FDU Vancouver

Critical Incident Response

When incidents occur on campus, FDUV will respond by providing intervention and support to students, staff, faculty and visitors.

The FDUVs operations on critical incident response ensure a swift, organized, and professional approach to handling emergencies, incidents and urgent situations involving students, staff, faculty and visitors. Persons in distress and immediate risks are directed from the Vancouver Campus Health Services | Fairleigh Dickinson University (fdu.edu) to the Emergency Assistance,

The Chief Operating Officer and Executive Director of Operations are responsible to:

1) monitor and answer calls to respond to incidents
2) respond and ensure the safety of students, staff, faculty and visitors during an incident
3) act accordingly to the incident action and communication plan
4) ensure that necessary department heads are notified of any incidents that involves their staff.

Emergency Assistance / Security Numbers Support & Incident Reporting:

Campus Security Numbers:

1. **911: should be called in life-threatening situations or to report crimes in progress**
2. **Executive Director of Operations: +1 604-790-4239**

Key Points to Remember for Calling Only:

1. **Emergency Situations:** In case of any emergency, immediately contact campus security.
2. **Non-Emergency Concerns:** For non-emergency security concerns, you can also reach out to campus security for assistance and guidance**.**
3. **Availability:** Campus security is available from 08:00 a.m. - 10:00 p.m. to ensure the safety of all students, faculty, and staff.

4. **Reporting:** If you notice any suspicious activity or have any safety concerns, do not hesitate to report them to the Executive Director of Operations or Campus Security.
5. By keeping these numbers handy and using them responsibly, we can all contribute to a safer campus environment. If you have any questions or need further information, please feel free to contact Executive Director of Operations

Critical Incident Reporting Policy

1. Purpose

The purpose of FDUV's critical incident reporting policy is to ensure that all unforeseen incidents are reported, analyzed, documented, and investigated in a consistent and timely manner to upkeep and improve safety as well as prevent future incidents.

2. Scope

This policy applies to all employees, students, contractors, and visitors within the organization. It covers all types of critical incidents such as workplace accidents, security breaches, and significant operational disruptions.

3. Definitions

- **Critical Incident**: Any occurrence that poses a risk to the health and safety of FDUVs daily operations.
- **Incident Report**: A documented and detailed account of the critical incident; what transpired, who was involved, and all immediate actions taken.

4. Responsibilities

- **Employees**: Critical incidents must be reported immediately to their supervisor or the Executive Director of Campus Operations.
- **Supervisors/Managers**: Must ensure that incident reports are submitted to the Executive Director of Operations.
- **Executive Director Operations**: Must investigate incidents, maintain records, and implement corrective actions.

5. Reporting Procedure

1. **Immediate Response**: The safety of all individuals involved is top priority. First aid is provided, if necessary, to prevent further incidents the are must be secured.

2. **Notification**: Report the incident to a security guard who will the notify the Executive Director of Operations or supervisors involved.
3. **Documentation/Submission**: Incident reports must be completed and submitted within 24 hours of the incident and include details such as:
    - Date, time, and location of the incident
    - Names of individuals involved
    - Description of the incident
    - Immediate actions taken
    - Witness statements, if applicable
4. **Investigation**: The Executive Director of Operations will conduct a thorough investigation to determine the cause of the incident and recommend corrective actions.
5. **Follow-Up**: Implement corrective actions and monitor their effectiveness. Provide feedback to employees involved in the incident.

6. Confidentiality

All incident reports and investigations will be treated with the highest level of confidentiality. Information will only be shared with individuals directly involved in the investigation and corrective actions.

7. Training

All employees will receive training on this policy and the procedures for reporting critical incidents. Refresher training will be provided annually.

8. Review and Improvement

This policy will be reviewed annually and updated as necessary to ensure its effectiveness. Feedback from employees and incident investigations will be used to improve the policy and procedures.