P13 Critical incident and crisis management

Effective date: November 1, 2026.

Purpose and scope

CAC responds promptly to serious incidents affecting student, staff or visitor safety. Students must follow emergency instructions and report concerns immediately. A critical incident includes a medical emergency, fire, explosion, natural disaster, criminal activity, threat of violence, overdose or missing-person concern.

Emergency contacts

For a life-threatening emergency, call 911 immediately. Notify Dispatch or an instructor as soon as it is safe. Do not wait for an email response.

The CAC crisis management contacts are:

- Dispatch.
- Bote Sha, Chief Flight Instructor.
- Alano Ling, Operations Manager.
- The Person Responsible for Maintenance, where relevant to the incident.

Overdose response

Call 911 immediately and follow the emergency dispatcher's instructions. Notify CAC staff and Dispatch for the current naloxone kit location and trained assistance. Give first aid only within your training and when safe to do so.

Fire and evacuation

- Leave the fire area immediately.
- Activate the fire alarm and alert others nearby.
- Proceed to the designated assembly point: Ford Road Parking Lot by the CAC Pedestrian Gate.
- Follow staff instructions and report for roll call.
- Do not re-enter until cleared by the Fire Department.
- Notify management as soon as it is safe.

Missing persons and welfare concerns

Report an unaccounted-for person after evacuation to the staff conducting roll call immediately. Notify Bote if a student has stopped attending, cannot be reached or appears unwell and there is concern for their safety. Call emergency services immediately if there is an urgent threat to life or safety.

Student responsibilities

Follow instructions promptly, evacuate when directed, cooperate with drills and keep emergency contact information current in EMS. Report concerns about yourself or others to Bote or an immediately available staff member. Failure to follow safety procedures may endanger others and lead to disciplinary action.

Support and recovery

Bote coordinates student welfare follow-up, counselling referrals, academic adjustments and assistance reconnecting with family or local support. Alano coordinates operational follow-up, administrative records and required PTIRU/EQA communication. Transport Canada training matters remain with Bote.

Retain incident records in the authorised safety system and relevant student follow-up in EMS. Protect sensitive information and share it only with those who need it for an authorised response.