KAPLAN INTERNATIONAL LANGUAGES

Critical Incident and Crisis Management Policy

The safety and well-being of students, staff, and visitors are our highest priorities. Kaplan International Vancouver is committed to providing timely support, resources, and guidance to individuals affected by critical incidents or crises. This policy outlines the procedures, roles, and responsibilities for responding to such events to ensure a coordinated, effective, and trauma-informed approach.

Types of Critical Incidents

Critical incidents may include, but are not limited to:

- Accident or injury
- Accidental death
- Violence or threat of violence
- Drug or alcohol abuse
- Missing students
- Natural disasters
- Mental health issues
- Terrorist events or threats of terrorism
- Fire or building evacuation
- Serious medical emergency

Reporting Critical Incidents

Students, staff, and teachers are encouraged to report any critical incident immediately to designated staff. Incidents can be reported through multiple channels, including:

- In-person: Any staff member or teacher
- After hours emergency phone: 1-778-834-7223
- Email: vanstudentservices@kaplan.com or carla.parsons@kaplan.com
- External Counselling Services: GuardMe 1-877-873-8447
- 24 Hour Crisis Line: Available 24/7 for Immediate support +1(800) 784-2433

Critical Incident Response Team (CIRT)

In the event of a critical incident, Kaplan International Vancouver will activate a **Critical Incident Response Team (CIRT)**. The CIRT is responsible for overseeing crisis management, evaluating the situation, and implementing appropriate response measures in a timely and coordinated manner. The CIRT will include:

- **Primary Incident Manager**: School Director
- **Alternate Incident Manager**: Academic Manager
- **Additional Members**: Representatives from the Student Services Team, Operations Team, Building Landlord, Vancouver Police/ Fire Department, and third-party Counselling Services, as needed.

The primary and alternate CIRT members will lead the crisis response and serve as the main points of contact for the incident.

Roles and Responsibilities of the Critical Incident Response Team (CIRT)

1. School Director (Primary CIRT Member):
    - Oversees and directs the organization's response during a crisis.
    - Communicates with leadership and key stakeholders.
    - Ensures that all responding staff are fully informed and that responsibilities are clearly assigned.
    - Facilitates post-incident reviews and supports recovery efforts.

2. Academic Manager (Alternate CIRT Member):
    - Acts as the Primary Incident Manager in the absence of the School Director.
    - Ensures appropriate support is in place for students affected by the incident.

3. Additional Crisis Incident Response Team (CIRT) Members:
    - Student Services Team: Responsible for coordinating with school leadership to provide support to students affected by the incident.
    - Operations Team: Coordinates with school staff and senior management to ensure support is provided to both affected students and staff.
    - Building Landlord: Manages all facility-related issues during the crisis, including safety, access, and infrastructure concerns.
    - Vancouver Police/ Fire Department: Provides guidance and emergency response support for incidents such as violence, terrorism, natural disasters, fires, and building evacuations.
    - Counselling Services (Third-Party): Provides mental health and trauma-informed support to students and staff impacted by the incident.

Contact Information

- Carla Parsons, School Director: carla.parsons@kaplan.com
- Diana Wu, Academic Manager: diana.wu@kaplan.com
- Kurt Evans, North America Operations Director: kurt.evans@kaplan.com

Crisis Response and Support

Kaplan International Vancouver is committed to providing a comprehensive and coordinated response to students experiencing a crisis. This includes:

- Assessment: A thorough evaluation of the situation to determine the appropriate immediate response.
- Intervention: Direct support from trained crisis management professionals, including potential involvement from emergency services (police, ambulance, etc.).
- Secondary Response: If necessary, the institution will liaise with external agencies, such as emergency mental health responders or law enforcement, to manage the crisis effectively.
- Case Management: Ongoing support and coordination for affected students, including follow-up reporting and services.
- Post-Incident Responsibilities: Ensuring that students receive continued support and resources following the crisis, including counseling services and referrals.

Crisis Communication Plan

Kaplan International Vancouver will ensure:

- Relevant staff are informed of the incident and their assigned roles.
- Regular updates are provided to students and staff, as necessary, ensuring transparency while respecting privacy laws.
- Information is shared through multiple formats (e.g., email, website, text message, phone) to ensure accessibility for all.

Support for International Students

International students may face unique challenges during a crisis due to language barriers, cultural differences, or separation from family and community. To ensure they receive the support they need, Kaplan International Vancouver will:

- Provide first-language support when necessary and where available.
- Ensure all students are informed of available crisis management resources during new student orientation and through ongoing communication channels.
- Assign a designated staff member to assist international students during a crisis, facilitating their access to appropriate support services

Crisis Support Resources for Students

In the event of a crisis, students are encouraged to reach out to the following support services, which are available to provide immediate, confidential, and professional assistance. These resources include 24-hour crisis lines, mental health support services, and community-based organizations. Students may contact these services directly using the phone numbers or websites listed below, depending on the type of support they require.

- *24 Hour Crisis Line: Available 24/7 for Immediate support +1(800) 784-2433*
- *Vancouver Coastal Reginal Distress Line: 604-872-3311*
- *310 Mental Health Support: 310-6789 (no area code needed) https://www.crisislines.bc.ca/#!our-members*
- *Youth and Family Support: 604-806-9416 https://foundrybc.ca/Vancouver-granville/*
- *Walk-in mental health assessment and support: 604-675-3700 Http://www.vch.ca/locations-sercices/result?res_id=1186*
- *9-8-8 Suicide and Crisis Line (BC): Free support by phone or text 24/7*

Awareness and Access to Policy

This policy is publicly available on the institution's website and is accessible to all students, staff, faculty, and visitors. Students are encouraged to familiarize themselves with this policy and know how to report and respond to critical incidents.

Ongoing Training and Improvement

To ensure an effective and compassionate response to all critical incidents, Kaplan International Vancouver will:

- Provide regular training for staff on recognizing and supporting students in crisis.
- Review and update crisis management policies and procedures on a regular basis to reflect best practices and lessons learned.
- Foster a culture of continuous improvement, ensuring that all staff are prepared to respond appropriately and sensitively during critical incidents.

Health, Safety and Security (HSS) Fact Sheet
Please review our HSS Fact Sheet for important contacts, phone numbers, meeting places

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