Dunsmuir College		
Name of Institution		Institution Number
Critical Incident Policy		
Name of Policy	Effective Date	Revision Date

Purpose

This policy establishes a structured internal approach to managing critical incidents affecting students, staff, visitors, or institutional property. It ensures timely response, effective communication, support to affected individuals, and thorough documentation, without external reporting obligations to regulatory bodies.

Definition of Critical Incident

A critical incident includes, but is not limited to:

a. Death, serious injury, or severe illness of any student, staff, or visitor
b. Threats or acts of violence, including assault or abuse
c. Fire, natural disasters, or other emergencies on campus
d. Bomb threats or violent intruders
e. Any event that significantly disrupts learning, services, or operations
f. Missing persons related to institutional activities

Roles and Responsibilities

3.1. Critical Incident Coordinator (CIC)

a. Receives reports of critical incidents
b. Assesses initial situation and activates the Critical Incident Management Team (CIMT)
c. Coordinates incident management internally
d. Oversees documentation and follow-up activities

3.2. Critical Incident Management Team (CIMT)

a. CIC-- Managing Director , Kalai Ponniah

3.2. Critical Incident Management Team (CIMT)—continued

c. Student Services Coordinator—Margarette C. Bagsit

d. Finance and Administration Manager— Irwin

e. Facilities/Security Representative—Designated Teacher

Reporting and Notification

a. All staff and students must report any critical incident immediately to the CIC or nearest supervisor.

b. Incident reports should be submitted using the institution's standard Incident Report Form as soon as possible.

c. The CIC notifies the CIMT members internally; no external notification (including regulatory agencies) is made under this policy.

d. Internal notifications are directed to relevant departments and individuals affected by the incident.

Immediate Response Procedures

a. Ensure the safety of all individuals involved; carry out evacuation or lockdown if needed.

b. Contact emergency services (9-1-1) for urgent medical, fire, or security assistance.

c. Provide first aid or immediate support where feasible.

d. Secure the incident scene to preserve safety and evidence.

e. Establish designated assembly or safe zones for affected parties.

Communication Plan

a. CIC or appointed Communications Officer acts as the spokesperson internally.

b. Avoid unauthorized disclosures outside the institution.
c. Use clear, empathetic language in all communications.
d. Document all communications made related to the incident.

Support and Follow-up

a. Offer counseling and support services to students or staff affected by the incident, including access to external professionals if needed.
b. Organize debriefing sessions for involved parties once the immediate crisis is resolved.
c. Provide ongoing monitoring of affected individuals and groups.
d. Encourage feedback to improve response and support mechanisms.

Investigation and Documentation

a. Complete a detailed Incident Report form within 24 hours or as soon as practical.
b. Document all actions taken, communications, observations, and outcomes.
c. Maintain records securely in a confidential file accessible only to authorized personnel.
d. Retain documentation for the period specified by institutional policies and privacy laws.

Policy Review and Continuous Improvement

a. Conduct a post-incident review with the CIMT to evaluate response effectiveness and identify improvements.
b. Update policies, procedures, and training programs based on lessons learned.
c. Review this policy biennially or following any critical incident.

d. Provide annual training to all staff on critical incident identification, reporting procedures, and response roles.

e. Include critical incident awareness and procedures in new staff and student orientation programs.