



# CRITICAL INCIDENT, CRISIS MANAGEMENT & SAFETY STANDARDS

VCMT is committed to providing a safe environment for students, faculty, staff and patients alike. Personal safety is everyone's responsibility. Each VCMT community member is responsible for adopting practices that maximize their own safety and the well-being of fellow students and VCMT staff. VCMT's health and safety procedures are developed from VCMT's safety standards which hold that all members of the VCMT community are responsible to:

- Report injuries and safety hazards and concerns via email. Should the matter be urgent, contact any member of VCMT's administrative team in person immediately.
- Be aware of VCMT's emergency and evacuation procedures;
- Be familiar with the locations of fire exits, fire extinguishers and first-aid kits; and
- Comply with all safety laws.

VCMT will investigate all significant health and safety incidents and use the findings to continuously improve current safety practices and procedures via VCMT's Health and Safety Committee.

## EMERGENCY PROCEDURES

VCMT requires all individuals on campus - students, faculty, patients and staff - to follow fire safety and evacuation procedures.

- VCMT will assign staff members to be trained in emergency procedures and act as Floor Wardens to coordinate the site evacuation.
- Students are responsible for following the directions of VCMT staff and Floor Wardens in evacuating VCMT premises during drills and emergencies.
- VCMT staff are responsible for directing students to leave the premises during drills and emergencies regardless of the educational or internship activities taking place at the time.
- Should an alarm of any type go off in the building, instructional activities and clinic procedures should cease immediately, and all occupants exit the building via the nearest safe stairway.
- In case of emergency, **DO NOT USE ELEVATORS**. Call 9-1-1 for emergency assistance or follow directions from the staff and Floor Wardens.

## FIRE EVACUATION PROCEDURES

1. If an occupant encounters a fire, activate the nearest manual pull station and close any doors behind before proceeding to the nearest and safest exit down the stairwell.
2. When evacuating the building, occupants should *not* use the elevator, but follow the exit signs in the hallways and proceed down the stairs.
3. After exiting the building, students and staff should proceed to the muster points specified below and wait for instructions from the fire department or VCMT staff member until the building is deemed safe to re-enter.

Vancouver Campus: Muster point is on the west side of Burrard Street in front of Bentall Two beside the water fountain.

Surrey Campus: Muster point is in the back parking lot towards Whalley Boulevard.

4. If the stairwells are inaccessible because of fire or smoke, occupants should:
  - Call 911.
  - Advise the fire department of the floor number and location
  - Notify the fire department if in immediate danger.
  - Provide any other information that may assist an effective rescue.
  - Close any doors leading into the room or area that is occupied.
  - Use cloth, paper, or strips of clothing to wedge into spaces around doors to prevent smoke entering the room.
  - Standby for the fire department.

### Additional Notes For Clinic Emergency Procedures

1. When an alarm sounds, patients in the clinic will be asked to dress and to proceed with the evacuation.
2. If the emergency requires immediate evacuation, or if a client appears to require more time to dress, they will be asked to put on a clinic robe and begin evacuation procedures immediately.

### Evacuation of Individuals with Disabilities

Students, staff and patients with disabilities who require assistance in evacuating the building during an emergency or drill should move to the lobby in front of the elevators for assistance. Floor Wardens or VCMT staff will:

- Be positioned in front of the elevators to assist individuals who require help in evacuating the building.
- Seek additional assistance from staff or students as required.
- Guide disabled students or patients out of the building and to the muster point
- Occupants with significant mobility issues (e.g. wheelchair) will remain in the elevator lobby until fire department personnel arrive to aid with evacuation. The Floor Warden will contact the fire department to request further assistance and remain with the occupant until the fire department arrives with additional assistance.

### EARTHQUAKE PROCEDURES

In the event of an earthquake, during the shaking, occupants should:

1. DROP to the floor under a desk, sturdy table or other furniture;
2. COVER their head and neck with their hands and arms; and
3. HOLD this position for at least a minute after the shaking stops.
  - If taking cover under a sturdy piece of furniture is not possible, occupants should get into a corner of the room and facing outwards, crouch and bring knees and hands up, covering head and neck to protect themselves. Occupants should stay away from windows and should not stand in a doorway. They should also stay away from anything that could shatter or fall on them. Occupants should assess the surrounding area for safety before moving around.
  - Vancouver:
    - An evacuation of the space will be ordered if the building's safety systems or the structural integrity of the building has been compromised or if there is a fire. **An announcement via the PA system will be made by building management or a fire alarm activation will occur if occupants are required to vacate during an earthquake.**
    - If ordered to evacuate, occupants should proceed to the stairwell and the meeting area on Burrard as described above to await further instructions from the Floor Warden, BentallGreenOak staff or the Fire Department.
    - If no evacuation order is communicated through the PA system, it is safe to remain in the building.
  - Surrey:
    - Once the shaking stops instructors will lead the students to evacuate the building being mindful of any potential hazards, and particularly if there are any fallen power lines.
    - Instructors will bring an attendance list and escort students to the muster point in the back parking lot towards Whalley Boulevard. At the designated meeting area, the instructor will check the students present against the list of students in attendance that day and will immediately advise rescue officials (if present) or their immediate supervisor if anyone is missing.
    - No student or employee will re-enter the campus until rescue officials have authorized re-entry.



