			POLICY
Policy Title:	Critical Incident Policy	Policy Version:	2
Policy No:	1001	Revision Date:	May 2026
Original Submission Date:	October 2022, revised May 2026	Approval Date:	June 2, 2026
Approval Body:	Governing Council	Effective Date:	June 2, 2026
		Next Review Date:	June 2029

Policy Statement

Acsenda School of Management (ASM) is committed to providing a safe and secure environment for learning and working and to ensure that systems are in place to respond to critical incidents as they may arise. ASM will cooperate with all related government, regulatory and policing agencies to coordinate responses.

Purpose

This policy will ensure that Acsenda School of Management (ASM) has:

- an effective approach in responding to critical incidents as they occur;
- appropriate support and counselling services available to those affected; and
- appropriate information is provided to staff and students

Scope

This policy applies to all staff and students

Policy Principles

1. General

1.1. A critical incident is a tragic or traumatic event or situation affecting a student or staff member which has the potential to cause unusually strong emotional reactions in the CIC community.

1.2. It is a traumatic event, or the threat of such, which causes extreme stress, fear or injury to students or staff. Critical incidents can include but are not limited to:

a. missing students, family members or staff;
b. severe oral, written or psychological aggression;
c. death, serious injury or any threat of these;
d. natural disaster;
e. issues such as domestic violence, sexual assault, drug or alcohol abuse;
f. signs of physical and/or sexual abuse and neglect;
g. serious student misconduct; and
h. weather or other disruptions causing the closure of the campus.

1.3. If any of these events affect a student or a member of their family (within or outside Canada) while they were living in Canada this would constitute a critical incident. ASM recognises that physical isolation from familiar support networks often means that critical incidents can influence a student's ability to cope with their studies as well as their physical and mental well-being.

1.4. ASM has a safe environment, established support services and takes appropriate action in response to incidents which affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons.

2. Sexual Assault and Sexual Harassment

2.1. Occurrences of sexual assault and abuse are considered by the School as critical incidents.

2.2. Sexual Assault occurs when a person is coerced, deceived, or forced into sexual acts against their will or consent. It can refer to a broad range of sexual behaviour that may cause the victim to feel uncomfortable, frightened or threatened.

2.3. ASM has in place a Sexual Assault and Sexual Harassment Policy and Procedure which details current operation practices for identifying and reporting such cases, including providing support for victims. See Policy 5657 – Sexual Misconduct

3. Responsibilities

3.1. The Critical Incident Team consisting of the President, VP Academic, Registrar, Director of Student Services and the Administration and Facility Manager in cooperation with the Occupational Health and Safety Committee are responsible for the awareness of potential critical incidents, plans for the prevention of critical incidents, responds to critical incidents and reviews responses for critical incidents. These groups will work closely with counterparts within the overall organization including finance, recruitment and human resources to coordinate services and support.

3.2. The President or designate has responsibility for ensuring that incidents are appropriately managed in a way that is: (1) responsive to the circumstances of the incident and the rights of those involved, (2) provides appropriate support, (3) is appropriately reported in a timely manner, and (4) ensures that any risk of recurrence is minimized.

3.3. The President is also responsible for reporting and updating the Board of Directors on all Critical Incidents. This is recorded in the OHS Report which will be shared at the Board of Directors meeting.

3.4 The Administration and Facility Manager is responsible for the regular communication and coordination of emergency planning with the building Landlord.

3.5 The Director of Student Services is responsible for liaising with health insurance providers.

3.6 The Director of Student Services, in conjunction with the Student Conduct Committee (SCC), is responsible for coordinating any follow-up regarding disciplinary action.

4. Procedures for Emergency Response

4.1. The Emergency Response Procedures Manual (the Manual) should contain detailed procedures for incidents which could impact on the entire shared building such as:

a. Fire;
b. Evacuation of the building;
c. Bomb threats;
d. Suspicious packages;
e. Medical emergencies;
f. Gas leaks; and
g. Building damage

4.2. The Manual provides instructions for actions to be taken during any emergency listed above, and it should be read in conjunction with ASM's Critical Incident Procedures Plan.

