


Procedure Name:	STUDENT CRITICAL INCIDENT	
Approved By:	President's Council and Board of Governors	
Approval Date:	2025	
Next Scheduled Renewal Date:	2030	
Procedure Holder:	VP, Academic, Students, and International	
Operational Lead:	Registrar and AVP Students	
Procedure Number:	ADM-014P	

STUDENT CRITICAL INCIDENT PROCEDURE

1.00 PURPOSE

- 1.1 This procedure provides guidelines for an orderly, effective, and caring response in the event of a Critical Incident involving a Student or a Student fatality.

2.00 DEFINITIONS

- 2.1 **Coast Mountain College (CMTN):** A college designated under the *College and Institute Act*
- 2.2 **Critical Incident:** Any life-altering injury to a Student or the fatality of a Student.
- 2.3 **Student:** An individual who is registered in a course or program at the College, including individuals who are registered in a course or program as a result of a partnership (e.g., dual credit or dual enrolment), or who are taking classes part-time. Individuals are still considered students for the purpose of this policy if they are on a scheduled program break.

3.00 INITIAL NOTIFICATION AND RESPONSIBILITIES

3.1 Critical Incident off campus:

- a) Response to a Critical Incident that occurs off campus will be handled initially by the local police agency and/or the hospital involved. These agencies will be responsible for notifying the family or next-of-kin.
- b) If the College is notified or becomes aware of a Critical Incident off campus, the Registrar and Associate Vice-President Students will contact the local authorities to confirm the information.
- c) If the Critical Incident occurs during College-sponsored travel or off-campus education activity, the CMTN staff member accompanying the trip must immediately contact local emergency services and the local law enforcement agency. The CMTN member will then connect with the Registrar and Associate Vice-President Students or their CMTN emergency contact.

- d) If the Critical Incident occurs while a Student is studying abroad, the program leader or representative of the host institution will contact the CMTN emergency contact or the Registrar and Associate Vice-President Students.

3.2 Critical Incident during a field school or field trip:

- a) If a Critical Incident occurs during a field trip, the CMTN employee accompanying the trip will follow the Off-Campus Serious Injury Reporting and Procedures as included in the EDU-012P, [*Off-Site Educational Program and Field Trip Procedure*](#).

3.3 Critical Incident on Campus:

- a) If a CMTN Employee becomes aware of a Critical Incident on campus, that individual must contact 911 and the RCMP immediately, and then inform the Manager in charge of the campus.
 - i. The Manager in charge of the campus will notify the Registrar and Associate Vice-President Students and the Director of Facilities and Security Services.
 - ii. After business hours Campus Security will notify the Director of Facilities and Security Services.
- b) The RCMP will attend the College and contact the appropriate emergency medical services.
 - i. The RCMP is responsible for notifying next-of-kin and may request the Student's emergency contact information.
 - ii. Campus Security or the Campus Manager or the Registrar and Associate Vice-President Students will coordinate with the Office of the Registrar for this information.
- c) If a Critical Incident occurs in campus housing, the Manager Student Housing and Campus Community will be notified under Section 3.3 a).

4.00 SUBSEQUENT STEPS AND RESPONSIBILITIES

4.1 Notification of Appropriate Officials:

- a) Any CMTN Employee who becomes aware of the Critical Incident will notify the Registrar and Associate Vice-President Students or the Manager in charge of the campus, who will immediately notify the Vice-President Academic, Students, and International.
- b) The Registrar and Associate Vice-President Students will ensure that all required information is collected to confirm the Critical Incident and Student status.
- c) The VP Academic, Students, and International will advise the President & CEO and the Executive of the Critical Incident involving a Student Critical Incident or a Student fatality.

4.2 Response Team composition:

- a) The VP Academic, Students, and International will establish a Response Team that will lead CMTN's response to the critical incident.
- b) The composition of the team will be based on the circumstances surrounding the Critical Incident as well as the Student's activities within the College. The Response Team will include the following individuals or their designates:

- i. Registrar and AVP Students
 - ii. Director, Facilities and Security Services
 - iii. Executive Director External Relations
 - iv. Appropriate Dean and/or Associate Dean
 - v. Director, Student Health Services.
- c) The Response Team may also include the following individuals, or their designates, as applicable:
- i. Associate Vice-President Corporate Services
 - ii. Director, Human Resources and Payroll
 - iii. Manager, Student Recruitment
 - iv. Manager responsible for campus if Student is a regional student
 - v. Manager, Student Housing and Campus Community
 - vi. Indigenous Relations and Executive Advisor
 - vii. Program Coordinator or other School District Representative (for high school students attending courses at CMTN)
 - viii. CMTN Student Union Representative
 - ix. Faculty Members
 - x. College Counsellors or Counselling Services.

