

# Critical Incident, Crisis Management and Emergency Response Policy

## Island Coastal Aviation - Employee / Staff Version

Item	Information to Complete
Effective date	2026-06-15
Owner / responsible person	Operations Manager / PRM: Eden Liu
Applies to	All ICA employees, instructors, dispatch/admin staff, contractors, and visitors under ICA control
Primary assembly point	Terminal Parking Area / Terminal Parking Lot
Emergency number	911

### 1. Purpose

This policy explains what ICA staff must do during a serious emergency or critical incident. The goal is to protect life and safety first, then account for people, control the area, notify management, and record what happened.

### 2. What Counts as a Critical Incident?

- Medical emergency, serious injury, illness, overdose, or death.
- Fire, smoke, explosion, fuel or chemical spill, gas smell, or dangerous fumes.
- Aircraft accident, aircraft damage, propeller/rotor hazard, ramp/apron incident, or vehicle-aircraft contact.
- Natural disaster, including earthquake, flood, tornado, severe wind, snow/ice event, or power outage.
- Security threat, violence, criminal activity, bomb, suspicious person/package, or credible threat.
- Missing person, overdue aircraft/person, or serious concern for a student, employee, or visitor.

### 3. Emergency Contacts and Roles

Role	Person / Contact	Main Responsibility
Emergency services	911	Police / Fire / Ambulance
Incident lead	Eden Liu or senior ICA staff on site	Coordinate response until emergency services or management take over
Dispatch / front desk	604-465-5560	Call 911 if required, support communication, account for people
CFI	Luke Shang / designate	Support flight training/student/instructor coordination
First aid attendant	Qin Pan / trained person on site	Provide first aid only within training and only if safe
Airport / building contact	604-465-8977	Notify airport/building authority where needed

### 4. Immediate Response

1. STOP work or training if there is immediate danger.
2. CALL 911 for life-threatening emergencies, fire, violence, serious injury, or major safety threat.
3. MOVE people away from danger if it is safe to do so.
4. NOTIFY Dispatch, Operations Manager, CFI, or the most senior ICA staff on site.
5. ACCOUNT for staff, students, and visitors at the assembly point when evacuation is required.
6. DO NOT re-enter, restart work, move evidence, or resume operations until cleared by emergency services or ICA management.

### 5. Emergency Procedures

Situation	Staff Action
Medical / serious injury	Call 911. Send someone to meet ambulance if possible. Provide first aid only if trained and safe. Do not move the injured person unless there is immediate danger. Notify management.
Fire / smoke / explosion	Activate alarm if available. Evacuate immediately. Go to Terminal Parking Area. Close doors if safe. Do not fight fire unless trained and it is very small. Do not re-enter until cleared.
Aircraft / ramp / fuel incident	Stop movement. Keep people away from aircraft, propellers, fuel, vehicles, and spill area. Call 911 if injury, fire, fuel risk, or uncontrolled hazard. Notify management/dispatch/airport as applicable.
Earthquake / severe weather	During shaking: drop, cover, hold on. After shaking: evacuate if unsafe, avoid damaged areas, account for people, check for injuries, and wait for instructions.
Security threat / violence	Move away if safe. Lock or barricade if escape is unsafe. Call 911 when safe. Silence phones. Follow police instructions. Do not confront unless there is no safer option.
Missing person / overdue person	Check schedule, EMS, dispatch notes, phone/text/email, last known location, and assigned instructor/supervisor. If immediate concern for safety exists, call 911 and notify management.

### 6. Evacuation and Accountability

- Primary assembly point: Terminal Parking Area / Terminal Parking Lot.
- Employees must leave immediately when alarm sounds or when instructed by ICA staff, airport/building staff, or emergency services.

- Dispatch/instructor/senior staff should account for known students, employees, visitors, and contractors if safe and practical.
- Report anyone missing or possibly still inside to emergency services immediately.
- Do not re-enter the building, ramp area, hangar, or aircraft until emergency services or ICA management gives clearance.

## 7. Communication, Privacy, and Records

- Only management/designate communicates with emergency services after the immediate 911 call, airport/building authority, Transport Canada if required, insurers, media, or family contacts.
- Do not post photos, videos, names, medical details, student records, or incident details on social media.
- Preserve records, schedules, dispatch notes, maintenance notes, photos, and witness names. Do not disturb the scene unless needed for safety, rescue, or emergency services.
- Complete the Critical Incident Record as soon as practical after the situation is stable.

# ICA Critical Incident Quick Forms

*Keep this section available at Dispatch / front office*

## A. One-Page Incident Record

Field	Details
Date / time	_____
Location	_____
Type of incident	Medical / Fire / Aircraft / Ramp / Security / Weather / Missing person / Other: _____
Person completing record	_____
911 called?	Yes / No Time: _____ By whom: _____
Emergency services attended?	Police / Fire / Ambulance / Airport / Other: _____
People involved / witnesses	Names and contact details: _____
Immediate actions taken	_____
Injuries / damage / hazards	_____
People accounted for?	Yes / No / Not applicable Missing/unaccounted person(s): _____
Management notified	Name: _____ Time: _____
Follow-up required	Corrective action / counselling support / maintenance review / TC or insurer follow-up / other
Closed by / date	_____

## B. Annual Review Checklist

Check	Yes / No / N/A	Notes / action needed
Emergency contacts are current.		
Assembly point is still suitable and known by staff.		
Employees know to call 911 first for life-threatening emergencies.		
Evacuation route and exit access are clear.		
First aid kit, fire extinguisher location, and emergency equipment are known.		
Incident records and corrective actions from the year were reviewed.		
Policy still matches ICA operations and workplace hazards.		

## C. Approval

Name / role	Signature	Date
Operations Manager / PRM		
Health and Safety Representative / Committee, if applicable		