5. Prevention

5.1. ASM works proactively to ensure, as much as possible, the prevention of critical incidents around Campus. The Campus Environment Risk Register describes risk-mitigating controls, and the actions required to further reduce the risk of incidents.

5.2. External contractors are employed to provide annual training in the following areas:

a. First Aid
b. Fire Warden Training is done through building management of its landlord
c. Occupational Health and Safety

6. Review and Reporting

6.1. The Critical Incident Team should meet as soon as practicable after an incident to review the following matters:

a. Prevention of similar incidents;
b. Procedures involved in the resolution of the incident; and
c. Any room for improvement

6.2. The Critical Incident Team shall prepare a report addressing these matters for presentation to the President or designate and the Board of Directors.

6.3. The critical incident management process provides for:

a. Resolution of the immediate issues and providing welfare and other support as appropriate;
b. Fulfilling external reporting obligations arising from a specific incident;
c. Identification, evaluation and mitigation of risk; and
d. Maintenance of a service culture in which the safety and well-being of students, staff and other persons is actively managed and is subject to continuous improvement.

Related Policies

Policy Number	Policy Title
3008	Medical Insurance
5655	Student Code of conduct
5656	Anti-discrimination and Harassment
5657	Sexual Misconduct
6751	Information Privacy and Security
Procedure	Campus Closure due to Winter weather conditions
1000	Occupational Health and Safety
Terms of Reference	Occupational Health and Safety Committee
Terms of Reference	Student Conduct Committee (SCC)

Resources

Vancouver Rape Crisis Line – 604 255 6228
24-hour crisis line – 604 255 6344.

			PROCEDURE
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Procedure

1. General

1.1. This procedure will ensure that Acsenda School of Management has:

a. an effective approach in responding to critical incidents as they occur
b. appropriate support and counselling services available to those affected, and
c. appropriate information is provided to staff and students.

2. Incident during Operating Hours (Off Campus)

2.1. Staff must immediately contact emergency services (where required) in the event of a critical incident witnessed off campus, which may affect staff and students:

a. Emergency services (911) will be contacted and advised of the situation.
b. Key reporting details include the time, location and nature of the incident, e.g. threat, accident, death or injury.
c. Personal details must be provided to the relevant emergency service/s if the person involved is incapacitated and unable to provide these particulars themselves.
d. All staff and students should be cleared from any dangerous area.

2.2. The staff member must then contact the President or designate who will assess the situation and respond accordingly:

a. If the incident can be resolved with the resources available, action will be initiated to ensure the appropriate level of support is provided.
b. If the incident warrants support from external resources, support will be arranged.
c. If contact needs to be made with the student's family, the Student Services Department will provide this support.
d. If counselling for students and staff directly or not directly involved in the incident is required, the Student Services Department will provide this support.
e. If access to emergency funds is required, the Student Services and Finance Departments will assess student needs and, where necessary, provide appropriate support.

2.3. The President or designate will also provide guidelines to staff about what information to give students regarding the incident.

3. Incident during Operating Hours (On Campus)

3.1. Staff must immediately contact emergency services (where required) in the event of a critical incident.

a. Emergency services (911) will be contacted and advised of the situation.
b. Key reporting details include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved.
c. Personal details may be provided to the relevant emergency service/s if the person involved is incapacitated and unable to provide these particulars themselves.
d. All staff and students should be cleared from any dangerous area.

3.2. The staff member must then contact the President or designate who will assess the situation and respond accordingly:

a. If the incident can be resolved with the resources available, action will be initiated to ensure the appropriate level of support is provided.
b. If the incident warrants support from external resources, support will be arranged.
c. If contact needs to be made with the student's family, the Student Services Department will provide this support.

d. If counselling for students and staff directly or not directly involved in the incident is required, the Student Services Department will provide this support.
e. If access to emergency funds is required, the Student Services Department will assess student needs and where necessary provide appropriate support.

