connected to a College activity;
- serious accident during a College-authorized activity;
- significant public health event;
- civil disturbance affecting College operations;

- emergency evacuation ordered by public authorities;
- credible threats made against the College; and
- any event determined by the College Leadership Team to constitute a critical incident or crisis.

## 6. AUTHORITY AND RESPONSIBILITY

### 6.1 College Leadership Team

The College Leadership Team has overall institutional authority for crisis management. Depending on the circumstances, the Leadership Team may:

- assess the nature and severity of the incident;
- activate emergency or crisis procedures;
- order evacuation, shelter-in-place, closure, or suspension of College operations where appropriate;
- coordinate with emergency responders and government agencies;
- assign responsibilities to College employees;
- approve emergency communications;
- determine whether classes or services should be suspended, relocated, rescheduled, or moved online;
- authorize temporary operational measures;
- determine when normal operations may safely resume;
- ensure regulatory or other mandatory reporting obligations are considered;
- oversee post-incident review; and
- approve corrective or preventive measures following an incident.

The College Leadership Team must not delay immediate emergency intervention. Any person facing an immediate threat to life or safety should call 911 first.

### 6.2 Employees and Instructors

Employees and instructors are expected to:

- become familiar with this policy and relevant emergency procedures;
- promptly report emergencies and serious safety concerns;

- contact emergency services where necessary;
- follow evacuation, lockdown, shelter-in-place, or other emergency instructions;
- provide reasonable assistance without placing themselves or others at unnecessary risk;
- assist students in following emergency instructions where reasonably possible;
- report relevant information to College administration;
- preserve relevant records or evidence when safe and appropriate; and
- cooperate with post-incident reviews.

Employees must not attempt to perform emergency interventions beyond their level of training or competence.

### 6.3 Students

Students are expected to:

- follow reasonable emergency and safety instructions;
- evacuate or shelter as directed;
- report serious safety hazards, threats, or emergencies;
- avoid interfering with emergency responders;
- avoid spreading unverified information that may create unnecessary panic or interfere with emergency management; and
- cooperate with reasonable College follow-up procedures following an incident.

## 7. REPORTING A CRITICAL INCIDENT

### 7.1 Immediate Danger

Where there is an immediate or suspected threat to life, health, or physical safety:

**CALL 911 IMMEDIATELY.**

The person reporting the emergency should provide, to the extent known:

- the location of the emergency;
- the nature of the incident;
- whether anyone is injured;
- whether weapons, fire, hazardous substances, or other dangers are involved;

- the number of people affected; and
- any other information requested by the emergency operator.

Once emergency services have been contacted and it is safe to do so, Victoria Career College administration must be notified as soon as practicable.

### 7.2 Non-Immediate Critical Incidents

A serious incident that does not present immediate danger should be reported promptly to College administration or the appropriate College employee.

The report should include, where available:

- date and time;
- location;
- persons involved;
- description of what occurred;
- injuries or safety concerns;
- witnesses;
- actions already taken;
- emergency services contacted, if any; and
- any continuing risk.

## 8. INITIAL ASSESSMENT AND ACTIVATION

Upon receiving notice of a potential critical incident, the College will assess:

- whether anyone is in immediate danger;
- whether emergency services are required;
- whether evacuation, lockdown, or shelter-in-place is required;
- the number of persons potentially affected;
- whether the incident may continue or escalate;
- whether College facilities or systems remain safe;
- whether classes or operations should continue;
- whether external authorities must be contacted;

- what communications are required; and
- what resources are required to manage the incident.

The College may activate a full or partial crisis response depending on the circumstances**.**

## 9. EMERGENCY RESPONSE PRIORITIES

The College will generally apply the following order of priorities:

*Priority 1 – Protect Life*

Protect students, employees, visitors, and emergency responders from immediate harm.

*Priority 2 – Stabilize the Incident*

Take reasonable steps, in coordination with emergency services where applicable, to prevent escalation.

*Priority 3 – Protect Essential Assets and Information*

Protect facilities, essential systems, records, equipment, and information where this can be done without endangering people.

*Priority 4 – Communicate*

Provide necessary information to affected persons and appropriate authorities.

*Priority 5 – Maintain or Restore Essential Services*

Implement reasonable continuity measures.

*Priority 6 – Recover and Review*

Support affected individuals, document the event, evaluate the response, and implement improvements.

