



All Body Laser Corp.

Critical Incident / Crisis Management Policy

Purpose

The purpose of this policy is to ensure that the institution responds promptly and effectively to critical incidents that may affect the health, safety, or well-being of students, staff, or visitors. The institution is committed to providing appropriate support and clear communication during emergencies.

Definition of a Critical Incident

A critical incident is any sudden or serious event that may cause significant disruption, harm, or distress to members of the school community. Examples may include, but are not limited to:

- Serious illness or injury
- Death of a student or staff member
- Missing student
- Mental health crisis
- Natural disasters
- Fire or building emergencies
- Violence, threats, or other safety concerns

Response Procedures

In the event of a critical incident, the institution will take appropriate steps to ensure safety and provide support. These steps may include:

- Assessing the situation and ensuring immediate safety
- Contacting emergency services when required

- Notifying appropriate school staff and administration
- Documenting the incident and actions taken

Roles and Responsibilities

Critical Incident Management Team (CIMT)

The Critical Incident Management Team (CIMT) is responsible for coordinating the response to critical incidents and ensuring appropriate measures are taken to minimize impact. The team is made up of members from All Body Laser's senior leadership and key operational staff.

CIMT Members may Include:

- President
- Director, Compliance & Regulatory Affairs
- Human Resources (HR)
- Campus Directors
- Administrative Staff/Coordinator
- IT Services

Specific Roles:

President

- Holds ultimate authority and makes final decisions regarding the College's critical incident response strategy.

Director, Compliance & Regulatory Affairs

- Oversees the safety and security of all campuses and manages logistical matters, including building access, repairs, and environmental concerns.

Human Resources

- Coordinates emotional support and post-incident wellness resources for staff and students, including tools such as Here2Talk. Oversees human resources-related recovery following a critical incident.

Campus Directors

- Serve as first responders on-site, notifying the appropriate CIMT members and liaising directly with emergency services (police, fire, ambulance) as needed.

Administrative Staff / Coordinator

- Supports the CIMT by managing communication, documentation, and logistical coordination during a critical incident. Maintains accurate records of decisions, actions taken, and information shared, and ensures that messages are distributed to staff and students in a timely manner.

IT Services

- In the event of a cybersecurity breach, the designated IT team or service provider is responsible for implementing all technical mitigation and recovery measures to protect systems and data.

Communication

The institution will communicate with affected individuals, staff, and relevant authorities as appropriate. Communication will be handled with care and respect for privacy.

Student Support

The institution will make reasonable efforts to provide support to students affected by a critical incident. This may include referrals to counseling services, external support organizations, or other appropriate resources.

Emergency and Crisis Support Resources

Students experiencing an emergency or crisis may contact the following services:

- 911 – Emergency services (police, fire, ambulance)
- 988 – Suicide Crisis Helpline (call or text, available 24/7 in Canada)
- 310-6789 – BC Mental Health Support Line
- 1-800-784-2433 – BC Suicide Prevention Line
- 811 – Health advice and nurse support line

Policy Review

This policy will be reviewed periodically to ensure it remains effective and aligned with best practices.

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