

 <p>ST ATHANASIUS COLLEGE</p>  <p>UNIVERSITY OF DIVINITY</p>	<p><b>St Athanasius College CRITICAL INCIDENT POLICY AND PROCEDURE [CIP]</b></p>
Control Number	CIP1115
Policy No.	SAC002/CIP
Responsible Officer	Dean
Contact Officer	Director of Academic Administration
Authorisation	SACOTC Council
Effective Date	TBA
Modifications	Submitted to Council 14 <sup>th</sup> October 2015, 3 <sup>rd</sup> December 2015, 6 April 2016
Superseded Documents	Nil
Review	Annual: Council
Associated Documents	OH&S Policy Emergency Evacuation Plan

## INTRODUCTION

In the event of a critical incident, St Athanasius College (SAC) recognises that appropriate planning and infrastructure must be in place to ensure the provision of all necessary support services. This document outlines SAC procedures for managing a critical incident, ensuring that SAC has:

- an effective approach in responding to critical incidents as they occur;
- appropriate support and counselling services available to those affected;
- appropriate training and information resources provided to staff

The SACOTC Critical Incident policy needs to be read in conjunction with the Critical Incident Policy of the University of the Divinity Approved 14 September 2012.

## CRITICAL INCIDENT – DEFINITION

A critical incident is defined by the National Code as *‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’*.

Critical incidents are not limited to, but could include:

- severe verbal or psychological aggression;
- accidents, fires, natural disasters;
- death, serious injury or any threat of these;
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- terrorist activities.

Non-life threatening events could still qualify as critical incidents.

## POLICY STATEMENT

SAC recognises and accepts the duty of care owed to its staff and students in respect of the planning and management of critical incidents.

### CRITICAL INCIDENT PLAN (As at Semester One, 2016)

The central objective of the critical incident plan is to protect the safety of students and staff, ensure that relevant staff establish early control, in partnership (where appropriate) with Church, Civic and other agencies, to minimise disruption, and recover operations as quickly as possible.

#### 1. Responsibilities & Primary Contacts List

Overall responsibility rests with the SAC Dean. While it is envisaged that SAC Staff members present when such events occur might usually assume immediate responsibility for initiating the SAC Critical Incident Plan, it is reasonable to expect that this might not always be appropriate or possible. The people present should agree quickly on who shall take leadership of the situation, advising the designated SAC officer, and following the set procedures for immediate response (See section 4). The following chart of responsibilities shall be posted throughout SAC premises, kept continually updated, and regularly communicated to all staff and students. In general, it is preferable that someone not directly exposed to the event should assume responsibility for the response as soon as possible. The table below contains the order for contacting the responsible staff, along with their contact details.

Response Order	Designated SACOTC Officer	Contact Numbers
First Contact	Bishop Suriel - Dean	Phone: 8872 8405 Mobile: 0411 344 333
Second Contact	Peter Dobson - Director of Academic Administration	Phone: 8872 8452 Mobile: 0412 147 006
Third Contact	Fr Paul Awad - Diocese Secretary	Phone: 8872 8403 Mobile: 0432 479 306
Fourth Contact	Fr Macarius Wahba	Mobile: 0407 111 223

Contact details for specialized outside agencies, which deal with Critical Incidents, will also be regularly updated and communicated.

Agency/Provider	Number	Protocol
Fire/Police/Ambulance	000	Ask for appropriate service(s)
SES	132 500	
Medical Assistance	9895 3333 1300 342 255	Box Hill Hospital Maroondah Hospital
Manningham Council	9840 9333	
Utility Companies	132 099 132 691 132 762	Electricity (United Energy) Gas (Multinet) Water (Yarra Valley Water)
National Security Hotline	1800 123 400	
Poisons Information Centre	131 126	

#### 2. Preventative Measures

Designated SAC Staff must ensure all appropriate preventative measures are taken to minimise the risk of an incident occurring by ensuring the following are in place:

- Fire precautions, as required under Workplace Fire practice
- Maintenance of first aid equipment
- Maintenance of fire-fighting equipment where fitted
- Maintenance of smoke detection systems where fitted
- Maintenance of automatic fire alarm systems
- General maintenance of utility service equipment (e.g. gas, electricity, etc.)
- Appropriate insurance and liability policies
- OH&S Risk Assessments as appropriate
- Security Strategies where relevant

### **3. Established Emergency Procedures**

Designated SAC Staff must ensure that relevant emergency procedures are in place and tested regularly. These may include:

- Fire and other emergency evacuation procedures
- Bomb threat procedures

Regardless of everyone's best efforts, even the most effective of preventative measures cannot ensure that critical incidents will not occur. They are generally unforeseen and sudden. Response and recovery procedures are essential.

## **4. Response and Recovery Procedures**

### **4.1 Immediate**

From among those actually present at the time of the incident, a person shall be agreed on to lead the initial response. This person shall:

- Assess the situation as far as they are able
- Remove people from danger, especially fire, chemical or gas leaks
- Make sure other people are safe from danger and looked after
- Phone emergency services, providing the following information:
  - Precise location (including Post Code)
  - Description of the incident
  - Time of the incident
  - Number of casualties
  - Nature of injuries
  - Total number on-site
  - Name and telephone number of the informant
- Relay this information immediately to the SAC Emergency Contact Person
- Liaise with emergency service agencies until designated SAC Officer arrives
- Where injury has occurred – check to see if anyone is First Aid qualified
- If anyone is evacuated by Ambulance, find out and note its destination
- If possible, have someone note down key details like times, who did what, etc.

### **4.2 Action by Designated SAC Officer**

- The Designated SAC Officer shall immediately come on-site and assume overall responsibility for the incident. They shall immediately:
  - Liaise with the relevant agencies on-site, providing access to key areas of SAC.
  - Assess the need for follow-up action such as removing people from the

vicinity.

- Contact the SAC Chaplain and/or make other arrangements to provide immediate support for those involved.
- Establish a communication plan, including emergency contact lists for any person involved in the event.
- Inform the SAC Dean (or Vicar General) and Council Chair as appropriate, staff and other concerned people; and make arrangements for follow-up care of all those involved.
- Should the incident attract media presence, the Emergency Contact Person shall deal with the media ensuring that an appropriate officer is available for this purpose. This officer shall be the Dean. Where the Dean is not available the designated person shall be the Director of Academic Administration of the College or where available, the Chair of Council. No other person is authorized to speak with the media.
- Following the incident, all care must be taken with regard to the people involved and appropriate post-trauma action encouraged and provided in the form of counselling, support, etc. Everyone shall be provided with material outlining the symptoms of post-traumatic stress responses.
- Return the site to normal functioning as quickly as possible

#### **4.3 Investigation, Reporting and Follow-up Action Post-Event**

Within twenty-four hours, an investigation shall be initiated by the SAC Dean with a view to gathering all factual data, causes and outcomes of the event and options for remedial and preventative action. This shall be formulated into a report, which shall be acted upon under the Dean's care, with a full report being provided to the SAC Council.