4.3 Response Team Actions:

- a) Under the direction of the VP Academic, Students, and International, liaise with the police, regional health authority, British Columbia Coroners Service, and other external parties as required.
 - i. The Executive Director of External Relations will respond to media requests while liaising with the family and/or Indigenous Community Representative appointed by the family or next-of-kin, and considering the context of any active third-party investigations before the release of information.
 - ii. The Registrar and AVP Students will determine if there are any special religious customs or cultural practices that the Response Team should be aware of.
- b) As necessary, communicate with the VP Academic, Students, and International and the Director of Facilities and Security Services to address any issues regarding safety or threat of harm to CMTN community members.
- c) Support the Executive Director of External Relations as CMTN's primary contact for the family or next-of-kin, and emergency contact on any communications or issues.
- d) Engage and consult with the appropriate faculty members. Invite them to participate in the process by supporting students and fellow colleagues, and providing advice and suggestions for a respectful response.
- e) Connect CMTN Employees who need direction on the Student's affairs with the Registrar and AVP Students and/or the appropriate Dean.
- f) Provide guidance and support to departments within the College to perform administrative tasks that are appropriate to the circumstances of the Critical Incident. See Appendix A.
- g) Ensure that all relevant Departments, Employees, and Students are notified and provided with current and accurate information, as required.

- h) Ensure that all information being collected or disclosed is in accordance with the BC *Freedom of Information and Protection of Privacy Act* (FOIPPA).
- i) Work with Student Health Services and Human Resources to ensure appropriate arrangements for access to grief and crisis counselling services and supports for students and employees.
- j) Work with the CMTN Students' Union for communications, insurance, and student relations purposes.
- k) Where appropriate, liaise with the VP Corporate Services regarding any arrangements for CMTN flags to be flown at half-mast.
- l) In case of a Student fatality, in coordination with the Registrar and AVP Students, when appropriate, arrange for enactment of the awarding of posthumous credentials, taking into consideration the wishes of the family.

5.00 RELATED POLICIES AND PROCEDURES

5.1 ADM-014, *Student Critical Incident Policy*

5.2 EDU-012P, [Off-Site Educational Program and Field Trip Procedure](#)

6.00 OTHER SUPPORTING DOCUMENTS

6.1 BC [Freedom of Information and Protection of Privacy Act](#)

7.00 HISTORY

Created/Revised/Reviewed	Date	Author's Name and Role	Approved By
Created	July 2024	A. Bajwa, Registrar and AVP Students	

APPENDIX A: List of Activities Following a Critical Incident

Individual(s) Responsible for Activities	Activities to Take Place After Confirmed Critical Incident
<p>Vice-President Academic, Students, and International</p>	<ul style="list-style-type: none"> • Establish the Response Team based on the circumstances surrounding the Critical Incident involving a Student or a Student fatality. • Schedule the Response Team’s initial meeting. • Review the Response Team Actions: with all members of the team. • Act as primary liaison between the Response Team and CMTN Executive. • Keep the Executive informed of the College’s ongoing response to the Critical Incident.
<p>Registrar and AVP Students</p>	<ul style="list-style-type: none"> • Upon notification of the Critical Incident involving a Student or a Student fatality, contact the Vice-President Academic, Students, and International. • Confirm Student status and/or Student fatality from a medical or police authority. • Liaise with the police, hospital, BC Coroners Service (in case of Student fatality), and other external parties as required. • Coordinate the completion of assigned activities within ADM-014P, <i>Student Critical Incident Procedure</i>, Appendix A. • Notify the Students’ Union of the Critical Incident involving a Student and/or a Student fatality and act as their liaison with the Response Team. • Participate on the Response Team as required. • Gather extended health plan and beneficiary information for the Response Team to share with the family or next-of-kin. • Determine if the Student had a locker and, if so, pack contents and provide to the Response Team. This must be handled with the consent of and collaboration with the family, similar to Housing content.
<p>Indigenous Relations and Executive Advisor</p>	<ul style="list-style-type: none"> • Participate in the Response Team as required. • Arrange, facilitate, and provide support to Indigenous students affected by the Critical Incident by connecting them to counselling and other support services. • Arrange, facilitate, and provide cultural advice and support to the Response Team. • Working within privacy laws, liaise with sponsoring Bands or agencies. • When appointed, serve as the primary contact with the Student’s family or next-of-kin.

