

## Greystone Institute Critical Incident Response Policy and Procedures

### Background

At Greystone Institute, the safety and well-being of our community are paramount. In recognition of the diverse and potentially severe incidents that can impact our campus, we have developed a comprehensive Critical Incident Response Policy and Procedures. This document outlines our commitment to managing and mitigating the effects of critical incidents to ensure minimal disruption and swift recovery.

### Scope

This policy applies to all critical incidents that may occur on campus or affect members of the Greystone Institute community. This includes natural disasters, medical emergencies, security threats, technological failures, and other incidents that disrupt normal operations.

### Definitions

- *Critical Incident*: Any event that poses a significant risk to the health, safety, or well-being of individuals, or significantly disrupts institutional operations.
- *Incident Response Team (IRT)*: A group of key personnel responsible for managing and coordinating the response to a critical incident.

### Key Members of the Incident Response Team (IRT)

- Governing Council: Advisory role, providing strategic guidance and support.
- President: Overall authority and decision-making responsibility.
- Dean: Operational management and coordination of response activities.

### Roles and Responsibilities

#### *President:*

- Provide leadership and make final decisions during a critical incident.
- Communicate with external stakeholders, including media, government agencies, and other institutions.
- Ensure that incident response procedures are implemented effectively.

*Dean:*

- Coordinate the operational response to the incident.
- Communicate with faculty, staff, and students.
- Ensure that all safety procedures are followed, and resources are allocated appropriately.

*Governing Council:*

- Provide strategic advice and support to the President and Dean.
- Assist in the assessment of the incident's impact on the institution.
- Help develop long-term recovery plans.

## Procedures

### Incident Identification and Assessment:

- *Initial Report:* Any individual who identifies a critical incident must immediately report it to campus security or the Dean's office.
- *Assessment:* The Dean, in consultation with campus security and relevant staff, will assess the situation to determine the severity and potential impact.

### Activation of the Incident Response Team:

- The President will activate the IRT and convene an emergency meeting.
- The Dean will coordinate communication between IRT members and other relevant personnel.

### Immediate Actions:

- Ensure the safety of individuals by evacuating buildings, providing medical assistance, or taking other necessary measures.
- Secure the affected area to prevent further harm or damage.
- Notify emergency services if required (police, fire department, medical services).

### Communication:

- *Internal Communication:* The Dean will keep faculty, staff, and students informed about the incident and response actions through email, SMS, and the Institute's internal communication platforms.



- *External Communication:* The President will handle communication with external stakeholders, including media, parents, and government agencies.

#### Resource Allocation:

- The Dean will ensure that all necessary resources, including personnel, equipment, and supplies, are allocated to manage the incident effectively.

#### Documentation and Reporting:

- Maintain detailed records of the incident, including timelines, actions taken, and resources used.
- The Dean will prepare an incident report to be reviewed by the President and the Governing Council.

#### Post-Incident Actions

##### *Debriefing:*

- Conduct a debriefing session with the IRT and other relevant personnel to review the response and identify areas for improvement.
- Gather feedback from faculty, staff, and students affected by the incident.

##### *Support Services:*

- Provide counseling and support services to individuals affected by the incident.
- Ensure that academic and administrative support is available to help the community return to normal operations.

#### Review and Improvement:

- The Governing Council will review the incident report and debriefing outcomes.
- Update the Critical Incident Response Policy and Plan based on lessons learned.

#### Policy Review

This policy will be reviewed every five years or as needed by the President, Dean, and Governing Council to ensure its effectiveness and alignment with best practices and regulatory requirements.