



Critical Incident & Crisis Management Policy

Introduction

The Vancouver Academy of Music (VAM) is committed to maintaining a safe, secure, and supportive environment for all members of its community. The safety and wellbeing of students, faculty, staff, and visitors is our highest priority. VAM treats all critical incidents and crisis situations with the utmost seriousness and care, responding swiftly and appropriately to minimize harm and ensure continuity of operations.

Definition of a Critical Incident

A **critical incident** is any sudden or unexpected event that poses a threat—real or perceived—to the health, safety, or wellbeing of individuals within the VAM community, or that significantly disrupts the operations of the institution. Examples may include (but are not limited to): medical emergencies, threats of violence or actual violence, natural disasters or extreme weather events, fire or hazardous material incidents, mental health crises, incidents of abuse or serious misconduct, missing persons, death or serious injury at VAM facilities.

Response Protocol

Reporting a Critical Incident

- Any individual who witnesses or becomes aware of a critical incident must report it **immediately** to a member of VAM's administrative team.
- Upon receiving the report, the administrative team member must **promptly notify the CEO and/or COO**.

Assessment and Decision-Making

- The **CEO and/or COO** will assess the situation to determine the **severity of the crisis**.
- Depending on the nature and scale of the incident, other members of the senior management or administrative team may be called upon to assist in the response.

Response Measures

Actions taken may include, but are not limited to:

- Contacting emergency services (e.g., police, fire, ambulance)
- Assist in locating a mental health professional
- Completing an incident report to document the event in detail
- Contacting the student's parent(s), guardian(s), or emergency contact, as appropriate
- Providing support or resources to affected individuals or groups
- Initiating communication protocols to inform relevant stakeholders, while respecting privacy and confidentiality

Emergency Contacts for Students

In the event of a crisis or emergency, students should take the following actions:

Emergency:

- **Call 911** if you are reporting a life-threatening incident or a crime in progress.

Non-emergency:

- **Vanier Park / City of Vancouver Security:**
 - **Between 8:30 PM – 11:00 PM:**
(604) 240-9270
 - **Between 11:00 PM – 8:30 AM:**
(604) 730-8131
- **Vancouver Police Non-Emergency**
 - (604) 717-3321

Students are encouraged to save these numbers in their mobile phones and to alert a faculty or administrative member as soon as it is safe to do so.