1. CRITICAL INCIDENTS

The purpose of this policy is to establish a clear framework for responding to critical incidents and crisis situations at SkyQuest Aviation. This policy aims to protect the safety of students, employees and the general public, and mitigate the impact of incidents on operations.

Part 1 Emergency Response Plan (ERP)

The purpose of the Emergency Response Plan (ERP) is to ensure an organized, coordinated, and effective response to various types of critical incidents that may occur during operations. This section outlines the procedures and protocols for handling specific emergencies, ensuring the safety of students, passengers, crew, and the public, as well as the swift resumption of normal operations. This plan covers the following types of emergencies:

i. Aircraft Down (on-site with tower open)
   a. Obtain Fire Extinguisher, First Aid Kit and Hand-Held VHF Radio
   b. Proceed to Accident Site
      - Ensure Site is safe: no hazards, extinguish fire
      - Provide first aid as necessary to survivors
      - Secure Accident Site
      - Remain on Site until authorities relieve you of first aid and security responsibilities
   c. Contact Langley Ground 121.9 and advise:
      - Situation and assistance require
      - If runway(s) are closed, to redirect all company aircraft to Abbotsford and have them phone once recovered
   d. Distribute *Witness Report* to individuals who witnessed accident

ii. Aircraft Down (on-site with tower closed)
   a. Dial “9-1-1” and report:
      - Aircraft down at Langley Airport
      - Number of passengers if known
      - Severity of damage and injuries if known
   b. Obtain Fire Extinguisher, First Aid Kit, and Hand-Held VHF Radio
   c. Proceed to Accident Site
      - Ensure Site is safe: no hazards, extinguish fire
      - Provide first aid as necessary to survivors
      - Secure Accident Site
      - Remain on Site until authorities relieve you of first aid and security responsibilities
      - Monitor frequency and contact Langley Traffic MF 119.0 as required and advise aircraft of runway situation. Have company aircraft recover at Abbotsford
      - Distribute Witness Report to witnesses

iii. Aircraft Down (off-site)

a. When alerted of Aircraft Down, obtain *Emergency Call-In Checklist* and fill in as much information as possible
b. Determine from caller if emergency personnel have been contacted, if necessary, call "9-1-1" and report:
    - Aircraft down and location
    - Number of passengers if known
    - Severity of damage and injuries if known
    - Name and phone number of callers who alerted you of Aircraft Down

iv. Overdue Aircraft
a. An Aircraft is deemed overdue when it is unaccounted for 60 minutes past it's ETA
b. Attempt to contact pilot via cell phone
c. Contact Langley ATC, advise them that you are attempting to locate an overdue aircraft
    - Request them to locate aircraft on radar
    - Check for updated filed flight plan data
d. Obtain *Emergency Report* and fill in as much information as possible
e. If Langley Tower is closed or they were unable to locate overdue aircraft contact Kamloops FIC advise them of situation

v. Airborne Emergency
a. When alerted of Airborne Emergency, obtain *Emergency Call-In Checklist* and fill in as much information as possible
b. Determine from caller if emergency personnel have been contacted, if necessary, call "9-1-1" and report:
    - Aircraft location
    - Number of passengers if known
    - Description of emergency
    - Pilot's intentions if known
c. Give assistance through ATS or directly to pilot by radio or phone if able

vi. Ground Accident
a. If necessary, dial "9-1-1" and report:
    - Type of emergency
    - Location of emergency
    - Number of individuals injured
    - Description of injuries
b. Obtain Fire Extinguisher and First Aid Kit
c. Proceed to Accident Site
    - Ensure Site is safe: no hazards, extinguish fire
    - Provide first aid as necessary to survivors
    - Secure Accident Site
    - Remain on Site until authorities relieve you of first aid and security responsibilities
d. Distribute *Witness Report* to individuals who witnessed accident

vii. Bomb Threat

a. When alerted of Bomb Threat, obtain *Emergency Call-In Checklist* and fill in as much information as possible
b. Dial "9-1-1" and report:
    - Bomb threat received by SkyQuest Aviation
    - Hangar #1, 5333 216th Street, Langley
    - Any specific comments the caller made
    - If the threat was directed at the business location or at an aircraft in flight
c. If bomb threat was directed at premises:
    - Evacuate the building immediately and move to a safe location
    - Remain clear of building and follow instructions issued by authorities
    - Contact CFI:
        1. State clearly that the Emergency Response Plan has been initiated
        2. Advise of the situation
        3. Follow any specific instructions

viii. Premise Fire

a. Dial "9-1-1" and report:
    - Fire at SkyQuest Aviation at the Langley Airport
    - Hangar #1, 5333 216th Street, Langley
    - Blue Hangar running along 216th St, just south of Terminal Building
b. If Safe and able, obtain Fire Extinguisher from main entrance and attempt to control fire
c. Evacuate the building immediately and move to a safe location
d. Remain clear of building and follow instructions issued by authorities
e. Contact CFI:
    - State clearly that the Emergency Response Plan has been initiated
    - Advise of the situation
    - Follow any specific instructions
f. Company Emergency Procedures:
    - Contact CFI:
        1. State clearly that the Emergency Response Plan has been initiated
        2. Advise of the situation
        3. Follow any specific instructions
    - Secure Base of Operations
        - Obtain and secure in CFI office:
            1. Operations Log
            2. Aircraft Log
            3. Weight and Balance
            4. Flight Plan
            5. Flight Crew Files
        - Clear Base of Operations of students, renters, public
        - Remain in Dispatch
    - Contact Appropriate Agencies. If aircraft is down off-site, missing, or has a bomb threat directed at it, call:
        1. Kamloops Flight Information Center at **1-866-WXBRIEF (992-7433)**
        2. **Dial 1 for EMERGENCY**
    - Complete *Emergency Report*

Part 2 Accidents or Injuries

Definition: Any event resulting in physical harm or injury to students, employees, or passengers, either on SkyQuest Aviation premises or off-site during operational activities.

