



## **CRITICAL INCIDENT RESPONSE PROCEDURES**

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Finance and Operations  
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### **PURPOSE**

The purpose of these procedures is to articulate the plan of delivering a timely and coordinated response to critical incidents and urgent situations involving students, staff, faculty and visitors to the University.

Critical incidents and urgent situations are those which may include:

- incidents of persons in extreme emotional distress
- incidents involving sudden trauma or death
- incidents of inter-personal conflict
- incidents of other matters similar in nature.

Critical Incident Response Team Coordinator

The Director of Campus Security will be the Coordinator of the Critical Incident Response Team (CIRT). He will be joined by the Director of Health Services, the Coordinator of Counselling Services, and the Executive Director of Student Services.

### **PROCEDURES**

#### **1. Reporting**

Critical incidents shall be reported through Campus Security, 24 hours each day to 721-7599.

#### **2. Assessment**

The Director of Campus Security will normally make a preliminary assessment of the facts and, if necessary, invoke the assembly of the Critical Incident Response Team. The Team may also be assembled by the Medical Director or Counselling Services Coordinator in response to incidents where they are the first contact.

### **3. Intervention**

The Critical Incident Response Team leadership will assemble a qualified professional staff team to effect initial intervention. Typically, teams will be drawn from:

- Counselling Services
- Medical Staff
- Campus Security

- 3.1 The Intervention Team will attend at the location of the incident and attempt to stabilize the situation.
- 3.2 Normally, response will be limited to the University of Victoria Campus.
- 3.3 The Critical Incident Coordinator will determine if additional resources are required, including:
  - Associate Vice-President, Legal Affairs
  - Faculty Dean, or Administrative Director
  - Student Services personnel with relevant expertise
  - Director of UVic Communications Services for media relations

### **4. Secondary Response**

The Critical Incident Response Team or Expanded CIRT will devise the secondary response plan including determination of the following:

- 4.1 If the Police or Emergency Mental Health Response Team should be called;
- 4.2 If the situation warrants hospitalization;
- 4.3 If the situation warrants implementation of the University Policy on Violent and Threatening Behaviour.

### **5. Case Management**

The Critical Incident Response Coordinators will devise a Case Management Plan which will include determining:

If there is an ongoing monitoring role for Campus Security or Housing;

If there is a treatment role for Counselling and Health Services, independently or in concert with community resources;

If there are individual or groups of persons affected by the event who would benefit from Counselling Services, Chaplaincy Services, or other resources which may be required;

If the incident should be referred to the Executive Director of Human Resources, if the issue of working relationships are overriding;

If the incident should be referred to the Director for the Prevention of Harassment and Discrimination, if issues of harassment or discrimination are overriding;

If the incident should be referred to the Vice-President, Research if issues of research integrity, ethics, or conflict of interest are overriding;

Development of the reporting responsibility, the writing of the summary report, and advising senior management.

## **6. Follow-up Reporting**

Incidents shall be reported to senior managerial and/or academic staff where there is a need to know. Those officers shall be:

- Vice-President, Academic
- Vice-President of Finance and Operations
- Faculty Deans
- Executive Directors

Where there is any potential for institutional liability, all incidents shall be reported to the Manager, Insurance and Financial Systems in Accounting Services.

## **7. Post-Incident Responsibilities**

Executive Director of Student & Ancillary Services:

Shall arrange for critical incident debriefing of professional staff engaged in primary situation management including, if necessary, through the use of external resources.

Deans:

Where the incident involves academic misconduct, or prolonged student absence from class, the relevant Dean will be briefed and shall advise members of faculty of the relevant information.

Associate Vice-President Legal Affairs:

Shall brief senior Vice-Presidents as necessary to ensure due diligence requirements are met.

Executive Director of Human Resources:

Shall brief Deans, Executive Directors, Chairs, Managers and Unions as necessary where there are employment outcomes.

## **Evaluation**

The Critical Incident Response Team shall meet no more than two weeks post event to evaluate the application of this procedure. The Executive Director of Student and Ancillary Services will chair the evaluation and recommend changes where necessary.

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