## 10. MEDICAL EMERGENCIES

In a serious medical emergency:

- Call 911 where emergency medical attention appears necessary.
- Provide the exact location and known details.
- Do not move an injured person unless remaining in place creates an immediate danger.
- First aid should only be provided by persons capable of doing so safely and within their training.
- Arrange for someone, where possible, to direct emergency personnel to the individual.

- Keep unnecessary persons away from the area.
- Notify College administration as soon as reasonably possible.
- Complete an incident report following the emergency.

Employees should not diagnose medical conditions or administer medication unless specifically authorized, trained, and legally permitted to do so.

## 11. FIRE OR SMOKE

Where fire or smoke is discovered:

- activate the fire alarm where appropriate;
- call 911;
- evacuate using the nearest safe exit;
- do not use elevators during a fire evacuation unless directed by emergency personnel;
- proceed to the designated assembly area;
- do not re-enter the building;
- follow instructions from fire services and College personnel; and
- remain outside until authorized personnel declare the building safe.

Personal belongings should not be retrieved where doing so delays evacuation.

## 12. EARTHQUAKE

During an earthquake, individuals should take immediate protective action appropriate to their surroundings, generally by dropping to the ground, taking cover where possible, and holding on until the shaking stops.

After the shaking:

- assess immediate hazards;
- evacuate if directed or if the building appears unsafe;
- anticipate aftershocks;
- avoid damaged areas;
- do not use elevators;
- report injuries, fire, gas smells, or structural hazards;
- follow instructions from emergency personnel or College officials; and

- do not re-enter a damaged facility until authorized.

## 13. VIOLENCE, WEAPONS, OR ACTIVE THREAT

Any actual or credible threat involving a weapon, active attacker, or serious violence must be treated as an emergency.

Individuals should:

- call 911 when safe to do so;
- follow police instructions;
- move away from danger when a safe escape route exists;
- secure themselves in a safe location when evacuation is not possible;
- avoid confronting an armed or violent person unless unavoidable for immediate personal protection;
- silence electronic devices when hiding from a threat where appropriate;
- avoid opening secured areas for unknown persons during a lockdown; and
- keep hands visible and follow all directions when police arrive.

College personnel must not delay contacting police in order to obtain administrative approval.

## 14. BOMB THREATS AND SUSPICIOUS PACKAGES

Any bomb threat or suspicious package must be taken seriously.

Individuals must:

- not touch, move, open, or disturb a suspicious object;
- move away from the immediate area;
- contact 911 when appropriate;
- notify College administration;
- preserve information about the threat, including messages, emails, telephone details, or other communications; and
- follow instructions from police or other emergency personnel.

The College Leadership Team, in consultation with emergency authorities where applicable, will determine appropriate institutional action.

## 15. HAZARDOUS MATERIALS, GAS LEAKS, OR UNSAFE AIR

Where there is a suspected gas leak, chemical release, hazardous substance, or unsafe environmental condition:

- leave the affected area where evacuation is the safer option;
- avoid ignition sources where gas is suspected;
- do not handle unknown substances;
- contact emergency services when appropriate;
- notify College administration; and
- follow evacuation or shelter-in-place instructions.

Re-entry will not occur until the area is considered safe by appropriate authorities or qualified personnel.

## 16. SEVERE WEATHER AND NATURAL HAZARDS

The College Leadership Team may modify or suspend operations where severe weather or environmental conditions create an unreasonable risk.

Measures may include:

- delayed opening;
- early closure;
- temporary campus closure;
- cancellation or rescheduling of classes;
- remote delivery of classes where appropriate and feasible;
- modification of employee work arrangements;
- restriction of access to affected facilities; or
- other temporary measures necessary for safety.

Students will be informed through reasonable available communication channels.

## 17. INFECTIOUS DISEASE AND PUBLIC HEALTH EMERGENCIES

During an infectious disease outbreak or public health emergency, Victoria Career College will consider and, where applicable, follow directions, orders, or guidance issued by relevant public health or government authorities.

The College may implement reasonable temporary measures including:

- enhanced sanitation;
- restrictions on access to College facilities;
- temporary remote learning;
- class or facility closures;
- modified schedules;
- exposure-related communications where appropriate;
- health and safety measures recommended or required by public authorities; and
- other measures reasonably necessary to protect the College community.

Personal medical information will be treated confidentially in accordance with applicable privacy requirements.

## 18. CYBERSECURITY AND INFORMATION TECHNOLOGY INCIDENTS

Significant cyber incidents may constitute a crisis where they affect:

- College systems;
- personal information;
- student records;
- learning platforms;
- financial systems;
- email or communications;
- operational continuity; or
- the security of the College's digital environment.

