

**Policy Title:** Critical Incident and Crisis Management Policy and Procedures

**Approved by:** Campus Director

**Executive(s) Responsible:** Director, Student Services/Registrar; Associate Director, Operations and External Engagement; Academic Manager

**Administrator(s) Responsible:** Student Services Coordinator(s); Academic Coordinator(s); Registration Coordinator(s); Faculty Members, Manager, People and Culture

**Revision Date:** N/A

**Effective Date:** November 27, 2024

**Next Review Date:** November 27, 2025

**Institution Number:** 4119

## Background & Scope

The Canadian College of Technology and Business (CCTB) is committed to providing a safe learning environment. CCTB believes in a shared responsibility for community safety among staff, faculty, and fellow students, and it is imperative that all CCTB community members are aware of the duty of care and responsibilities regarding safety in times of crisis or distress.

This policy applies to all students, staff, faculty, and visitors of CCTB.

## Purpose of the Policy

This policy outlines procedures for identifying, responding to, and supporting community members experiencing distress, crises, or emergencies at CCTB. The purpose of this policy is to ensure a safe and supportive campus environment while connecting students to appropriate resources.

## Policy Statement

CCTB's Distress Response Policy and Procedures engages a four-step approach to reports of distress or crises situations: Recognize, Respond, Refer, and Reflect. This policy will outline the four-step approach related to incidents of emergencies, crises, and non-crisis situations.

### 1. Definitions

- 1.1. Emergency:** Emergencies involve situations in which there is imminent risk of harm to self or others. This involves presence of weapons or objects that can be used as weapons, physical abuse or harassment, substance intoxication, or imminent suicide attempts or ideations to attempt within 24 hours. This also includes episodes of mental health crises including stupor, ataxia, or psychosis.
- 1.2. Crisis:** Crises involve situations that are not life-threatening but are urgent. This involves suicidal ideation with a threat to attempt more than 24 hours, a report of recent assault, or a recent mental health crisis. This also includes situations of sudden or imminent health issues or distressing situations that require an individual's removal from the learning environment.

- 1.3. **Distress:** Distressing situations involve situations that are non-urgent but are concerning. This involves recent death of a relative or a loved one, significant or sudden changes in mood, appearance, behaviour, or academic performance. This also includes all other situations of distressing nature not otherwise specified that cannot be categorized under crisis or emergency.
- 1.4. **Respondent:** Any CCTB staff or faculty that is responding to an emergency, a crisis, or to distress.

## 2. Policy for Recognizing, Responding, Referring, and Reflecting

- 2.1. An evaluation of a situation should be categorized under Emergency, Crisis, or Distress.
- 2.2. In all situations, the safety and integrity of the CCTB community from an individual experiencing an Emergency, Crisis, or Distress is of highest priority.
- 2.3. Situations involving an emergency should always be referred to emergency services by calling 9-1-1
- 2.4. Situations involving an emergency or a crisis should always be reported to a member of the Critical Incident Response Team on-site.
- 2.5. Situations may be escalated, or de-escalated between Emergency, Crisis, or Distress depending on the context and severity of the situation upon determination of a member of the Critical Incident Response Team.
- 2.6. All reports of Emergencies, Crisis, or Distress involving students should be recorded in student file
- 2.7. Respondents must conduct a self-evaluation of fitness to return to work or class after responding to an Emergency or Crisis.

## 3. Critical Incident Response Team

- 3.1. The Critical Incident Response Team (“the Team”)
- 3.2. The main point of contact for the Team is Melissa Nisbet, Associate Director, Operations ([melissa.nisbet@canctb.ca](mailto:melissa.nisbet@canctb.ca))
- 3.3. The Team includes the following individuals:
  - 3.3.1. Campus Director
  - 3.3.2. Director, Student Services/Registrar
  - 3.3.3. Associate Director of Operations and External Engagement
  - 3.3.4. Academic Manager
  - 3.3.5. Human Resources Manager

## 4. Accountability

- 4.1. Respondents must report cases of Emergencies and Crises to a member of the Critical Incident Response Team.
- 4.2. The respondent or the Director-level staff member must complete an incident report form to be placed in the student file for any Emergencies or Crises.

## 5. Guidelines for Responding to Individuals in Crisis

- 5.1. Table 1 outlines the process for responding to individuals in distress.

