

MC COLLEGE

Critical Incident and Crisis Management Policy

Purpose

The purpose of this Critical Incident and Crisis Management Policy is to establish a clear protocol for effectively managing and responding to critical incidents that may affect the safety, well-being of staff, students and clients and the operations at MC College. This policy aims to ensure a coordinated and timely response to minimize the impact of such incidents.

Definition of a Critical Incident

A critical incident is any unforeseen event or situation that poses a significant threat to the health, safety, or security of individuals or the integrity of college operations. This includes, but is not limited to:

- Public health emergencies
- Natural disasters
- Medical emergencies
- Acts of violence or threats of violence
- Cybersecurity breaches

Scope

This policy applies to all students, staff, and clients of MC College.

Roles and Responsibilities

Critical Incident Management Team

The management team is responsible for leading the response to critical incidents and ensuring that all necessary actions are taken to manage and mitigate the impact of the incident. The team is comprised of members of MC College senior leadership, including:

- CEO/President
- COO/Vice President
- Facilities Manager
- HR Manager
- Campus Director
- Marketing Lead

CEO/President

The President holds overall authority during a critical incident and is responsible for making final decisions regarding the college's response strategy.

COO/Vice President

The COO/Vice President provides guidance for decision making for the Campus Director. She is the second authority after the CEO/President to make decisions regarding the company's response strategy.

Facilities Manager

The Facilities Manager ensures that all logistical needs are met. She works with campus staff to ensure that the physical infrastructure of the college is secure and any necessary repairs or modifications are carried out promptly.

HR Manager

The HR Manager provides emotional support and resources for staff and students affected by the incident. These resources include Telus Health and Lifeworks for staff and Guard Me student support app for students. The HR Manager will coordinate any required post-incident recovery and well-being services.

Campus Director

The Campus Director serves as the immediate responder to incidents during regular work hours. She will notify the appropriate members of the management team. If required, she will engage with emergency services such as police, fire department or ambulance.

Marketing Lead

The Marketing Lead is responsible for disseminating accurate information to all stakeholders, including students, staff, and clients utilizing MC College's social media channels.

MC College employs a third party service provider to manage all IT requirements. In the event of a Cyber Security Breach, it is the role of the service provider to take all necessary critical incident steps.

Incident Response Plan

1. Initial Response
 - All incidents must be reported immediately to the Campus Director. The Campus Director will notify the appropriate individuals of the management team by telephone, email, text or Teams message.
 - The management team will convene as soon as possible to assess the situation and determine the appropriate course of action.
2. Incident Assessment
 - The management team will conduct a thorough assessment of the incident to evaluate the severity, potential impact, and required resources.
 - The team will develop a response based on the assessment.
3. Communication
 - The Marketing Lead will ensure that all stakeholders are informed of the incident and the response measures being taken.
 - Regular updates will be provided as the situation evolves.
4. Safety Measures
 - The COO/Vice President, HR Manager, Facilities Manager and Campus Director will implement necessary safety protocols to protect individuals on campus.
 - Evacuation or lockdown, procedures will be initiated as required.
5. Recovery and Restoration
 - Once the immediate threat has been managed, the team will focus on recovery and restoration efforts to return the college to normal operations.
 - A debriefing session will be conducted to evaluate the response and identify areas for improvement.

Review and Revision

This policy will be reviewed annually by the management team to ensure its continued relevance and effectiveness. Any necessary revisions will be made to address emerging threats or changes in best practices.

Conclusion

MC College is committed to the safety and well-being of its community members. By following this Critical Incident and Crisis Management Policy, we aim to ensure that we effectively respond to and recover from any critical incident.