

## **TLC Critical Incident & Crisis Management Policy**

The TLC Critical Incident & Crisis Management Policy outlines the management of critical incidents and crisis situations, as well as the TLC staff members responsible for managing them. This Policy applies to students, instructors, staff, and visitors of TLC while on TLC Richmond or Langley campus or at a sponsored event.

The situations that TLC Critical Incidents and Crisis Management Policy addresses include, but not limited to:

- Severe weather conditions
- Medical emergencies
- Fire emergencies
- Earthquakes
- Violent or threatening situations
- Cybersecurity incidents

### **Reporting a Critical Incident**

To report an emergency, please call 911 immediately.

To report a critical incident that does not involve immediate harm or damage to persons or property, call the TLC Office at 604-513-2193 extension 3581 (TWU Richmond) or 3326 (TWU Langley), or e-mail the TLC Program Coordinator at [mpei@twu-tlc.ca](mailto:mpei@twu-tlc.ca). Other staff and faculty may also receive critical incident reports.

### **Emergency Contacts**

Fire, Police, and Ambulance Services: 911

First aid: 604-513-2099 (on-campus telephone, dial 2099)

Security: 604-513-2099 (on-campus telephone, dial 2099)

TLC Richmond: 604-513-2193 extension 3581

TLC Langley: 604-513-2193 extension 3326

### **Crisis Response Team**

The Crisis Response Team (CRT) comprises various TLC staff members. Their roles and responsibilities are outlined here.

Crisis Director & Deputy Crisis Director – The Director of Education, Dr. Olivia Zhang and TLC Program Coordinator, Miranda Pei, who work closely with each other and are responsible for receiving notification of the crisis, determining a course of action, alerting the appropriate members of TLC, and coordinating the institution’s approach to managing the crisis.

Meanwhile, as both TLC Richmond and Langley campuses are located on the campuses of Trinity Western University (TWU), the TLC Crisis Director will work with the Campus Managers of TWU Richmond and Langley when the crisis affects the entire University Community. The Crisis Director will then follow TWU's corresponding protocols when dealing with crises.

### **Crisis Management Process**

After receiving a crisis report, the Crisis Director and Deputy Director will review the situation and determine the severity and next steps to address the crisis. Other staff and faculty members will be called in to help manage situations as needed. When the situation affects the University communities, the Crisis Director will reach out to the Campus Managers of TWU Richmond and/or Langley.

The Crisis Director and Deputy Director will ensure a smooth transition back to normal operations of TLC after a crisis.

### **Policy Review**

The Crisis Director will lead the crisis review process after the crisis has been resolved. This Policy will be reviewed annually by the Crisis Director. When necessary, the Crisis Director will reach out to the University's Campus Managers for suggestions on the Policy and make any necessary changes.

### **Policy Training**

Policy Training will take place during New Student Orientation in January, May, and September.

### **Note**

As a close partner of Trinity Western University, TLC students, faculty, and staff can also access the University's Emergency Response resources as needed. Detailed information can be found here: <https://www.twu.ca/life-twu/campus-services/campus-security/emergency-responses>