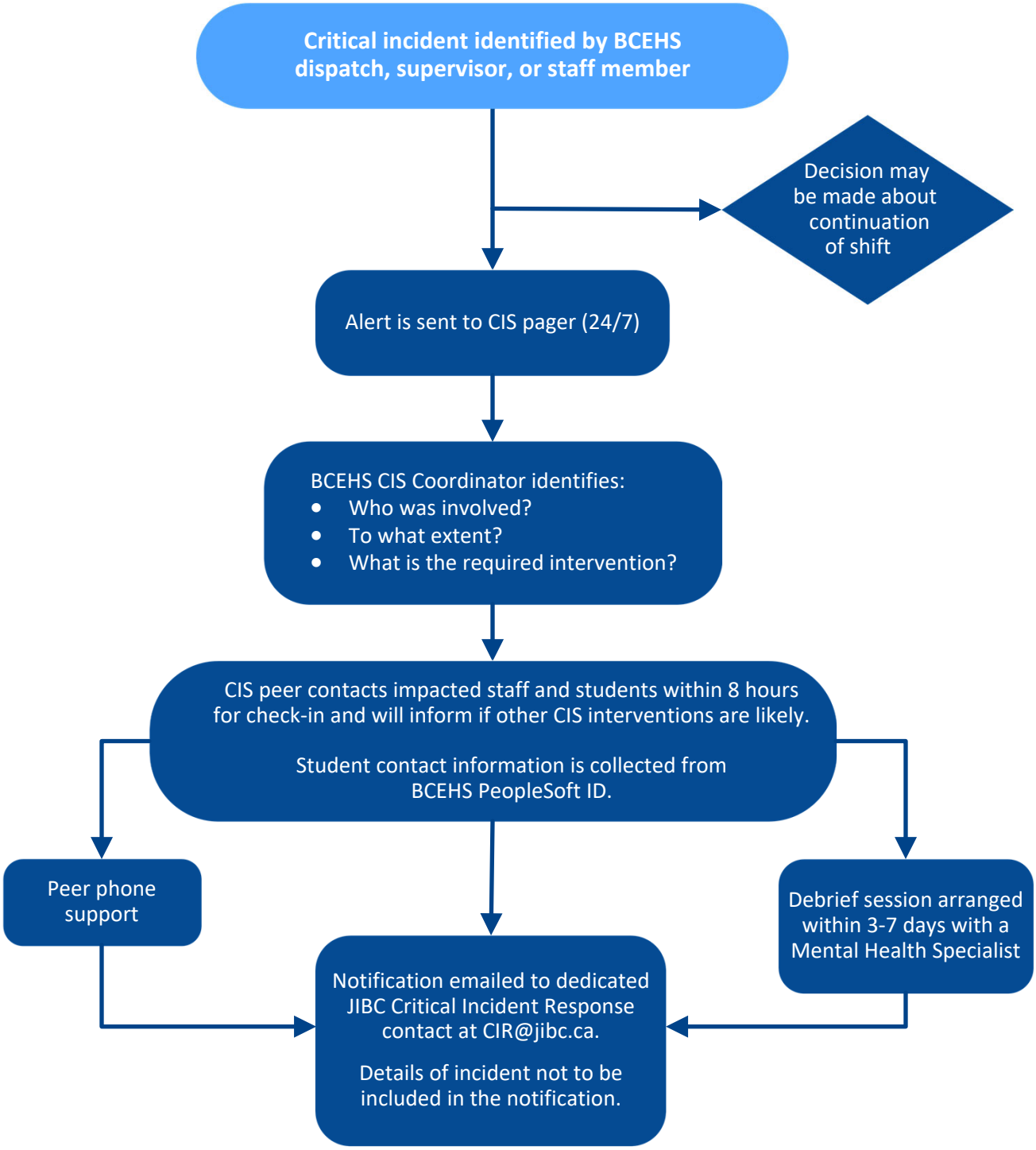CRITICAL INCIDENT RESPONSE - BCEHS