**Table 1. Guidelines for Responding to Individuals in Distress**

	<i>Emergency</i>	<i>Crisis</i>	<i>Distress</i>
<i>Recognize</i>	<p>Imminent risk of harm to self and/or others. Examples include:</p> <ul style="list-style-type: none"> <li>• Presence of objects/weapons threatened to be used</li> <li>• Physical abuse/harassment</li> <li>• Substance intoxication</li> <li>• Imminent suicide attempt</li> <li>• Suicidal ideation with threat to attempt within 24h</li> <li>• Episode of mental health crisis including stupor, ataxia, incoherent language/behavior or psychosis</li> </ul>	<p>Not life-threatening but urgent. Examples include:</p> <ul style="list-style-type: none"> <li>• Suicide ideation with threat to attempt more than 24h</li> <li>• Report of recent assault or mental health crisis</li> <li>• Sudden, or imminent health issue or distressing situation that requires removal from the learning environment</li> </ul>	<p>Non-urgent but concerning. Examples include:</p> <ul style="list-style-type: none"> <li>• Recent death of a relative/loved one</li> <li>• Significant and sudden changes in mood/appearance/behavior/academic performance</li> <li>• Other situations of distressing nature not otherwise specified that cannot be categorized under crisis or emergency</li> </ul>
<i>Respond</i>	<p><u>ONSITE</u></p> <ul style="list-style-type: none"> <li>• Notify Critical Incident Team on campus</li> <li>• Isolate individual by removing themselves or others in proximity</li> <li>• Converse with student, if possible</li> <li>• Administer first aid, if respondent is qualified, and intervention is required &amp; safe</li> </ul> <p><u>OFFSITE</u></p> <ul style="list-style-type: none"> <li>• Notify Critical Incident Team on campus</li> <li>• Note student location to communicate to emergency services</li> </ul>	<p><u>ONSITE</u></p> <ul style="list-style-type: none"> <li>• Notify Critical Incident Team on campus</li> <li>• Move individual to safe, private space</li> <li>• Director will conduct further conversation with individual in presence of the reporting staff</li> </ul> <p><u>OFFSITE</u></p> <ul style="list-style-type: none"> <li>• Notify Critical Incident Team on shift</li> <li>• Note student location to communicate to director level on shift</li> </ul>	<p><u>ONSITE</u></p> <ul style="list-style-type: none"> <li>• Move individual to safe, private space</li> <li>• Notify the individual of their situation by building awareness of support services through Student Services</li> <li>• If alarming information comes up that might deem it a crisis, follow “Crisis” protocols.</li> </ul> <p><u>OFFSITE</u></p> <ul style="list-style-type: none"> <li>• Schedule a time to meet with the student &amp; provide campus resources</li> </ul>
<i>Refer</i>	<ul style="list-style-type: none"> <li>• Call emergency services, 9-1-1 ASAP</li> </ul>	<ul style="list-style-type: none"> <li>• If Team member deems the case to be an emergency, respondent will call 9-1-1</li> <li>• If applicable, director calls suicide hotline</li> <li>• If Team member deems the case to be a distress, they will refer student to campus support resources</li> </ul>	<ul style="list-style-type: none"> <li>• Refer individual to campus support resources: <a href="#">GuardMe Student Support Program</a>, <a href="#">Stenberg Wellness Centre</a>, or <a href="#">Accessibility Services</a></li> <li>• Refer individual to Student Services for further info and follow-up support</li> </ul>
<i>Reflect</i>	<ul style="list-style-type: none"> <li>• Fill out incident report form.</li> <li>• Self-check fitness to return to work/class</li> <li>• Critical Incident Team member in charge will form a plan of further communications with student.</li> </ul>	<ul style="list-style-type: none"> <li>• If emergency, fill out incident report form &amp; file</li> <li>• If distress, take notes &amp; file.</li> <li>• Self-check fitness to return to work/class</li> </ul>	<ul style="list-style-type: none"> <li>• Takes notes and refer to Student Services</li> </ul>

### Related Legislation

- Private Training Act
- EQA Code of Practice

### Related Policies

Policy Name	Policy Number
Weapons on Campus Policy	
Death of a Student or Employee Policy	
Student Code of Conduct	

### Document History

Date	Approval/Review/Key Change(s)
19 Feb 2025	Implemented policy changes to align with <i>EQA Code of Practice 2025</i>