



CRITICAL INCIDENT POLICY MANAGEMENT POLICY AND PROCEDURE International Students 2024

Description

These procedures aim to assist the communities of International Students to respond appropriately to, and to manage in a compassionate and culturally sensitive manner, critical incidents that involve international students from Fairfield Intermediate School. This is in accordance with the Requirements of the NZ Code of Conduct.

In the event of critical incidents, which occur on site at the school and affect the Fairfield Intermediate School community, the International Department will follow the **Fairfield Intermediate School Emergency Management Plan & Health and Safety Policy**.

1. **DEFINITION**

A critical incident is defined as "a traumatic event, or the threat of such (within or outside of New Zealand which causes extreme stress, fear or injury". It is an event that causes individuals to experience a strong emotional reaction that interferes with their usual coping skills. The event has a level of trauma that is beyond the normal living experiences of those affected.

The resulting stress reaction may include emotional, physical, behavioural and cognitive changes

evident either at the time of the incident or later. The impact of a critical incident may affect any member of the School, not only those most directly involved.

Some examples of critical incidents to which Fairfield Intermediate School staff may have to respond are listed below.

Points 1-9 initially may be handled directly by Fairfield Intermediate School International staff, whereas Points 10-15 would be handled by Fairfield Intermediate as a whole, with involvement from the International Department.

- 1) Death of a student or close family member (on or off school site)
- 2) Attempted suicide
- 3) Life threatening injury
- 4) Missing student
- 5) Sexual and/or physical assault
- 6) Mental health crisis
- 7) Threats of violence to staff and students, or to one-self
- 8) Drug/ Alcohol overdose
- 9) Contacting students in case of family emergency
- 10) School disturbance/ riot
- 11) Fire/ Explosion with injuries or significant damage
- 12) Chemical/ radiation, bio-hazard spillage

- 13) Infectious disease
- 14) Natural disasters (local and international)
- 15) International hostage situation/ kidnappings

2. Purpose of the Critical Incident Policy

The purpose of this document is to articulate a plan for delivering a timely and coordinated response to critical incidents and to ensure that the reported critical incidents are:

- responded to, or resolved, in the best possible way for the student(s), their families, and for the School
- documented accordingly and appropriately.
- reported to relevant officials within the University and government agencies
- communicated to the family in an appropriate way
- managed in a manner to ensure that negative publicity, both locally and overseas, is not generated from an incident

3. ACCOUNTABILITY

All Fairfield Intermediate School staff members and Fairfield Intermediate registered homestay families are responsible for reporting a critical incident involving international students to the Director of International Students and the School Principal.

It is the responsibility of the School Principal and the Director of International Students to determine the appropriate course of action, along with other relevant members of the Critical Incident Management Team (CIMT) for each type of critical incident.

The School Principal or their delegate, will call an immediate meeting of the CIMT, made up of the relevant staff, to make decisions on how to proceed.

4. KEY PERSONNEL

Many critical incidents are responded to and/or resolved by the Director of International Students. However, serious incidents would require advice to and response from some or all of the position/areas below:

- a) The Principal's office
- b) Deputy Principal (Pastoral Care)
- c) Deputy Principal (Teaching and Learning)
- d) Senior Manager of International Administration
- e) Director of International Students
- f) Senior Manager and assisting staff of Student Services and Health
External Relations and Publications Communications Manager

5. PROCEDURES

5.1 Notification:

When a critical incident occurs, the Director of International Students and the Principal will be informed of the incident immediately. They will then determine the circumstances of the situation, and if necessary establish a CIMT, and assign roles and responsibilities accordingly. In addition to the members of the CIMT, an International Student Advisor may be assigned as liaison officer.

The following steps will be taken:

- Confirm that the person/people involved in the incident were Griffith international students.
- Record any details of the incident provided by the person who reported the incident.
- Plan an immediate response. (refer to the Fairfield Intermediate Emergency Management Plan 2014)

- Inform all School Teaching, Administrative and support staff immediately if a student/s has died, been injured or has an infectious disease.
- Allocate individual roles and responsibilities for ongoing tasks
- Plan an ongoing strategy

In the case of an infectious disease or other public health incident, the Manager of the School Student Health Centre must be notified immediately. The Health Centre will notify the District Health Nurse and act as the liaison point with Waikato Health.

