



**VANCODERM
ACADEMY**
OF AESTHETIC MEDICINE & WELLNESS

CRITICAL INCIDENT AND CRISIS MANAGEMENT POLICY **VANCODERM ACADEMY OF Aesthetic Medicine and Wellness.**

VDAWM-POL-CICM-001

Critical Incident & Crisis Management Policy

Effective Date: [March 04, 2026]

Approval Authority: Executive Director / Board of Directors

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1. Purpose

The purpose of this policy is to establish a comprehensive framework for preventing, responding to, managing, and recovering from **critical incidents and crises** that may affect the Vancoderm Academy of Aesthetic Medicine and Wellness community. This policy ensures the safety and well-being of students, staff, faculty, contractors, visitors, and protects institutional operations and reputation. The Academy is committed to preparing for emergencies, responding effectively, and supporting recovery activities.

2. Scope

This policy applies to all operations and activities under the authority or control of the Academy, including campus facilities, off-site events, training/practicum settings, online environments, and any activity involving students, employees, or visitors.

It applies to all categories of critical incidents or crises such as:

- Medical emergencies (serious injury or illness)
- Fire, explosion, or hazardous material incidents
- Natural disasters (earthquake, flood, severe weather)
- Acts of violence or threats, active intruder situations
- Critical student or staff incidents (missing person, serious mental health crisis)
- Security or IT infrastructure breaches
- Any event requiring emergency response, external authorities, or significant disruption of normal activities

3. Definitions

Location: 150 ESPLANADE W, unit#230, North Vancouver, B.C., CANADA

Postal Code: V7M 1A3

Tel: +1-604-973-1809

Email: info@vancodermacademy.com

www.vancodermacademy.com



CRITICAL INCIDENT AND CRISIS MANAGEMENT POLICY

Critical Incident — Any event that threatens the health, life, physical safety, security, property, or emotional well-being of individuals or significantly disrupts normal operations.

Crisis — A serious escalation of a critical incident that affects the Academy's stability, continued operation, community confidence, or reputation.

Critical Incident Response Team (CIRT) — A multidisciplinary team responsible for coordinating Academy response before, during, and after critical incidents or crises.

4. Guiding Principles

The Academy shall:

- a. Prioritize life safety and well-being.
- b. Ensure rapid, coordinated, and effective responses to emergencies.
- c. Maintain clear and timely communication internally and externally.
- d. Provide support and resources to affected persons.
- e. Protect Academy assets and minimize operational disruption.
- f. Comply with legal requirements and regulatory expectations related to student safety and institutional operations.

5. Roles & Responsibilities

Critical Incident Response Team (CIRT)

The CIRT is responsible for:

- Assessing the severity of incidents.
- Activating emergency procedures.
- Directing operational response efforts.
- Communicating with internal and external stakeholders.
- Documenting incident actions and decisions.
- Coordinating recovery and post-incident review.

Composition: Senior leadership, student services, campus operations, communications, security or facility staff, and other roles as required.

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Employees and Instructors

- Report incidents immediately to CIRT or campus leadership.
- Follow emergency response directions.
- Attend required training.

Students and Visitors

- Familiarize themselves with emergency procedures.
- Report safety concerns or incidents.
- Follow instructions during events.

6. Preparedness & Prevention

The Academy shall:

- a. Conduct risk assessments annually.
- b. Maintain updated emergency response plans (evacuation, shelter-in-place, lockdown).
- c. Provide emergency preparedness training and drills.
- d. Ensure appropriate first-aid and safety equipment is available.
- e. Maintain updated contact lists for staff, students, emergency services, and regulatory reporting contacts.

7. Incident Response Procedures

Upon identifying a critical incident:

1. **Immediate Action:** Ensure personal safety and initiate emergency response (911 / medical help).
2. **Notification:** Notify CIRT immediately.
3. **Response Activation:** CIRT activates the emergency plan and assigns roles.
4. **Communication:** Issue timely notifications to students and staff via designated channels (email, SMS, public address).
5. **Support:** Provide immediate support (first aid, mental health resources).

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6. **Authority Liaison:** Communicate with emergency services and, where required, regulatory bodies.
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8. Communication Protocols

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All official communications during incidents shall:

- Be accurate and timely.
 - Come from designated spokespersons.
 - Use predetermined communication channels.
 - Protect personal privacy and sensitive information.
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9. Post-Incident Recovery & Evaluation

After an incident has been stabilized:

- a. Conduct a debrief with the CIRT.
 - b. Analyze performance and identify lessons learned.
 - c. Update emergency plans and training based on feedback.
 - d. Document findings and actions taken.
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10. Training & Awareness

All staff and students shall:

- Participate in orientation on emergency procedures.
 - Complete regular training related to critical incidents.
 - Receive updates when procedures change.
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11. Compliance & Reporting

The Academy shall ensure compliance with applicable federal, provincial, and regulatory requirements, including obligations and standards expected by the **Private Training Institutions Regulatory Unit (PTIRU)** for certified institutions.

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12. Policy Review

This policy will be reviewed and updated at least every **two (2) years** or following a significant incident or change in regulatory requirements.

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Approval

Executive Director / CEO

Date: March 04, 2026