

Critical Incident and Crisis Management Policy

VCDH takes critical incidents and crisis situations seriously and prioritizes the safety and wellbeing of all clients, visitors, students, faculty and staff. VCDH follows a strict Critical Incident and Crisis Management plan to ensure an organized and priority approach to crisis situations.

The designated Crisis Management team is Business Director, Carole Anne Mrsic and Senior Educational Administrator, Alecia Casselman. The contact number for VCDH is 1-604-215-7611. For emergencies, call 911.

Definition

Critical Incidents are defined as sudden and unexpected event that impact the safety and/or mental health of a individual or multiple persons. This can be caused by sudden trauma, death, conflict, medical emergency or other incidents of this nature.

Timeline

In the event of a critical incident, the Business Director and Senior Educational Administrator will meet to discuss the severity of the presenting crisis. If required, other members of VCDH may be included such as the Front Desk staff, Program Director and 1st/2nd year Educational Coordinators.

Clients, visitors, students, faculty and staff must report a critical incident as soon as possible to a VCDH representative. The VCDH representative will then bring forward the incident to the Business Director and Senior Educational Administrator.

The Business Director and Senior Educational Administrator will do an assessment of the situation to determine next steps.

Next steps may include:

- Contacting emergency services
- Connecting the individual to the school counsellor
- Completing an Incident Report with individuals involved
- Contacting emergency contacts of the student (if required)
- Providing Resources to external supports such as Addiction and Mental Health Centers, Hospitals and Homeless Shelters