Suspected cybersecurity incidents must be reported immediately to College administration and the appropriate technology support personnel.

Users should not:

- delete potentially relevant evidence;
- continue interacting with suspicious messages or files;
- attempt unauthorized technical remediation;
- communicate confidential breach details publicly; or

- reconnect compromised equipment unless instructed.

The College will assess whether affected individuals, service providers, law enforcement, privacy authorities, regulators, insurers, or other parties must be notified.

## 16. EVACUATION

When evacuation is required:

- stop activities when safe to do so;
- follow evacuation instructions;
- use the nearest safe exit;
- assist persons requiring reasonable assistance where this can be done safely;
- proceed to the designated assembly area or other safe location;
- remain available for further instructions;
- do not block access for emergency vehicles; and
- do not return to the building until authorized.

No person should place themselves at unreasonable risk to retrieve property or assist others.

## 20. LOCKDOWN

A lockdown may be initiated where an immediate security threat makes evacuation unsafe. During a lockdown, individuals should, as appropriate to the circumstances:

- move to a secure location;
- lock or barricade doors where possible;
- move away from windows and doors;
- remain quiet;
- silence electronic devices;
- avoid unnecessary communication that may reveal locations;
- not leave the secure area until directed by police or authorized College personnel; and
- follow instructions from emergency responders.

## 21. SHELTER-IN-PLACE

Shelter-in-place may be used where an external hazard makes evacuation unsafe, including certain hazardous material releases, severe weather conditions, police incidents, or environmental

emergencies.

Individuals should:

- remain inside;
- move to the designated or safest available location;
- close doors and windows where appropriate;
- follow instructions concerning ventilation systems;
- monitor official communications; and
- remain sheltered until an all-clear or further direction is provided.

## 22. PERSONS REQUIRING ASSISTANCE

Victoria Career College recognizes that some individuals may require additional assistance during an emergency because of disability, temporary injury, mobility limitations, communication barriers, or other circumstances.

The College will make reasonable efforts to incorporate accessibility into emergency planning and response.

Individuals who know they may require assistance during an evacuation or other emergency are encouraged to communicate relevant accommodation needs to the College in advance where practicable.

During an actual emergency, no employee or student is expected to place themselves in serious danger while assisting another person.

## 23. EMERGENCY COMMUNICATIONS

During a critical incident, the College will make reasonable efforts to communicate relevant information using one or more available methods, which may include:

- email;
- telephone;
- text or messaging systems;
- learning management systems;
- College website;
- notices at the College;
- direct instructor communication; and

- other appropriate communication channels.

Emergency communications should, where appropriate, state:

- the nature of the emergency;
- affected locations;
- immediate action required;
- whether classes or services are affected;
- where additional information will be provided; and
- when the next update can reasonably be expected.

Information should be verified to the extent reasonably possible before distribution without delaying urgent safety instructions.

## 24. EXTERNAL AND MEDIA COMMUNICATION

Only individuals authorized by Victoria Career College may make official public statements on behalf of the College regarding a critical incident.

Students and employees must not present personal opinions or unverified information as an official statement of Victoria Career College.

The College will respect privacy and confidentiality requirements when responding to media inquiries or communicating publicly.

## 25. FAMILY AND EMERGENCY CONTACT COMMUNICATION

Where a serious incident involves a student or employee, the College may contact an emergency contact or family member where:

- the affected individual has consented;
- the circumstances make consent impracticable and disclosure is authorized by law;
- disclosure is necessary to address a compelling health or safety concern; or
- another legal authority requires or permits the disclosure.

The College will limit disclosure to information reasonably necessary in the circumstances.

## 26. NOTIFICATION OF AUTHORITIES AND REGULATORY BODIES

Depending on the nature of an incident, Victoria Career College will assess whether notification is required to any relevant authority, including:

- police;

- fire department;
- emergency medical services;
- WorkSafeBC, where applicable;
- public health authorities;
- privacy authorities;
- the Private Training Institutions Regulatory Unit (PTIRU), where applicable;
- StudentAid BC or another government body where the incident affects obligations administered by that body;
- insurance providers;
- building management; or
- another regulator or government authority with jurisdiction.

The College will maintain appropriate documentation of regulatory notifications where required.

## 27. BUSINESS AND ACADEMIC CONTINUITY

Where a crisis significantly interrupts College operations, the College Leadership Team will determine appropriate continuity measures.

