



Critical Incident and Crisis Management Policy

This policy outlines the procedures and resources in place to effectively manage critical incidents and crisis situations affecting students, staff, teachers, and visitors at EC Vancouver. The goal is to provide timely, coordinated, and appropriate responses to emergencies, ensuring that all individuals, especially international students, receive the necessary support during such events. This policy also includes the process for managing crises and critical incidents, designating specific staff members for leadership in these situations.

This policy applies to all students, staff, teachers, and visitors on or off-campus. It includes the process for reporting critical incidents and outlines the resources available to students during crises.

Policy

The safety and well-being of our students, staff, and visitors are our top priority. EC Vancouver is committed to providing the necessary support and resources for individuals facing critical incidents, particularly students who may need additional assistance. We aim to create a safe, supportive, and responsive environment for all.

Types of Critical Incidents

Critical incidents may include, but are not limited to:

- Accidents or injuries
- Accidental death
- Violence or attempted violence
- Drug or alcohol abuse
- Missing students
- Natural disasters
- Mental health crises or distress
- Terrorist events or threats
- Fire or building evacuation
- Serious medical emergencies

Reporting Critical Incidents

Students, staff, and teachers are encouraged to report any critical incident immediately to designated staff. Incidents can be reported through multiple channels, including:

- In-person: Any staff or teacher
- After hours emergency phone: 1-236-514-1230
- Email: vancouver@ecenglish.com and/or vancouverSSC@ecenglish.com
- External Counselling Services: GuardMe 1-877-873-8447

International students should be aware that language support may be available in cases where communication is difficult. All contact information will be provided during the new student orientation and will be accessible on our website and through various communication platforms (emails, social media, etc.).

Critical Incident Response Team (CIRT)

In the event of a critical incident, EC Vancouver will activate a Critical Incident Response Team (CIRT). This team will be responsible for managing the crisis, assessing the situation, and implementing the appropriate response. The CIRT will include:

- **Primary Incident Manager:** Centre Director
- **Alternate Incident Manager:** Director of Studies
- **Additional Members:** Representatives from the Student Services Team, Assistant Director of Studies, building security guard, and third-party Counselling Services, as needed.

The primary and alternate CIRT members will lead the crisis response and serve as the main points of contact for the incident.

Roles and Responsibilities of the Critical Incident Response Team (CIRT)

1. Centre Director (Primary CIRT Member):

- Coordinates the overall response to the crisis.
- Communicates with leadership and key stakeholders.
- Ensures that all staff involved in the incident are properly briefed and that roles are clearly defined.
- Leads post-incident evaluations and recovery processes.

2. Director of Studies (Alternate CIRT Member):

- Assumes the role of Primary Incident Manager in case the Centre Director is unavailable.
- Oversees the emotional and mental well-being of affected students.

3. Additional CIRT Members:

- **Building Security:** Manages the security aspect of the incident and ensures the safety of all individuals involved.
- **Academic Management Team:** Coordinates with teachers to provide support for affected students, including flexible academic accommodations.

- Counselling Services (Third-Party): Provides mental health support to students and staff, ensuring trauma-informed care during the crisis.

Contact Information

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Maura Chagas, Director of Studies, maurachagas@ecenglish.com

Crisis Response and Support

EC Vancouver is committed to providing a comprehensive response to students in crisis. This includes:

- **Assessment:** A thorough evaluation of the situation to determine the appropriate immediate response.
- **Intervention:** Direct support from trained crisis management professionals, including potential involvement from emergency services (police, ambulance, etc.).
- **Secondary Response:** If necessary, the institution will liaise with external agencies, such as emergency mental health responders or law enforcement, to manage the crisis effectively.
- **Case Management:** Ongoing support and coordination for affected students, including follow-up reporting and services.
- **Post-Incident Responsibilities:** Ensuring that students receive continued support and resources following the crisis, including counseling services and referrals.

Crisis Communication Plan

In a crisis, clear and effective communication is essential. EC Vancouver will ensure:

- All relevant staff is informed of the incident and their roles.
- Regular updates are provided to students and staff, as necessary, ensuring transparency while respecting privacy laws.
- Information will be shared in multiple formats (email, website, phone) to ensure accessibility.

Trauma-Informed Approach

Our response will always be trauma-informed, recognizing the lasting impact of trauma on an individual's mental and emotional well-being. We will create an environment of healing and recovery, ensuring that any response and support provided does not inadvertently re-traumatize the individual. This includes providing appropriate services tailored to the specific needs of the affected person.

Support for International Students

International students may face unique challenges during a crisis due to language barriers, cultural differences, or separation from family and community. To ensure they receive the support they need, the EC Vancouver will:

- Offer first language support when necessary.

- Ensure all students are informed of available crisis management resources during new student orientation and through ongoing communication channels.
- Assign a specific staff member to assist international students during a crisis, facilitating their access to appropriate support.

Awareness and Access to Policy

This policy is publicly available on the institution's website and is accessible to all students, staff, faculty, and visitors. Students are encouraged to familiarize themselves with this policy and know how to report and respond to critical incidents.

Ongoing Training and Improvement

To ensure an effective and compassionate response to all critical incidents, the institution will provide regular training for staff, including how to recognize and support students in crisis, and will review and update the crisis management processes as needed.

Last reviewed: September 2025

Reviewer: Martha Delgadillo, Centre Director, EC Vancouver