3.3. The President or designate will also provide guidelines to staff about what information to give students regarding the incident.

4. Incident Outside Operating Hours

4.1. Students and staff must notify the President or designate of any critical incident involving a student.

4.2. The President or designate will provide student information to any emergency service.

4.3. The President or designate will determine if there is any care or support required and make the necessary arrangements.

4.4. The President or designate will determine whether other employees or family members need to be advised of the details of the incident and will take the necessary action.

5. Sexual Assault and Sexual Harassment

5.1. First responders to sexual assault and sexual harassment incidents, whether student or staff, must notify either the Student Services Department or the President or designate immediately.

5.2. The Student Services Department and the President (or designate) will provide the student with information including emergency health, counselling, legal aid, security and accommodation providers to the student.

5.3. If required, the President or designate will assist the student in navigating the process of applying for special consideration as stipulated in the Sexual Assault and Sexual Harassment Policy and Procedure.

5.4. The President or designate will determine whether other staff or family members need to be advised of the details of the incident and will take the necessary action.

Fraser Health Crisis Line – 604 951 8855 – 24 hours

Vancouver Rape Crisis Line – 604 255 6228

24-hour crisis line – 604 255 6344

Domestic Violence – Battered Women Support Service – Crisis line 604 687 1867

5.5 In managing matters of sexual assault and sexual harassment, protecting the confidentiality of the victim is a priority, and the President or designate will ensure that this is maintained at all times.

6. Death of a Student

6.1. In the event of the death of a student, the President or designate will ensure the following is undertaken:

a. Contact the family and determine their wishes, such as repatriation of the body, personal effects, and religious observances. Coordinate with law enforcement of consular representatives as required.
b. Assist, as requested, in the repatriation of the body and personal effects in line with the family's wishes and in accordance with Canadian/BC regulations.
c. Organize the sending of a letter of condolence to the family.
d. Ensure all administrative actions are taken, e.g. adjust the student records database, process any tuition refunds.

7. Follow-up Action

7.1. The President or designate is responsible for the follow-up actions:

a. Any required debriefing, counselling and prevention strategies have been completed.

b. Informing relevant staff and students involved of any outcomes from the incident as appropriate.
c. Monitor the condition of and provide appropriate support to the student/s through any period of ` treatment/convalescence.
d. Coordinate the provision of any School-based resources required during any period of treatment/convalescence.
e. Liaise with the police and other emergency services personnel or consular officials as necessary.
f. Advise and assist any family members who decide to travel to Canada to support the student/s with travel and accommodation requirements.
g. Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file.

8. Reporting

8.1. The President or designate will notify the Provincial Health Authority and provincial regulators or other authorities as required or determined appropriate.

a. The President will advise the Board of Directors of all critical incidents as appropriate.

8.2. In the case of a student's death or absence affecting the student's attendance, the incident will need to be reported to appropriate departments within Lyceum Education Group.

8.3. A Critical Incident Report will be completed by the Occupational Health and Safety Coordinator or in the notification of the incident. Where appropriate, the Report will be completed/verified by the President or designate will be briefed on the situation. The Critical Incident Report will contain as much information as possible and indicate the people directly involved in the incident.

8.4. All aspects of the incident and its management will be recorded on the student file/s and Critical Incident Register in the form of a file note.

8.5. All Critical Incident Reports will be tabled at the next OHS Committee for review, an evaluation of the response to the critical incident will be conducted and the procedures will be reviewed by the President and/or other stakeholders.

8.6. Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

9. Public Relations

9.1. Where the circumstances of a critical incident involving a student/s are considered to have public relations implications, the President is the only authorized spokesperson to speak to media representatives.