

Policy Number: H-114

Policy Name: Critical Incident Policy

Related Policies, Forms and Procedures: H-114-A, P-H-114

Date Written or Last Modified: March 4, 2005

Date Approved By Management Team: March 4, 2005

Date Approved By Board of Directors:

Objective of Policy:

TEC believes that it is important that all “critical incidents” are well documented and that the reporting of such incidents to appropriate levels of management is clearly defined. A “critical incident” is defined as any written complaint, any issue requiring research and action (eg. significantly negative instructor evaluations, any form of harassment, and any incident involving the authorities or having the potential to involve legal proceedings).

Policy:

TEC has identified two levels of critical incidents and the details that must be included. One overriding factor is that all critical incidents must be dealt with as expeditiously as possible, and when internal resources are not available, it may be necessary to secure additional resources. All critical incidents must be recorded by the Senior Campus Official and records must be kept securely in a designated location. Two levels of critical incidents have been identified below. Both levels require a critical incident report to be filled out (see Appendix H-114-A for Critical Incident Report Form). Level 1 incidents may escalate to level 2 critical incidents which require their own file, again to be kept securely in a designated location.

Level 1 critical incidents generally involve clients or staff issues that require documentation. Any written complaint from a student or staff member (including dispute resolution requests or adverse instruction or staff evaluations) require the Senior Campus Official to initiate the critical incident procedure and open a file for documentation. All level 1 critical incidents must be immediately reported to the Executive Director or the President and they will determine when it is important to inform TEC of the incident.

Level 2 critical incidents are any incidents involving harassment, that are level 1 complaints which are escalating, that involve the authorities, or that have the potential for involving legal proceedings. Level 2 critical incidents must be immediately reported to the Executive Director or the President and also reported

to the President of TEC. (In the case that the President of TEC is not available the incident should be reported to the Vice President – Special Projects).

Guidelines for dealing with critical incidents include:

- In the case of sensitive issues we should try to minimize the number of individuals involved
- It is important to deal with issues as quickly as possible
- Any individuals involved in a critical incident will be required to provide written documentation for the file on a timely basis
- Management must “err of the side of caution” in assessment of critical incidents and when professional advice or assistance is required there should be no hesitation in securing those resources.

Information to be included in every critical incident file:

- Date
- Overview of the incident
- List of individuals involved
- Written reports by all participants
- Any police reference numbers or contact names
- Reports by any external professionals
- Documentation on the final resolution
- When determined to be important the notes from a debrief on the incident