

POLICY ON MANAGEMENT OF CRITICAL INCIDENTS

1 CRITICAL INCIDENTS

- 1.1 A critical incident may be described as an event that causes normally stable and healthy people to experience strong emotional or psychological distress. It is an event that taxes people's coping ability and has the potential to interfere with their ability to cope at the time or later.
- 1.2 A critical incident is often sudden, unexpected and may take many forms, including: injury, illness or death of a student, staff or other school community member, accident, injury, fatality, suicide, disappearance, bomb threat, act of violence, sexual assault, hold-up or attempted robbery, damage to property, natural disaster, fire or hazardous material incident (gas chemical, fuel), threat of infectious disease, major theft.
- 1.3 It is very common and normal for people to experience a range of reactions to critical incidents. They need reassurance that these things are a normal part of dealing with shock, loss and grief. The signs and symptoms can be cognitive, physical, behavioural or emotional in nature.
- 1.4 It is important that the potential for such incidents to affect individuals and the school community is recognised, understood and managed. Critical incidents require immediate and planned responses.

2 RATIONALE

- 2.1 The aim of critical incident management guidelines, incorporating disaster/emergency plans, is to provide a framework within which the Eynesbury schools can best operate during and immediately after a critical incident. There are a number of vital phases in dealing with critical incidents - preparation & planning, response, recovery, defusing and debriefing.
- 2.2 This policy statement should be read in conjunction with related policy documents including Emergencies, Bomb Threats and Occupational, Health, Safety and Welfare. It provides the basis for the formulation of detailed strategies for responding to critical incidents in a manner that will:
 - deal effectively with the immediate and longer term health, welfare and safety of persons involved in, or affected by, a critical incident
 - provide for the effective management and running of the schools' daily business in the immediate, short and longer term
 - promote effective and appropriate communication to all persons affected
 - promote collaborative working relationships within the school and with community agencies as necessary
 - complement the schools' existing policies and procedures with respect to first aid, emergency evacuation and OHSW.
- 2.3 Policies, procedures and guidelines will also be regularly reviewed and, where appropriate, updated and modified. What follow are the broad policies and guidelines that form the basis for Critical Incident management in conjunction with relevant safety and emergency plans.

3 3. STANDING CRITICAL INCIDENT MANAGEMENT (CIM) TEAM

- 3.1 There will be a standing CIM team with authority to co-opt other members of staff as required. The team must be sufficiently large to:
 - 3.1.1 Allow for the fact that some incidents will occur outside normal school hours and that not all members will be contactable; and
 - 3.1.2 Reflect the diversity of programmes delivered from the Franklin Street and Grote Street campuses to both International and Australian students.
- 3.2 The standing CIM team should therefore include representatives of all programmes from the two campuses while recognising that the composition of the team activated following any critical incident will vary according to the nature of the incident. For example, an incident involving an Australian Year 11 student might require a different team from one involving an International enrolled in Foundation Studies.
- 3.3 The Principal, *Eynesbury Senior College*, and the College Director, *Eynesbury College*, will be responsible for appointing the standing CIM team. Each member of the team will be issued with a list of members and their home/telephone contact numbers. This list will be revised annually or more frequently as required in the event of staff movements. See Appendix.

4 INITIAL RESPONSE PROCEDURES

- 4.1 The most senior available staff member will assess the situation and consider any apparent risks to his/her own safety and the safety of others.
- 4.2 Where the most senior available staff member considers a critical incident to be apparent or likely, he/she must alert a member of the Critical Incident Management Team
- 4.3 Provided there is no threat to personal safety in doing so, the staff member will take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
- 4.4 The CIM Team will then assume responsibility for re-assessing the incident. Its role is to deal with matters of immediate urgency eg establishing clear lines of communication with emergency services, media liaison, briefing switchboard staff, informing the school community.
- 4.5 .As soon as practical the CIM Team will prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk.
- 4.6 The CIM Team will review the situation, set priorities, allocate tasks/responsibilities and co-ordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).

