



Critical Incident & Crisis Management Policy

Sea Land Air Flight Centre (03535)

Applies to: All students, instructors, staff, contractors, volunteers, and visitors

1) Purpose

Sea Land Air Flight Centre (“the school”) is committed to protecting the safety, wellbeing, and continuity of operations in the event of a critical incident or crisis. This policy establishes the framework for preparedness, response, communication, recovery, and compliance with the Private Training Institutions Regulation Unit (PTIRU) reporting requirements.

2) Scope

This policy applies to all incidents that occur within the school’s sphere of operations — on campus, in airport or hangar facilities, during flight training or simulator sessions, and at any off-site training or student activity. It covers all students, staff, contractors, and visitors.

3) Definitions

- Critical Incident: An event that poses, or has the potential to pose, significant harm to people, property, or the learning environment.
- Crisis: A situation of significant disruption or distress that requires immediate coordinated action beyond normal operations.
- PTIRU Notifiable Incident: A serious or life-threatening event affecting students or staff, requiring emergency services or hospitalization.

4) Command Structure

- Chief Flight Instructor (Akiko Takami) – Operational Incident Lead. Oversees immediate stabilization, safety, and coordination with emergency services.
- Accountable Executive (Daniel Lai) – Reporting Lead. Responsible for regulatory notifications, documentation, and liaison with PTIRU and authorities.
- Support Team – Designated staff may assist in communications, logistics, student support, and recordkeeping.

5) Guiding Principles

- Safety and life preservation take precedence over all other considerations.
- Actions should minimize harm, ensure clear communication, and restore stability.
- Information is managed with confidentiality, accuracy, and sensitivity.
- Trauma-informed and culturally safe practices guide all interactions post-incident.

6) Classification of Incidents

Level 1 – Minor: No injury or only minor first aid; brief disruption. Report internally.



Level 2 – Serious: Injury requiring hospital care, police or EMS involvement, or major operational disruption. PTIRU notified if significant.

Level 3 – Critical: Life-threatening injury, fatality, missing person, or major crisis. PTIRU notified immediately.

PTIRU must be notified within 48 hours for all Level 3 and significant Level 2 incidents.

7) Immediate Response Protocol

1. Ensure safety of all persons and call 911 if needed.
2. Chief Flight Instructor assumes command; designates alternates if unavailable.
3. Accountable Executive and relevant authorities are informed.
4. Secure the scene; prevent further harm or evidence disturbance.
5. Log all actions, times, and communications.
6. Provide first aid, mental health first aid, or shelter as needed.
7. Begin internal critical incident form (Appendix A).

8) Communication Protocol

- All external communications are coordinated through the Accountable Executive.
- Only authorized spokespersons communicate with media or public.
- Information released must be factual, verified, and respectful of privacy laws.
- Notify families/emergency contacts promptly when appropriate.
- Maintain open communication with staff and students to prevent misinformation.

9) PTIRU Notification Process

- The Accountable Executive is responsible for notifying PTIRU within 48 hours for all qualifying incidents.
- Notification includes: date/time, nature of incident, number of individuals affected, response actions, and current status.
- Use the PTIRU Incident Report Form (Appendix B).

10) Post-Incident Recovery

Following a critical incident, the school will:

- Conduct a debrief (use form in Appendix C) and safety review led by the Chief Flight Instructor.
- Provide counselling or referral support for affected individuals.
- Assess academic or operational disruptions and make necessary adjustments.
- Document lessons learned and corrective actions.
- Review training, emergency equipment, and procedures.



11) Records & Confidentiality

All incident reports, communications, and evidence are confidentially maintained. Access is restricted to those directly involved in investigation or follow-up. Records are stored securely for a minimum of seven years and may be reviewed during PTIRU audits.

12) Policy Review

This policy is reviewed annually or following any critical incident to ensure currency with legislation, PTIRU requirements, and best practices.



Appendix A – Immediate Action Checklist

- ☐ Ensure immediate safety; call 911 if needed
- ☐ Evacuate or secure area as required
- ☐ Provide first aid / mental health support
- ☐ Notify Chief Flight Instructor (Incident Lead)
- ☐ Notify Accountable Executive (Reporting Lead)
- ☐ Begin internal Critical Incident Report Form
- ☐ Document time, location, and individuals involved
- ☐ Preserve evidence and scene integrity
- ☐ Communicate essential information to staff/students
- ☐ Arrange relief, counselling, and transportation as needed



Appendix B – PTIRU Notification Template

To: Private Training Institutions Regulation Unit (PTIRU)

From: Sea Land Air Flight Centre

Subject: Critical Incident Notification

Date of Incident: _____

Time: _____

Location: _____

Individuals Involved: _____

Summary of Incident:

Immediate Actions Taken:

Emergency Services Involved: ☐ Police ☐ Fire ☐ EMS ☐ Other: _____

Status of Affected Persons: _____

Next Steps / Follow-Up:

Reported by: _____ (Accountable Executive)

Date/Time Submitted: _____

Contact Info: _____



Appendix C – Post-Incident Debrief & Return-to-Training

Debrief conducted by: _____ Date: _____

Participants:

Summary of Key Findings:

Corrective Actions Implemented:

Support/Referrals Provided:

Date Cleared for Return to Training/Work: _____

Authorized by: _____