Fire safety and evacuation procedures are posted in each classroom and evacuation exits and fire extinguishers are clearly marked. VCMT's response to an emergency is documented and reviewed for ongoing prevention and emergency response improvement.

## **MEDICAL EMERGENCY RESPONSE PROCEDURE**

First aid kits and a variety of band aids are located above the clinic sink. For serious injuries or medical incidents, please follow the steps below.

### **Steps for Handling a Medical Emergency**

- a) Assess the Situation:
  - Ensure the area is safe.
  - Determine the nature and severity of the emergency.
- b) Provide Immediate Assistance:
  - If you are trained in first aid, provide care within your skillset (e.g., CPR, controlling bleeding).
  - If no one in the room has first aid training, notify Senior Administration immediately.
- c) Contact Emergency Services (if required):
  - Dial 911 for serious emergencies.  
Provide:
    - Location (building and room number).
    - Description of the emergency.
    - Actions already taken.
- d) Notify Senior Administration:
  - Inform them of the situation and any actions taken.
  - Senior Administration will assist in coordinating additional support or communication.
- e) Remain Calm:
  - Stay with the individual until professional help arrives.

### **Role of Senior Administration**

- a) Support and Oversight:
  - Arrive on the scene to assess the situation.
  - Take over communication with emergency services if necessary.
- b) Coordinate Resources:
  - Provide additional first aid supplies or assistance.
  - Ensure proper documentation of the incident.

### **Post-Emergency Actions**

- a) Incident Reporting:
  - Document the incident, including details of the response and outcome, on the Medical Incident Report form.
- a) Debriefing:
  - Health and Safety Committee will review the incident with those involved to identify improvements.
- b) Follow-Up Care:
  - Offer support to the individual(s) involved as needed.

## **COMMUNICABLE DISEASE PREVENTION PLAN**

Consistent with B.C. Provincial Health Officer's *Statement for Employers* of June 17, 2021, VCMT has created a [Communicable Disease Prevention Plan](#) guided by WorkSafe BC's [Communicable Disease Prevention](#) guidelines.

This Communicable Disease Prevention Plan contains a strategy for reducing the risk of communicable disease and contains additional protocols to be enacted when the risk of communicable disease spread is elevated through illnesses such as COVID-19, norovirus and the seasonal flu.



VCMT Administration will monitor and follow Public Health bulletins and orders, adjusting on-campus protocols to match the level of risk communicated by the Provincial Health Officer and local health agencies and communicate these protocols to staff and students.

### **VCMT's Communicable Disease Prevention Plan**

VCMT Administration will adopt the following practices to reduce the risk of disease transmission on campus:

- Request that staff and students remain home when exhibiting symptoms of a communicable disease, but return to campus when fever-free and managing symptoms.
- Where practical, classes may be broadcast over BigBlueButton to allow the symptomatic individual to continue participating in their class(es) while at home.
- Encourage staff, students and patients to wash their hands regularly, provide hand-hygiene facilities to reduce transmission, and use signage to educate and remind all individuals to cover coughs and sneezes.
- Maintain a clean environment through routine cleaning practices consistent with CCHPBC requirements and guidelines.
- Adjust on-campus protocols to increase levels of safety as advised by Provincial Health Authority and the CCHPBC.
- VCMT Administration will adjust the Communicable Disease Plan so that it remains in compliance with recommendations and orders from the Provincial Health Office and the BC Center for Disease Control.

### **FIRST AID**

First Aid kits are located in the administration offices, reception and clinic administrative office. All staff RMTs and some staff members have current First Aid certification and CPR training.

### **FOOD ALLERGIES**

Students with food allergies should inform VCMT Administration upon admission to the program. While VCMT will take steps to ensure student safety, ongoing public access to VCMT's facilities prevents VCMT from guaranteeing that students will not come into contact with items that generate an allergic reaction. Students need to be aware that preventing exposure to such products cannot be guaranteed.

### **SMOKING, DRUGS AND ALCOHOL**

Smoking or vaping of any substance is prohibited on VCMT premises. Note that VCMT premises include the plaza both in front of and behind the building. For further information regarding Drugs and Alcohol at VCMT, please see ["Use of Alcohol or Drugs"](#) in the ["Prohibited Conduct"](#) section of this Handbook.

### **CAMPUS ACCESS AND KEY CARDS**

The student area of VCMT's campus is locked at all times. Key cards and lanyards are provided to all students to access the student area. To ensure the safety of students, guests are not permitted on campus without prior consent of VCMT Administration. Students who have graduated from or are no longer with the program are expected to return their key card.

Students are issued ID cards, to be worn when in clinic, outreach, or whenever working with members of the public.