These may include:

- temporary closure;
- temporary remote delivery;
- rescheduling classes;
- extending academic deadlines;
- relocating services;
- adjusting instructional schedules;
- providing alternate access to learning materials;
- restoring essential technology systems;
- prioritizing critical administrative functions; and
- communicating revised arrangements to students and employees.

Academic continuity decisions will consider student safety, educational integrity, program

requirements, applicable regulatory requirements, and reasonable student needs.

## 28. SUPPORT FOR AFFECTED STUDENTS AND EMPLOYEES

Critical incidents can have physical, emotional, academic, and operational effects.

Depending on the circumstances and available resources, the College may:

- provide information about available support services;
- facilitate referrals to community or professional services;
- provide reasonable academic flexibility;
- arrange reasonable workplace adjustments;
- provide information regarding emergency or community resources;
- communicate follow-up safety information; and
- provide other reasonable support appropriate to the circumstances.

Support measures will be considered individually and do not automatically alter program completion or academic requirements.

## 26. INCIDENT DOCUMENTATION

Significant incidents must be documented as soon as reasonably practicable.

An incident record should include, where applicable:

- date and time;
- location;
- type of incident;
- persons involved;
- witnesses;
- factual description of events;
- known injuries or damage;
- emergency services contacted;
- actions taken by College personnel;
- evacuation or closure details;
- communications issued;

- external authorities notified;
- follow-up actions required; and
- name of the person preparing the record.

Reports should distinguish known facts from assumptions or unverified information.

Incident records will be maintained securely in accordance with applicable College record-retention and privacy requirements.

## 30. PRESERVATION OF EVIDENCE

Where an incident may involve criminal activity, regulatory investigation, insurance claims, litigation, cybersecurity investigation, or disciplinary proceedings, relevant evidence should be preserved.

This may include:

- photographs;
- video recordings;
- electronic communications;
- emails;
- security records;
- system logs;
- documents;
- witness information; and
- damaged property.

Individuals should not interfere with a potential crime scene or evidence.

## 31. POST-INCIDENT REVIEW

Following a significant critical incident, the College Leadership Team or its designate will conduct a review appropriate to the seriousness of the event.

The review may consider:

- what occurred;
- how and when the incident was identified;
- whether emergency procedures were followed;

- effectiveness of communication;
- adequacy of staff response;
- effectiveness of coordination with emergency services;
- impact on students and employees;
- operational and academic disruption;
- whether regulatory reporting obligations were met;
- whether policies or procedures require amendment; and
- what preventive or corrective actions should be implemented.

The purpose of the review is primarily to improve institutional preparedness, safety, and response.

Where misconduct may have contributed to the incident, the College may also address the matter under applicable disciplinary, dismissal, respectful conduct, harassment, academic, employment, or other College policies.

## 32. CORRECTIVE AND PREVENTIVE ACTION

Following a review, Victoria Career College may implement measures such as:

- updating emergency procedures;
- revising policies;
- improving communication systems;
- changing facility arrangements;
- providing additional employee training;
- conducting drills;
- addressing identified safety hazards;
- improving technology security;
- modifying business continuity procedures; or
- implementing other measures considered reasonably necessary.

## 33. EMERGENCY PREPAREDNESS AND TRAINING

Victoria Career College will take reasonable measures to maintain emergency preparedness. Depending on College operations and identified risks, these measures may include**:**

- maintaining emergency contact information;

- maintaining evacuation information;
- identifying emergency exits and assembly locations;
- maintaining required fire and life-safety equipment;
- providing relevant employee orientation;
- reviewing emergency procedures;
- conducting drills where appropriate;
- maintaining first-aid resources as required;
- reviewing building emergency procedures; and
- updating crisis-management procedures following material operational changes.

Employees with designated emergency responsibilities should receive information appropriate to their assigned roles.

## 34. EMERGENCY CONTACT INFORMATION

Emergency contact information should be maintained and made reasonably accessible.

***Immediate Police, Fire, or Ambulance Emergency: 911***

**Victoria Career College Administration:**

Phone: 604-359-9400

Email: info@vccbc.com

**Campus/Building Address:** 12725 80 Ave, Surrey, BC, V3W 3A6

Additional emergency and regulatory contact information may be maintained separately by college administration so that contact information can be updated without requiring amendment of the entire policy.

## 35. PRIVACY AND CONFIDENTIALITY

Information collected in connection with a critical incident will be handled in accordance with applicable privacy requirements and College policies.