Initial Responses may include:

- Contact with next of kin/significant others - what is the most appropriate manner of contact?
- Arrangements for informing staff and students
- Guidelines to staff about what information to give students
- A written bulletin to staff if the matter is complex
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries
- Managing media/publicity
- Identification of those students and staff members most closely involved and therefore most at risk
- Liaison with partner universities as appropriate
- Notification of and liaison with Sponsor/Agent if applicable
- Notification of and liaison with international student Embassy/Consulate

5 FOLLOW UP PROCEDURES

- 5.1 With assistance from others as required the CIM Team will provide ongoing support to persons affected and seek to restore college routines.
- 5.2 This process may include the following:
 - Providing accurate and up to date information to the College community.
 - Providing ongoing support for students and staff members as required and continuing to monitor their needs.
 - Attending the funeral or memorial service if a death has occurred, in accordance with the family's wishes.
 - Attending to any administrative, legal or associated issues arising from the incident.
 - Arrangements for visits to/from Family
 - Liaison with Police, Doctors, Hospital Staff
 - Hiring Independent Interpreters
 - Death Notices
 - Funeral/Memorial Service Arrangements
 - Refund of student's fees to pay repatriation or associated expenses
 - Copy of Death Certificate
 - Consideration of personal items and affairs (household and academic)
 - Insurance Matters, Ambulance Cover
 - Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessments or exams)
 - Liaison with Academic Staff or Supervisors
 - Arrangements for further debriefing sessions for groups/individuals as required
 - Liaison with Immigration if studies will be interrupted
 - Fees issue to be resolved if student cannot continue with their studies
 - Arrangements for further debriefing sessions for groups/individuals as required

- Follow up condolence letters to Family
 - Financial assistance for families of victim if residing in Australia
 - Roster of students for hospital visits
- 5.3 The CIM Team will organise a de-briefing to evaluate response procedures, make recommendations for handling future critical incidents and identify professional development and training needs which may need to be addressed as a result of the incident.
- 5.4 Details of the Incident and the action taken are to be retained by the institution and on relevant student files, where applicable.

Careful records should be kept throughout the response period and placed in a local file created specifically for the purpose.

The records on student files should include:

- Detailed documentation about each step taken in the response process
- Copies of emails and letters
- Records of significant interactions that occur
- Correct details for significant people in the process

Policy Revision

This policy may be revised from time to time without notice. The current version is always available in electronic form from staff at Front Desk or on *Policies at Eynesbury* on staff computers.

APPENDIX TO CRITICAL INCIDENT MANAGEMENT POLICY

CRITICAL INCIDENT MANAGEMENT TEAM 2008	RETAIN COPIES AT WORK AND HOME
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Membership at January 2008					
Glen Arthur	8297 0271	-	Peter Nolan	8379 2618	0403 581 008
Jenny Dickson	8363 7950		Michelle Picard	8537 3459	0417 087 447
Claire Flenley	8272 3628		Meng Qiao	8362 3767	0448 878 941
Ian Graham	8374 3760	0411 602 979	Malcolm Raedel	8379 1371	0403 581 000
Chris Mahar	8364 2970	0403 581 002	Lyn Sandercock	8266 3914	0403 017 726
Peter Millen	8358 6502	0423 498 812	Margo Styles	8344 1791	0413 516 790
Ken Montgomery	8396 6657	0403 789 003	Helen Thiel	8354 3030	0448 878 943
Sunita Narayan	8370 2568	0400 596 811	John Warren	-	0417 084 355

The Critical Incident policy covers students and staff members working in educational programmes delivered by *Eynesbury College*, *Eynesbury Institute of Business and Technology* and *Eynesbury Senior College*. It is available in electronic form at *Policies on Eynesbury* on your computer and as a member of the CIM team you are required to be familiar with it.

The membership of the CIM team is necessarily large for two reasons: it does not always follow that all members are contactable after working hours while some may be overseas when an emergency is reported; and the team to manage an issue relating to say an Australian student in Year 11 and one involving an International in ELICOS will be different.

The CIM team may additionally co-opt others as the situation demands.

The College Director EI and the Principal ESC will jointly update membership of the CIM team in January each year or as staff movements dictate.

Emergency Numbers	
Fire, Police and Ambulance	000
Police Headquarters (24 hours)	131 444
Chubb Security	131 518
Pilgrims Medical Centre (14 Flinders St, Adelaide)	8231 5411
Lifeline (24 hour crisis)	131 114
Crime Stoppers SA	1800 333 000
Domestic Violence Helpline	1800 800 098
Alcohol & Drug Information Service	1300 131 340
Royal Adelaide Hospital	8222 4000
Legal Help Line	1300 366 424
National Security Hotline	1800 123 400
Assessment and Crisis Intervention Service (Mental Health)	131 465

Policy Name	
Reference Authority	
Date of Approval	
Amendments	