
Crisis Management Policy

Effective Date: July 1st, 2025

Purpose

The purpose of this Crisis Management Policy is to establish a framework for effectively responding to emergencies or crises that threaten the safety, operations, or reputation of inlingua Victoria School of Languages Careers Co-Ops. This policy ensures a coordinated, efficient, and timely response to minimize harm and facilitate recovery.

Scope

This policy applies to all faculty, staff, students, contractors, and visitors on all campuses and facilities operated by the school.

Definitions

- Crisis: Any event that disrupts the normal operations of the school, poses a threat to life or property, or significantly impacts the school's reputation or function. Examples include natural disasters, active shooter incidents, cyberattacks, hazardous material spills, or public health emergencies.
 - Incident Commander (IC): Thad Monckton, Executive Director
 - Emergency Operations Center (EOC): 910 Government St #101, Victoria, BC V8W 1X3
-

Crisis Management Team (CMT)

The CMT includes:

- Incident Commander: Thad Monckton
 - Student Services: Haru Newcomb
 - Administration: Alix Legond
 - Facilities: Brenda Monckton
 - IT Director: Joseph Bova
-

Crisis Response Phases

Prevention and Preparedness

- Conduct regular risk assessments and emergency drills.
- Maintain updated emergency contact lists and evacuation plans.
- Train staff and students on safety protocols and reporting procedures.

Response

- Activate Crisis Management Team and Emergency Operations Center.
 - Communicate with law enforcement and emergency services as necessary.
 - Ensure timely internal and external communications (e.g., using mass notification systems).
-

- Provide support services (e.g., counseling, medical aid).

Recovery

- Assess damage and restore operations.
- Communicate reopening plans and recovery updates.
- Conduct debriefs and post-incident reviews.
- Update policies and protocols based on lessons learned.

Communication Protocol

- Use multi-channel alert systems (text, email, website, public address).
- Only authorized personnel (typically Public Relations or the School President) may speak to the media.
- Maintain accurate records of all communications.

Training and Drills

- Conduct at least one campus-wide emergency drill per year.
- Train faculty and staff annually on their roles during a crisis.
- Provide orientation for new students and employees on emergency procedures.

Policy Review and Maintenance

This policy should be reviewed annually by the Crisis Management Team and revised as needed based on new risks, technologies, and after-action reports from real or simulated incidents.

Responsibilities

All school community members are responsible for:

- Familiarizing themselves with emergency procedures.
- Reporting suspicious activities or safety concerns.
- Following directions during emergencies.

Approved by:

Brenda Monckton and Thad Monckton

Executive Directors

