HERITAGE COMMUNITY COLLEGE

Critical Incident and Crisis Management Policy

Name of Policy
Critical Incident and Crisis Management Policy

Position(s) Responsible	**Effective Date:** January 2026
Senior Education Administrator	**PTIB Institution No:** 364

Policy:

Heritage Community College is committed to ensuring the health, safety, and security of its students, staff, contractors, and visitors. This policy establishes a structured and coordinated approach for managing and responding to critical incidents that may disrupt College operations or pose a risk to the College community. This policy applies to all current and future students, employees, and visitors.

Definition of a Critical Incident

A critical incident is any unforeseen or unplanned event that presents a serious risk to health, safety, security, property, or College operations. Examples include medical emergencies, public health incidents, fires, natural disasters, acts or threats of violence, utility failures, and cybersecurity breaches.

Scope

This policy applies to all Heritage Community College campuses and to all students, employees, contractors, and visitors. Each campus maintains an Emergency Action Plan specific to its location.

Procedure for Critical Incident Response:

1. Any critical incident must be reported immediately to the Campus Director or senior on-site staff.
2. The Campus Director will assess the situation and contact emergency services when required.
3. The Campus Director will notify the Critical Incident Management Team (CIMT).
4. The CIMT will assess the severity of the incident and determine required actions.
5. Approved communications will be issued to students, staff, and stakeholders.
6. Safety measures such as evacuation, lockdown, or shelter-in-place will be implemented as needed.
7. Recovery efforts will begin once the immediate risk is controlled.
8. A post-incident review will be conducted to evaluate response effectiveness.

Policy Review

This policy will be reviewed annually or following a critical incident to ensure continued effectiveness and regulatory compliance.