

# HOLLAND COLLEGE

## ADMINISTRATIVE REGULATION

**Category:** PHYSICAL AND INFORMATION RESOURCES  
**Topic:** CRISIS MANAGEMENT  
**Code:** 30-04-3  
**Effective Date:** November 8, 2018 **Revision:** SEVEN  
**Approved by:** President of Holland College, Brian McMillan

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### **Related Documents:**

Board Policy [30-04](#) – Institutional Safety  
Operational Procedure [30-04-3-P3](#) – Emergency Response Procedures  
Management Directive [30-04-3-MEC-D1](#) – Weapons On Campus  
[Crisis Management Response Plan](#)  
[Crisis Management Centre Contact Information](#)  
[Role of Crisis Management Centre Contacts](#) (CMCC)

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**(Note: Until further notice the President is acting as the Vice President of Corporate Services.)**

The intention of this Administrative Regulation is to recognize the need for a plan of action in the event of a crisis occurring in any campus at Holland College. In order for learning to take place, students and staff require their basic personal needs for safety and security to be met. Any event including, but not limited to, medical or personal emergency, natural or other disaster, or mechanical failure, that threatens these basic needs will be considered a crisis. The Vice President of Corporate Services is responsible to ensure Crisis Management Procedures are established and enforced within the College.

### **Definition:**

A crisis may include, but is not exclusive to the following, occurring on a Holland College Campus:

- Fire/Explosion
- Bomb Threat
- Armed Intruder or other event requiring a lock-down
- Medical Emergency – poisoning, epidemic, serious accident

- Violent crime or behaviour
- Environmental/Natural Disaster

A crisis may also include:

- Off-Campus Incidents/Accidents – involving students, faculty and/or staff

## **1. Pre-Planning Procedures**

**1.1** The Vice President of Corporate Services will:

- a)** Establish a Core Crisis Management Team (**CCMT**) for Holland College;
- b)** in consultation with the appropriate Executive Director/Director, appoint a staff member at each centre as the Crisis Management Contact (**CM Contact**);
- c)** in consultation with Human Resources and Professional Development departments arrange for all staff to receive training in College crisis management procedures;
- d)** ensure all staff are made aware of the Operational Procedure 30-04-3(P-3) - Emergency Response Procedures and that relevant information pertaining to this procedure is posted in all centres;
- e)** ensure SAFE (School Action for Emergencies) Plans are developed in consultation with the applicable policy agency and maintained for each College site/centre.
- f)** ensure Lock-Down Plans are developed and maintained for each College site/centre.
- g)** ensure that an individual or individuals are designated as being responsible for ensuring that SAFE Plans and Lock-Down Plans are kept current and that the appropriate police force is apprised of any changes..

**1.2** Each centre shall put in place a Crisis Management Plan in the event of crisis occurring, in any campus at Holland College.

**1.3** The Plan shall identify the **CM Contact** for the centre and designate an area where Crisis Management activities will take place in case of a crisis.

## **2. Core Crisis Management Team**

**2.1** The Core Crisis Management Team (**CCMT**) will consist of, but not be limited to:

- Vice President of Corporate Services (Chair)
- Vice President Academic & Applied Research (Vice-chair)
- Chief Finance Officer
- Director of Marketing & Communications
- Director of Facilities Management
- Director of Programs
- Executive Director of Atlantic Police Academy
- Vice President Innovation, Enterprise & Strategic Development
- President of Holland College

The **CCMT** will establish centre/site specific teams that will cover each College centre, site and residence. These centre/site specific teams will include the **CM Contact**, the Program Manager(s), and the Student Services Counsellor responsible for that centre/site.

**2.2** In the event of a crisis the **CCMT** will determine, if other Student Services Staff Members and Learning Managers/Instructors will be added to the team. The **CCMT** will also determine whether additional outside support is needed. If the crisis warrants, the following College and community resource people could be called upon to lend assistance as part of the Crisis Management Team.

- Administrative/Support staff
- Mental Health Personnel
- Public Health Nurse or other medical professionals as required
- Clergy
- High School Counsellor
- Police or RCMP

### **3. Immediate Response to a Crisis**

**3.1** See Operational Procedure [30-04-3-P3](#) – Emergency Response Procedures for full details on emergency response.

### **4. Crisis Management Plan**

**4.1** When a student becomes aware of a crisis or a threat of a crisis they should inform any College employee. College employees, who become aware of a crisis or a threat of a crisis, will as-soon-as-possible attempt to inform the **CM Contact** for the centre. The **CM Contact** or any College employee with details of the crisis will immediately notify a member of the **CCMT** who will assess the situation and determine in what manner to proceed.

- 4.2** The **CCMT** member will:
- a)** confirm with the appropriate authorities the precise nature of the crisis and a description of events surrounding the crisis;
  - b)** contact the **CCMT** Chair and other members of the CCMT.
- 4.3** The Director of Marketing & Communications will initiate Communications Protocols.
- 4.4** The **CCMT** Chair or a designate will assume the role of **coordinator** for the crisis response.
- 4.5** The **Crisis Response Coordinator** will take charge and initiate the appropriate crisis response.
- 4.6** In any situation where police or fire officials are involved, they will secure the situation and take jurisdiction of all activities.
- 4.7** The **Coordinator** will contact the President, other members of management and work with the **CM Contact** to contact other staff members of the centre (a fan out system or telephone tree should be arranged).
- 4.8** The **Coordinator** and the Director of Marketing & Communications will coordinate all College communications, including those with the media. They will designate one person to speak to the media. A written statement to be used for information releases and for learning managers to use when communicating the crisis to their students will be prepared. Any required College notifications or cancellations should be cleared by the **Coordinator**.
- 4.9** A full staff meeting will be held at the earliest possible time. The events surrounding the crisis will be presented, as well as the procedures to be followed for the day.
- 4.10** Learning Managers will inform their students of the resource people available to them. Students should be encouraged to discuss their feelings about the crisis.
- 4.11** Learning managers should attempt to return to normal learning activities within a reasonable period of time.
- 4.12** Under no circumstances will any representative of the College reveal a victim's name unless authorized to do so by the victim or the victim's agents.

- 4.13** If necessary, the family doctor or immediate family may be contacted. In the case of a student death or unconfirmed suicide the Coordinator will contact the RCMP or Police.
- 4.14** Where the situation warrants, high risk students should be identified and invited for private meetings with a member of the **CCMT** or other resource person.
- 4.15** In the event of the death of a community member, a memorial service appropriate to the event and the centre's past practice could be arranged in consultation with the students.
- 4.16** In the case of a serious workplace accident involving staff or students WCB needs to be notified within 24 hours (see Quality Procedures A02 & F01 for more details).

## **5. Crisis Management Follow-Up**

- 5.1** As a society, we are unprepared to deal with many crisis situations and in particular, accidental death and/or suicide. Delayed response to a crisis or arrested grieving is not uncommon. Grieving takes many forms, is unpredictable and takes place over a long period of time. In light of this, necessary steps should be taken to deal with these realities.
- 5.2** The **CCMT** should arrange for interventions to be provided in the aftermath of a crisis. These may take the form of :
- Grief counselling
  - Family counselling
  - Individual or group counselling
  - Staff in service
  - Peer assistance

## **6. Crisis Intervention Evaluation**

- 6.1** The **CCMT** will evaluate the response to the crisis and make adjustments for future interventions.

## **7. Precedence**

- 7.1** Emergency procedures take precedence over every other College Regulation and Procedure. All members of the College community are expected to adhere to these procedures to the best of their ability.