Critical Incident and Crisis Management Policy

Purpose

The purpose of this Critical Incident and Crisis Management Policy is to establish a clear, proactive protocol for managing and responding to critical incidents that may affect the safety and well-being of students, staff, and clients, as well as the ongoing operations of Omni College. This policy ensures a coordinated, timely response to minimize harm and operational disruption.

Definition of a Critical Incident

A critical incident is defined as any unforeseen event or situation that poses a significant threat to the health, safety, or security of individuals, or the integrity of College operations. Examples include, but are not limited to:

- Public health emergencies
- Occupational Health and Safety concerns on campus
- Natural disasters
- Medical emergencies
- Weather-related events
- Acts or threats of violence (e.g., active shooter, bomb threat)
- Cybersecurity breaches
- Facility-related emergencies (e.g., fire, flood, power failure)
- Utility failures

Scope

This policy applies to all students, staff, faculty, contractors, and visitors of Omni College. Each campus maintains an Emergency Action Plan in the staff room, which lists designated personnel for that location along with head office support.

Roles and Responsibilities

Critical Incident Management Team (CIMT)

The Critical Incident Management Team leads the incident response and ensures that appropriate actions are taken to mitigate impact. The CIMT includes members of Omni College's senior leadership and key operational staff.

CIMT Members May Include:

• General Manager
• Marketing Specialist
• Programs Director
• IT Services

Specific Roles

General Manager

The General Manager assumes all responsibilities previously held by the President, Vice President, and Director of Compliance & Regulatory Affairs.

Responsibilities include:
• Holds overall authority for the College's critical incident response strategy and makes all final decisions.
• Provides direction and guidance to the Programs Director and other designated personnel during incidents.
• Ensures physical safety and security of campuses, including logistical matters such as building access, repairs, and environmental or safety concerns.
• Coordinates major precautionary or emergency measures, including evacuations, lockdowns, or shelter-in-place actions.

Programs Director / Nursing Program Director

• Coordinates emotional support and post-incident wellness resources for staff and students.
• Oversees post-incident recovery involving staff and students.

Programs Director and/or General Manager

• Serve as the first responders on-site.
• Notify appropriate CIMT members immediately.
• Liaise directly with emergency services (police, fire, ambulance) as required.

Marketing Specialist

• Manages all official communications related to critical incidents.
• Ensures information shared with staff, students, clients, and the public (including via social media) is accurate, timely, and approved.

IT Services

• Initiates all technical mitigation and recovery efforts in the event of a cybersecurity breach.
• Supports the CIMT in restoring service and securing systems after the incident.

Incident Response Plan

1. Initial Response

• All incidents must be reported immediately to the General Manager.
• The General Manager will notify and engage applicable CIMT members using phone, email, text, or Microsoft Teams.
• The CIMT will convene promptly to assess the situation.

2. Incident Assessment

• The CIMT will conduct a thorough assessment to determine severity, impact, and required resources.
• An appropriate response strategy will then be developed by the General Manager in consultation with the CIMT.

3. Communication

• The Marketing Specialist will coordinate communication to all affected parties.
• Updates will be provided throughout the incident.
• A post-incident summary will be issued when appropriate.

4. Safety Measures

• Under the direction of the General Manager, the Programs Director or other designated personnel will implement required safety protocols such as evacuation, lockdown, or shelter-in-place procedures.

5. Recovery and Restoration

• Once the immediate threat is mitigated, recovery efforts will focus on restoring normal operations as quickly and safely as possible.
• A formal debrief will be conducted to evaluate response effectiveness and identify improvements.

Conclusion

Omni College is committed to protecting the health, safety, and well-being of its community. This Critical Incident and Crisis Management Policy outlines the framework and responsibilities necessary to ensure a coordinated and effective response to any critical incident.