



## Critical Incident and Crisis Management Policy

**Quantum College**

Name of Institution

**3892**

Institution Number

**Critical Incident/Crisis Mgmt**

Name of Policy

**Jan 1, 2026**

Effective Date

**Jan 1, 2026**

Revision Date

1. **Quantum College** is committed to the management of and appropriate response to critical incidents and crisis situations. We acknowledge our responsibility to provide a safe, secure, and supportive learning environment.

To that end, Quantum has established a Critical Incident Response Team (CIRT), tasked with the strict enforcement of our policies, adherence to our protocols and the timely response to all notifications/reports.

Following are the senior members of the Quantum College CIRT:

- **Rosa Lenihan (Senior Education Administrator)**
  - **James Chang (Admissions Manager)**
  - **Gary Lenihan (Principal)**
2. The term “Critical incidents and crisis situations” refers to a wide spectrum of emergencies, including but not limited to the following:
    - accidents/injuries;
    - physical harm of various degrees, from minor to extreme;
    - violence or attempted violence;
    - attempted, perceived or confirmed instances of self-harm;
    - natural disaster/extreme weather event;
    - threats, perceived or otherwise;
    - abduction/missing person;
    - compromised on-site facilities or structural failures



3. Following are the major processes and procedures to be followed with regards to critical incidents and crisis situations:
- For any and all situations in which the student/visitor/staff member perceives or has experienced threat or injury (to themselves or others), **call 911 immediately.**
  - If the event has occurred or is occurring on-site at the campus building (President Plaza), building security is on duty 24 hours/day and can be reached at 778-829-2639 for the most rapid response.
  - For less urgent situations (or in addition to the steps taken above), any of the senior members of the Quantum College CIRT can be contacted as follows:

Rosa Lenihan (female): [rosa@qlearning.ca](mailto:rosa@qlearning.ca), 778-878-6088

James Chang (male): [james@qlearning.ca](mailto:james@qlearning.ca), 604-729-3692

Gary Lenihan (male): [gary@qlearning.ca](mailto:gary@qlearning.ca), 604-375-8813

In all situations in which 911 or campus security were called, a follow-up with a CIRT member should occur as soon as possible.

4. The management life cycle of the incident is as follows:
- The CIRT member will engage with the victim/survivor as expeditiously as possible upon contact (or receipt of the notification) and collaboratively decide upon the preferred course of action (if the individual chooses a course of action beyond discussion).
  - The primary concern of the CIRT member on initial contact will be to ensure the safety of the victim/survivor. This may include direction or assistance in contacting 911 and/or on-site security if they have not yet been contacted. If circumstances dictate, the member's response will include making the individual aware of off campus services available including emergency medical care and counselling, if appropriate.
  - Follow up meetings and responses will be situation specific to the individual's needs and wishes, including the decision on whether to make a formal report



regarding the incident.

The strong preference will be to file a report on the incident. However, a Quantum College student reporting an incident of sensitive nature will be given the option of bypassing this step.

5. In all instances, the institution will:
  - Ensure the safety of the victim/survivor.
  - As appropriate, provide emergency numbers for on and off campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.
  - Respect the right of the individual to choose the services they consider most appropriate.
  
6. All information related to a notification is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
  - If an individual is at imminent risk of severe or life-threatening self-harm.
  - If an individual is at imminent risk of harming another.
  - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
  - Where reporting is required by law.
  - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.