

Oxford International – English Language School  
Name of Institution

HFX, VAN, TO  
Institution Number

**Critical Incident & Crisis  
Management**

Name of Policy

**January 1, 2025**

Effective Date

**January 6, 2025**

Revision Date

## 1. Purpose of Policy

**1.1** The purpose of this policy is to establish a clear and structured approach for responding to critical incidents and crises at Oxford International English Schools across Canada. The schools are committed to protecting the safety and well-being of students, faculty, staff, and visitors and ensuring that the institutions are prepared to respond effectively and efficiently to any unexpected or disruptive events that may affect its operations, reputation, or community.

## 2. To whom the policy applies

**2.1** This policy applies to all students, faculty, staff, and other individuals on school premises or engaged in school-related activities, both on and off school premises.

## 3. Definitions

**Critical Incident:** An event or series of events that disrupt normal school operations and have the potential to affect the safety, security, or well-being of individuals or the school community. These may include, but are not limited to, accidents, natural disasters, school violence, terrorism, medical emergencies, or health pandemics.

**Crisis:** A severe or high-impact situation that requires immediate and coordinated action to safeguard life, property, and the reputation of the school. A crisis may stem from a critical incident but often involves broader implications for school operations, public perception, and long-term recovery.

## 4. Policy

### 4.1 Crisis Management Team (CMT)

The Crisis Management Team (CMT) will be responsible for overseeing the management of critical incidents and crises. The team will act as the decision-making body and will be activated in the event of a crisis.

#### Team Members:

- **CMT Leader (Nationally):** Sr. VP, Canada
  - VP Operations
  - VP Client Services
- **External Communications Officer (Nationally):** Director of Marketing
- **Emergency & Crisis Operations Coordinator (Vancouver):** School Director/Director of Studies
- **Emergency & Crisis Operations Coordinator (Halifax):** School Director
- **Emergency & Crisis Operations Coordinator (Toronto):** School Director
- **Backup Campus Coordinator (Halifax):** Director of Studies
- **Backup Campus Coordinator (Toronto):** Director of Studies
- **Backup Campus Coordinator (Vancouver):** Program Manager
- **Health and Safety Officer (Nationally):** Appointed from Health & Safety Committee
- **Legal Advisor:** President, North America
- **Human Resources Officer (Nationally):** Director of HR
- **Advisor:** Senior Advisor
- **Compliance:** Director Curriculum, Quality & Compliance

#### Responsibilities

- Activation of the crisis response plan
- Coordination of resources and personnel during a crisis
- Timely and accurate communication on all stakeholders
- Documentation of the incident and response
- Post-crisis evaluation and debriefing
- **CMT Meetings** – Meetings will commence every two months involving the entire CMT | Meetings will commence every two months for school specific Critical Incident and Crisis Management team members

### 4.2 Incident Classification and Response Levels

Incidents will be categorized based on severity and impact, and the response will vary accordingly.

#### Level 1 – Minor Incident

- **Definition Level:** Impact is limited to a specific area of the school, with no immediate threat to life or major disruption to school activities.
- **Example:** A small fire in a classroom or a student medical emergency.
- **Response:** Incident handled by school safety, facilities, or designated team members.
- **Communication:** Notification to relevant departments or individuals.

#### Level 2 – Moderate Incident

- **Definition Level:** A significant disruption that may affect multiple areas of the school or community. There may be a risk to health, safety, or property.
- **Example:** A weather-related closure or local civil disturbance.
- **Response:** CMT activation to manage the situation. Coordination with local authorities as necessary.
- **Communication:** Notification to student body, school personnel and, if necessary, local authority.

#### Level 3 – Major Crisis

- **Definition Level:** A large-scale event with a severe impact on school life, the safety or individuals, or the school's operational capacity.
- **Example:** School shooting, large-scale natural disaster, or a health epidemic.
- **Response:** Full activation of Crisis management Plan with all CMT members working together to manage the crisis, communicate with the community and coordinate resources.
- **Communication:** Notification to student body, school personnel, and with local authorities.

### 5. Incident Management Procedures

- **Notification and Activation:**
  - Immediate reporting of the incident to the school safety or emergency response team.
  - CMT Leader evaluates the severity of the situation and activates the Crisis Management Team if necessary.
  - Designated personnel will contact first responders (police, fire department, medical services) as needed.
- **Assessment and Situation Analysis:**
  - The CMT Leader gathers information on the nature, scope and potential impact of the incident.
  - Conduct a risk assessment and determine the necessary response protocols (evacuation, lockdowns, shelter-in-place, etc.)
- **Response and Mitigation:**
  - The CMT team will implement the appropriate measures to safeguard lives, secure the school and minimize further disruption.
  - Ensure that faculty, staff, and students are informed of the situation and any necessary actions to be taken.
  - Communicate with external emergency services and law enforcement, if applicable.
- **Communication:**
  - Clear and timely communication is critical during a crisis.
  - The Communications Officer will manage internal and external communication, including press releases, social media updates, and direct notifications to the school community (via email, SMS, websites, etc.).
  - Regular updates will be provided to ensure transparency and minimize panic.
- **Recovery and Continuity:**
  - After the Immediate crisis is resolved, the focus will shift to recovery and ensuring that critical functions of the school resume.
  - The CMT will evaluate damage, allocate resources for restoration, and assess the impact on students, staff, and operations.
  - Counseling and support services will be made available to those affected by the crisis.

## **6. Training and Drills**

- Regular Crisis Management Training will be provided to all staff, faculty, and students.
- The Crisis Management Team will conduct periodic tabletop exercises, scenario-based drills, and emergency simulations to ensure that everyone is prepared for various critical incidents and crises.
- Annual evaluations of the training effectiveness will be conducted, with adjustments to the plan made as needed.

## **7. Post- Incident Evaluation**

- A debriefing meeting will be held following the resolution of any crisis. The CMT will review the incident, assess the effectiveness of the response, and make recommendations for improvements to procedures or policies.
- A report will be generated documenting the incident, response, and recovery phases, and shared with relevant stakeholders.

## **8. Roles and Responsibilities of School Community**

- **Students:**
  - Follow the instructions of faculty, staff, and emergency personnel during incidents.
  - Report suspicious activities or safety concerns immediately to school security.
  - Participate in training or drills as required.
- **Faculty and Staff:**
  - Be familiar with emergency procedures and act swiftly during a crisis.
  - Ensure student safety and report any relevant information to the CMT.
  - Provide leadership and guidance in evacuations, shelter-in-place orders, or other emergency actions.
- **Administration:**
  - Support the Crisis Management Team's efforts and ensure proper resources are available.
  - Ensure that crisis management protocols are included in all emergency preparedness planning.