



AQUINAS COLLEGE – International Department
183 Pyes Pa Rd Tauranga 3173 New Zealand
Director of International Students Ms. Donna Jarden: djarden@aquinas.school.nz
Mobile: +64 274 88 22 32
Emergency Phone: +64 27 217 5422
International Office: +64 7 543 9038
College Office: +64 7 543 2400

CRITICAL INCIDENT PROCEDURES - CRITICAL ILLNESS OR INJURY OF AN INTERNATIONAL STUDENT

Introduction

A critical incident is an unplanned or unforeseen traumatic event affecting a student or students which has an impact on the institution the student attends; its staff, its students and the wider community. The College has a responsibility to be prepared for and to respond quickly, effectively and sensitively to any student critical incident. Student critical incidents may have a negative impact on a number of people, either through the immediate effects of being involved, by witnessing an event, or because the emotional impact of past experiences has resurfaced. There is a need to be aware not only of the effect on people not directly affected, but also of the unpredictability of spread and impact of this effect. Effects can impact secondary victims, such as students, staff and family members / an institution through negative media or public response / the wider community. The College has a duty of care to staff and students to ensure staff dealing with the situation are thinking clearly, acting efficiently, communicating responsibly and working as a team to:

- inform those with the need and right to know
- protect others from the effects of the event
- minimise any long term impact on the provider / industry reputation
- mitigate the potential for a recurrence or resulting events where possible

The Critical Incident Planning

The following actions are vital preparation to ensure the College is ready to deal with a critical incident should one occur:

1. Identify the members of the Critical Incident Response Team
2. Make contingency plans for who will step in if key team members/leaders are out of town
3. Identify translators for all languages of international students at the College
4. Look up and record key contact information for government agencies, insurers and other service providers
5. Load contact numbers for individuals in 1-4 above into 24/7 phone and phones of other key staff
6. Have a thorough working knowledge of these procedures
7. Each term, distribute a list of contacts for students, parents, agents, homestay carers and designated caregivers to all Staff who hold the 24/7 on call phone and ensure updates to the records held offsite.

The Critical Incident Response Team

In the event of an emergency, a response team may need to be established to provide the necessary support for people immediately affected by the incident and to plan for active monitoring and longer term care of those concerned. The critical incident response team will comprise of the following members:

- Principal / Other member of SLT
- Director of International Students
- Guidance Counsellor

Notification of critical illness/ serious injury

Notification of a critical illness or a serious injury could be made by several sources, i.e., from the police, Designated Caregiver (DCG), relatives, friends etc. The person they report to can vary as well. The police will most likely report to the Principal, DCGs may go directly to the student's family and the news may be conveyed to the Director of International Students by the parents/agent or DCG. A homestay family may advise the Homestay Coordinator or whoever is holding the 24/7 phone. If the Principal or Homestay Co-ordinator are the first to be informed, they must then contact the Director of International Students. If the Director of International Students is overseas, s/he will consider whether a return to NZ is required.

As soon as notification is made of a student critical incident the College will verify that the student(s) is from their institution and the Critical Incident Response Team will meet.

The team will :

- ensure a clear understanding of the facts
- select someone to lead and manage the response
- plan and approve the immediate response
- plan and approve ongoing strategies

The Response Manager will:

- be point of contact for feedback and questions
- maintain group communications, records and documentation
- assign individuals roles / responsibilities for ongoing tasks
- create a log to contain dates, times, who spoke to whom and content of conversation

The Principal will:

- ensure appropriate support for staff/students during a critical incident
- address legal requirements
- address media requirements