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Individual(s) Responsible for Activities	Activities to Take Place After Confirmed Critical Incident
Accessibility Services Coordinator	<ul style="list-style-type: none"> • Inform any sponsoring organizations of the Critical Incident. • Advise the Response Team of any loaned materials or supports that are to be returned to CMTN. • In the case of a Student fatality or if the Student is unable to continue with their education, close the Student’s accessibility files.
Financial Aid Coordinator	<ul style="list-style-type: none"> • Inform any student loan provider of the Critical Incident involving the Student or the Student fatality. • Determine whether the Student had been covered under a Student Aid BC or other inter-provincial loan; in case of a Student fatality or if the Student is unable to continue with their education, notify the appropriate lender as required to ensure all borrowing obligations are terminated. • Advise the Response Team of any student loans. • In case of a Student fatality or if the Student is unable to continue with their education, close the Student’s files.
Director, Finance	<ul style="list-style-type: none"> • With approval from the VP Academic, Students, and International, work with the Registrar’s Office to refund tuition and fees for the current term; in the case of a Student fatality, provide the Response Team with a cheque (payable to the deceased Student’s estate), after deducting any outstanding loans, as applicable. • Work with the Financial Aid Coordinator on outstanding loans. • In the case of a Student fatality, or if the Student is unable to continue with their education: <ul style="list-style-type: none"> ○ refund campus housing fees on a pro-rated basis; other debts to the College may be forgiven ○ ensure any tuition billing or credit collection processes or correspondence to the deceased Student are stopped ○ if the student was also a College employee, process payment of wages and remit to the estate. • Determine if the student had been covered under a Student Aid BC or other inter-provincial loan; in case of Student fatality, notify the appropriate lender as required to ensure all borrowing obligations are terminated. • Support the Financial Aid Coordinator in closing any grant or loan applications, as necessary. • Update CMTN databases and close grant and award applications, as appropriate. • Ensure that T4A reporting is correct and reassign any awards. • Notify the appropriate Ministry department(s) for T4A purposes.

Individual(s) Responsible for Activities	Activities to Take Place After Confirmed Critical Incident
Executive Director of External Relations	<ul style="list-style-type: none"> • Participate in the Response Team as required. • Act as first point of contact for any media inquiries, ensuring any comments follow privacy legislation and respect the family’s wishes. • Act as the College’s primary contact for the family or next-of-kin, and emergency contact on any communications or issues. • Work with the Response Team and the VP, Academic, Students, and International, who will coordinate with the Executive to develop and distribute internal communication regarding the Critical Incident. • Arrange to monitor public channels related to the Critical Incident (e.g., emails to CMTN, social media, and other digital communication) as required.
Director, Student Health Services	<ul style="list-style-type: none"> • Participate in the Response Team as required. • Organize Counsellors and counselling support services. • Work with the Manager of Campus Housing to provide counselling support and services for students in Housing. • Support the Response Team in coordinating counselling services such as support rooms and critical incident stress debriefing groups. • Provide information for community resources for Employee and Student access. • If the Student attended a regional campus, liaise with the Campus Manager to provide, or guide the regional grief and Critical Incident support response. • Provide physical or digital handouts or materials to the appropriate campuses or departments to help normalize grief reactions.

ADM-014P, Student Critical Incident Procedure

Individual(s) Responsible for Activities	Activities to Take Place After Confirmed Critical Incident
<p>Manager, Student Housing & Campus Community</p>	<ul style="list-style-type: none"> • Participate in the Response Team as required. • Under the direction of the Executive Director, External Relations, deliver the approved communication messaging to notify Campus Housing residents of the Critical Incident, as necessary. • Work with Student Health Services and the Wellness Centre to set up counselling sessions and other supports for residents in Campus Housing. • If the Critical Incident occurred in Campus Housing, facilitate access for Campus Security, RCMP, Coroner, and BC Ambulance Service to provide safe access to the space, and for investigation purposes. • Work with the Response Team to coordinate with the family or next-of-kin to remove personal items from Campus Housing. • Work with the Finance Department to reimburse any Campus Housing fees, as applicable. • Cancel the Student’s gym pass. • Process deposit refunds as necessary.
<p>Learning Management System Administrator</p>	<ul style="list-style-type: none"> • Upon receiving instruction from the Registrar’s Office, remove the Student from classes in Brightspace. • Close the Student’s Brightspace account.
<p>Dean of Program Area of Study and/or Associate Dean</p>	<ul style="list-style-type: none"> • Participate in the Response Team as required. • Provide support by being accessible and/or available to Students, Faculty, and Staff; host conversations; schedule debriefing sessions and or general discussions if there is a mutual desire and agreement with the Dean, Associate Dean, Staff, and Students. • Update any accreditation bodies as necessary (e.g., BC Industry Training Authority, Trades Training BC) • Advise Employees of counselling and other supports available through HR. • Collect and provide to the Response Team for the family or next-of-kin any projects or personal items stored in areas outside of the Student’s locker. • In collaboration with the Executive Director External Relations, notify Program Coordinators/Chairs/ Academic Heads, Practicum Supervisors, Faculty, and Students within the program and/or department. • Cancel the Student’s practicum placements, work experience placements, and study-abroad trips, as appropriate. • Update program lists or databases as appropriate.