Access to incident records will generally be limited to persons who require the information for legitimate operational, safety, legal, regulatory, insurance, academic, or administrative purposes.

The College may disclose information without consent where disclosure is authorized or required by

law, including where necessary to respond to a serious health or safety concern.

## 36. NON-RETALIATION FOR GOOD-FAITH REPORTING

Victoria Career College will not tolerate retaliation against a person solely because that person, in good faith:

- reported an emergency;
- raised a legitimate safety concern;
- contacted emergency services;
- provided information concerning a critical incident; or
- cooperated with an authorized investigation.

This protection does not prevent the College from taking appropriate action where a person knowingly makes a false or malicious report.

## 37. FALSE EMERGENCY REPORTS

Knowingly making a false emergency report, intentionally activating an emergency alarm without reasonable cause, making a false threat, or deliberately interfering with emergency procedures is prohibited.

Such conduct may result in disciplinary action, including possible dismissal, and may also be reported to law enforcement where appropriate.

## 38. RELATIONSHIP TO OTHER COLLEGE POLICIES

This policy should be read together with other applicable Victoria Career College policies, including, where relevant:

- Respectful and Fair Treatment of Students Policy;
- Sexual Harassment and Violence Policy;
- Privacy Policy;
- Dismissal Policy;
- Dispute Resolution Policy;
- Attendance Policy;
- Academic Integrity Policy;
- Work Experience Policy;
- Administrative Policies; and

- other applicable health, safety, information-security, academic, or operational procedures.

Where an incident falls under more than one policy, Victoria Career College may apply the policies concurrently.

Emergency safety measures may be taken immediately and do not need to wait for completion of a complaint, dispute, disciplinary, or other administrative process.

## 36. COMPLIANCE

All members of the Victoria Career College community are expected to comply with this policy and with lawful directions issued by emergency responders or authorized College officials during a critical incident.

Victoria Career College operates within British Columbia's regulatory framework for private training institutions. The Private Training Institutions Regulatory Unit (PTIRU), within the Ministry of Post-Secondary Education and Future Skills, regulates private training institutions under the Private Training Act and associated regulations. The College will review and administer this policy in conjunction with applicable legislation and regulatory obligations.

Nothing in this policy limits or replaces any obligations imposed on Victoria Career College by applicable legislation, regulation, government order, regulatory standard, occupational health and safety requirement, public health direction, or emergency authority.

## 40. POLICY REVIEW

This policy will be reviewed:

- periodically as part of Victoria Career College's policy review process;
- following a significant critical incident where a review identifies required changes;
- following material changes to College facilities or operations;
- when relevant legislation or regulatory requirements change; or
- when otherwise directed by the College Leadership Team.

Changes to this policy must be approved through Victoria Career College's applicable policy approval process.

## 41. QUICK EMERGENCY RESPONSE PROTOCOL

In any critical incident, the following basic sequence should guide immediate action:

### 1. IDENTIFY THE DANGER

Determine whether there is an immediate risk to life or safety.

### 2. CALL 911

For immediate threats, serious injuries, fire, violence, weapons, or other emergencies requiring police, fire, or ambulance assistance.

**3. PROTECT PEOPLE**

Evacuate, shelter-in-place, lock down, or take other immediate protective action appropriate to the circumstances.

**4. NOTIFY CAMBRIDGE COLLEGE**

Notify College administration as soon as it is safe and reasonably practicable.

**5. FOLLOW EMERGENCY AUTHORITY DIRECTIONS**

Police, fire, ambulance, public health, and other authorized emergency personnel take operational authority within their respective areas of jurisdiction.

**6. COMMUNICATE**

The College will provide instructions and updates to affected students and employees using available communication channels.

**7. DOCUMENT**

Once the immediate emergency has stabilized, relevant College personnel will document the incident and actions taken.

**8. RECOVER AND REVIEW**

The College Leadership Team will oversee recovery, continuity measures, required reporting, follow-up support, and post-incident review.

**POLICY STATEMENT**

Victoria Career College recognizes that effective emergency and crisis management requires preparation, timely action, clear leadership, accurate communication, and cooperation throughout the College community.

All critical incidents will be addressed according to the circumstances of the event, with **protection of life, health, and safety as the first priority.**

*Where an immediate danger exists,* ***calling 911 and taking reasonable action to protect life must not be delayed while waiting for approval from College administration or the College Leadership Team.***

Once immediate safety measures have been taken, the **College Leadership Team has primary institutional authority for coordinating Victoria Career College's crisis response, continuity, recovery, communications, and follow-up actions**