

Automotive Training Centre (ATC) Surrey

Critical Incident and Crisis Management Policy

1. Purpose

This policy outlines the procedures and responsibilities for responding to critical incidents and crisis situations affecting students, staff, and visitors at the Automotive Training Centre (ATC) Surrey. The goal is to ensure safety, provide coordinated responses, and support recovery efforts, particularly for international students who may face additional challenges.

2. Scope

This policy applies to all ATC Surrey students (domestic and international), faculty, staff, and visitors on campus or participating in ATC-related activities. It includes incidents that occur on or off campus when related to the institution.

3. Definition of a Critical Incident

A critical incident is any sudden or unexpected situation that poses an immediate risk to health, safety, or well-being of individuals or to the institution's operations. Examples include:

- Medical emergencies
- Fire or explosion
- Natural disasters (earthquake, flood, severe weather)
- Acts of violence, assault, or threats
- Mental health crises
- Missing or injured student
- Cybersecurity breach or data loss
- Death of a student or staff member

4. Crisis Management Team (CMT)

ATC Surrey maintains a designated Crisis Management Team (CMT) responsible for coordinating responses and ensuring the well-being of the campus community.

Team Composition:

- Campus Director – Crisis Lead
- Student Services Coordinator – Student Liaison
- SEO – Logistics and Communication

Responsibilities:

- Assess the situation and determine the level of response required.
- Contact emergency services as needed.

- Communicate promptly with staff, students, and relevant authorities.
- Provide support to affected individuals, especially international students.
- Document and review all actions taken.

5. Reporting a Critical Incident

Any student or staff member who becomes aware of a critical incident must immediately notify a member of the CMT or call 911 if there is an immediate danger. Once emergency responders have been contacted, inform the ATC administration as soon as possible.

Emergency Contacts:

- Police, Fire, Ambulance: 911
- Campus Director: [Insert Name / Contact]
- Student Services Office: info@autotrainingcentre.com / 604-635-2222

6. Response Procedures

1. Initial Response: Ensure personal safety and call emergency services if required.
2. Assessment: CMT evaluates the situation, determines severity, and implements communication protocols.
3. Communication: Inform staff and students through phone, email, or in-person briefing.
4. Evacuation or Lockdown: Initiate procedures as per emergency plans.
5. Support: Provide counseling, translation assistance, and crisis support for affected students.
6. Documentation: Record all actions taken for review and follow-up.

7. Post-Incident Recovery

After a critical incident, the CMT will:

- Conduct debriefing sessions with affected individuals.
- Offer ongoing emotional or psychological support, particularly for international students unfamiliar with local systems.
- Review the incident to identify lessons learned.
- Update this policy or related procedures if required.

8. Communication Protocols

All official information during or after a crisis must be approved and issued by the Campus Director or delegate. This ensures accuracy and consistency across all communications.

Communication Channels:

- Email and SMS alerts
- Campus notice boards
- Website updates (if applicable)
- Direct outreach to international student sponsors or families

9. Training and Awareness

- All staff will receive training on emergency response and reporting procedures.
- Student orientation will include an overview of emergency and safety procedures.
- Annual drills and reviews will ensure preparedness.

10. Policy Review

This policy will be reviewed annually by the Campus Director and Student Services to ensure compliance with BC's Education Quality Assurance (EQA) Code of Practice and other applicable regulations.

Last Reviewed: [Insert Date]

Next Review: [Insert Date]

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