Response Plan:

1. Assess the situation and ensure the immediate safety of the injured person(s). Remove any potential hazards if it's safe to do so.
2. Immediately dial "9-1-1" for serious injuries and provide first aid if qualified.
3. Notify the CFI and safety officer.
4. For international students, ensure that appropriate language assistance is available to communicate with medical responders, if necessary.
5. Coordinate with the family or emergency contact of the injured party, ensuring they are informed promptly.
6. If the injury occurs off campus, ensure that SkyQuest Aviation's emergency contacts are notified for further support and coordination.

Part 3 Accidental Death

Definition: An event that leads to the unexpected death of a student, employee, or passenger, either on SkyQuest Aviation premises or during operations.

Response Plan:

1. Secure the area to ensure safety and prevent further harm.
2. Dial "9-1-1" and report the situation
3. Designate a spokesperson for communication with family members and authorities.
4. Provide support to the family of the deceased, ensuring clear and respectful communication. In case of international students, facilitate language support to communicate in their preferred language.
5. Offer counseling services to students, employees and affected parties.
6. Notify the appropriate authorities, file necessary reports, and ensure compliance with all regulations.

Part 4 Violence (Physical or Threatened)

Definition: Any act of violence or the threat of violence directed at students, employees, or passengers. This may include physical assaults, workplace violence, or violent threats.

Response Plan:

1. Ensure that the area is secured and any immediate threat is neutralized.
2. Dial "9-1-1" immediately if violence or the threat of violence occurs.
3. Notify CFI and provide support to affected individuals.
4. Ensure that international students have access to language support when contacting local law enforcement or seeking medical attention.

5. Offer crisis counseling for those affected by the violence and support for individuals reporting such incidents.
6. Investigate to determine the root cause of the violence and implement steps to prevent future incidents.

Part 5 Drug/Alcohol Abuse

Definition: Any situation involving the abuse or misuse of drugs or alcohol by students or employees.

Response Plan:

1. Asses the immediate situation, ensuring that the affected individual is not a danger to themselves or others.
2. For students or employees showing signs of substance abuse, coordinate with medical professionals for evaluation
    - *BC provincial Health Advice Phone Line* 8-1-1
3. If the individual is in a crisis, dial “9-1-1” as needed.
4. Direct individual to Counseling, Rehabilitation and Support Services.

Part 6 Missing Students

Definition: A situation in which a student goes missing, with concerns for their safety and well-being.

Response Plan:

1. Verify the circumstances surrounding the student’s disappearance. Confirm if the individual is truly missing or has simply failed to communicate.
2. Notify local law enforcement, the student’s emergency contacts, and SkyQuest Aviation CFI.
3. Implement a search procedure with assistance from law enforcement in necessary.
4. Assist the family and provide resources for international students, including language assistance if needed.
5. Keep families informed with regular updates, respecting confidentiality while ensuring timely information.

Part 7 Natural Disaster

Definition: Any severe weather event, earthquake, flood, or other natural disaster that may impact SkyQuest Aviation operations or the safety of students and employees.

Response Plan:

1. Follow established emergency procedures for the specific type of natural disaster (e.g. evacuation, shelter in place, medical care).
2. Ensure that communication systems are in place to alert students, staff and passengers about evacuation or safety procedures.
3. Provide shelter, food, and medical assistance as needed.

4. Coordinate with local authorities and emergency responders for disaster relief efforts and recovery.
5. Ensure that language support is available for international students during the disaster and recovery process.

Part 3 Critical Incident Response Team

The CFI shall be notified in the event of an incident or crisis and will plan for any appropriate counselling services, medical staff and/or security required, on a case-by-case basis.

Part 4 Evaluation Process

The Safety Representative for SkyQuest Aviation shall work with the CFI to complete a Corrective Action Plan (CAP) per incident. This involves assessing the incident, any intervention and secondary response necessary, case management, follow-up reporting and post-incident responsibilities.

Part 5 Record Keeping

When an incident occurs, it is recorded in the Incident Log and Corrective Action Plans.

Part 6 Resources

1. Here2Talk
2. E-Comm 9-1-1
3. Crisis Center

Part 7 Contact Information

The CFI shall provide international students with the contact information they need to respond to the types of emergencies likely to occur on or off campus, which may include providing first language support where necessary.

1. Police/Fire/Ambulance dial “9-1-1”
2. **Service BC** is the main support for a variety of government programs and services offered to residents, businesses, and visitors. It has offices in many communities and staff to help navigate these programs and services. The Service BC call centres have interpreters available who provide service in more than 220 languages.
    - Service BC toll-free 1-800-663-7867
    - Outside of Canada/USA 1-604-660-2421