

Crisis Communications Plan

All critical incidents, as defined by the BCIT Critical Incident Management Plan, have the potential need for external and internal crisis communications efforts. In either case, information must be complete, accurate and consistent.

The Director of Safety and Security is the Critical Incident Response Team Coordinator.

The BCIT Information Officer reports directly to the Critical Incident Response Team Coordinator for external and internal crisis communications. The Information Officer is a member of the (Expanded) Critical Incident Response Team.

The BCIT Information Officer will support external crisis communications efforts of responding police, fire and BC Ambulance as required.

External and internal crisis communication regarding a critical incident is initiated to support individual and community wellbeing, safety and security at BCIT, as well as the continued good reputation of BCIT.

In the event that employees and students must be informed regarding a critical incident, the Information Officer will work with the Critical Incident Response Team Coordinator to determine messages and appropriate channels of crisis communication to the BCIT community.