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Individual(s) Responsible for Activities	Activities to Take Place After Confirmed Critical Incident
Dean of Learning and Teaching	<ul style="list-style-type: none"> • Cancel the Student’s library card and close their account. • Determine if there are any library materials on loan that may be returned. • Cancel any library fines. • Cancel work integrated learning placements.
Director, Facilities and Security Services	<ul style="list-style-type: none"> • Work with the Registrar and AVP Students to ensure there is no further threat of harm to the College community, as appropriate. • Address any issues regarding the safety or threat of harm to CMTN community members. • Under the direction of the RCMP or other external bodies, conduct an internal investigation if the Critical Incident occurred on CMTN premises or within the scope of CMTN’s responsibility.
Associate Vice-President, Corporate Services	<ul style="list-style-type: none"> • Liaise with Third Party or their Agents involved in the Critical Incident. • Communicate with Insuring Agencies. • Activate institutional insurance if required.
Director, Human Resources and Payroll	<ul style="list-style-type: none"> • Facilitate access to counselling and other support services for Employees. • Work in collaboration with the Response Team and relevant area Administrator or Designate to develop a coordinated communications plan that supports Employees with the Employee and Family Assistance Program.
Campus Manager	<ul style="list-style-type: none"> • In the event the Student was registered at a regional campus, participate in the Response Team and coordinate and adapt processes as collectively determined appropriate by the Response Team. • When determined appropriate by the VP Academic, Students, and International and the Response Team, assume the role of primary contact for the family or next-of-kin, and/or the RCMP. • Coordinate communication between regional campus employees and the Response Team. • Engage appropriate CMTN regional campus employees to support the response to the Critical Incident. • In collaboration with the Executive Director External Relations, notify faculty and students within the class or program of the Critical Incident. • Take any other additional steps on the regional campus to address the needs of the College community, in consultation with the Response Team. • Work closely with local service providers as well as the Registrar and AVP Students, the Wellness Centre Officer, and Counselling Services Staff to ensure counselling and support services are made available to employees, and students as appropriate.

Individual(s) Responsible for Activities	Activities to Take Place After Confirmed Critical Incident
<p>Manager, Student Recruitment</p>	<ul style="list-style-type: none"> • Participate in the Response Team as required. • Arrange for translator, if required by the Response Team in order to contact the family or next-of-kin after confirmation that local authorities have delivered notification of the Critical Incident. • Notify Guard Me if the student is from out of Canada (international student) within their first three months in Canada. • Coordinate between the Students' Union and the Student's family for health benefit claims. • If the student is an international student, notify the international student health insurance provider. In case of student fatality, this student health provider may typically be responsible for coordinating the funeral services (repatriation), obtaining the death certificate, and liaising with the family regarding repatriation arrangements. • In case of an international Student fatality, notify the embassy or consulate of the student's country in Canada. When diplomatic representation is unclear, contact Global Affairs Canada for more information. • Notify partnering institution where applicable. • Assist the family in making travel arrangements and obtaining visas, where appropriate.
<p>Office of the Registrar - Records</p>	<ul style="list-style-type: none"> • In case of Student fatality: <ul style="list-style-type: none"> ○ the Registrar's Office (RO) follows the <i>Standard Operating Procedure – Deceased Student</i> ○ The RO Records Team will process the Student record as "deceased," include the source of the information and verification, and the date ○ the RO will confirm with the VP, Academic, Students, and International the name and contact for the estate and/or executor. • The Student's record is changed to "Estate of first.name last.name." • Cancel the Student's identification card. • Coordinate with Finance Department in the determination of any tuition or fee outstanding or any refund for processing. • Remove the Student from Registrar's Office-related communication lists. • In case of Student fatality, coordinate with the Response Team to arrange for enactment of the awarding of posthumous credentials, if appropriate and as per the family's wishes. • The Registrar or designate might liaise with the faculty to see if an Aegrotat grade is appropriate, as well as to assess the Student's record for graduation. • If the Student is eligible to graduate, liaise with the family to get their wishes.