5.2 **Assessment**

The initial task is to:

- a) Create a clear understanding of the incident - obtain accurate and up-to-date information about what happened and about the current situation.
- b) Confirm the identity of the people involved. Gather information from sources such as security, police, hospital, and friends.
- c) Obtain detailed student information, e.g. student ID number(s) and local address, next of kin, nationality, religion, known medical conditions, insurance provider and sponsor/agent, etc.
- d) If the critical incident involves a student with a psychiatric disability the CIMT will determine, in consultation with the Principal and the Director of International Students, to what extent information can be provided under the Privacy Policy.
- e) Depending on the type of incident, the School Principal, Director of International Students and the Senior Manager and liaison officer, should discuss and plan an immediate response and ongoing strategy, and allocate specific roles and responsibilities.

5.3 **Intervention**

The Director of International Students and the Principal Make contact with relevant people (the order will be determined by the specific circumstances)

5.3.1 **Police**

If necessary, liaise with the Police regarding notification to the student's family and other relevant matters.

5.3.2 **Next of Kin**

Ensure that next of kin are informed and updated on the current situation. Let them know Fairfield Intermediate School will arrange or provide support to them. If necessary, interpreter services should be arranged for those families of a non-English speaking background.

If the student is in hospital or critically ill, appropriate transportation or accommodation may be arranged for members of the family.

If a student dies or is critically ill, issues related to burial/repatriation and/or memorial service may need to be discussed with the family.

5.3.3 Agent

Contact the relevant Agent.

5.3.4 Home University / School (if Study Abroad/Exchange student)/Agent

If the student is a Long Term International Student, Study Abroad or Exchange student, contact their Home School, University or Agent, as they will be in contact with the parents.

5.3.5 Consulate / Immigration

In the case of serious accident, illness or death of a student, inform the New Zealand Immigration Department and the relevant Consulate and discuss the allocation of roles and responsibilities.

5.3.6 Accommodation provider

Keep in contact with the student's accommodation provider and housemates, providing appropriate levels of information, and ensuring that support and assistance is available from Fairfield Intermediate School International Department

5.3.7 Other students/staff involved with International Students

Identify those students/Student Clubs and staff who are closely involved with the student, ensuring that these people are aware of support within and outside Fairfield Intermediate Student and encourage them to keep in contact with the Director of International Students for assistance.

5.3.8 Hospital, Medical and Emergency Department Staff

If necessary, the liaison officer will contact the Waikato hospital and the student's Overseas Student Health Cover to arrange any guarantor agreements or any other relevant matters.

5.3.9 International Student Counselling

Contact the Director, Student Services to advise on the appropriateness and availability of counselling and debriefing sessions for individuals and groups of students and staff or to facilitate referral to an external provider as required. Chaplains or other Religious Advisors may also be able to assist with issues of grief and loss.

5.3.10 Organisation, appropriate spiritual or religious support

Establish the student's religion and contact the relevant group/organisation to inform them of the situation and to discuss the role that they might play, including assisting with the organisation of the service or leading the service.

Ask the student's family and friends about an appropriate service or ceremony.

5.3.11 Fairfield Intermediate School

Brief staff on information to provide students. Advise External Relations so it can manage the media/publicity in consultation with, and utilising advice from, the School Principal And Director of International Students

5.3.12 Senior Teaching Staff

Inform relevant Middle Leaders staff so that they can make appropriate arrangements e.g. extensions for assignments and special consideration. If friends are involved, arrangements for them to be released from class, extensions for assignments,

deferred examinations, or other special consideration may be appropriate. Provide a written bulletin concerning all information to staff if the matter is complex.

5.3.13 Administrative staff

Discuss issues such as a fee refund, leave of absence or deferred examinations with relevant administrative staff.

Provide a written bulletin to staff if the matter requires time to to organise ongoing technical support to facilitate speedy retrieval of student information, if necessary.

5.3.14 Department of Immigration and Citizenship and New Zealand Code Office)

If necessary, inform New Zealand Immigration Department and the New Zealand Code of Conduct office about the situation and any student visa implications.

5.3.15 Legal Advice

Help students to obtain legal advice, if needed. Information on free or low cost community legal services is available from the International Department.

5.4 Follow up

Monitor the need for counselling and maintain contact with those who may need ongoing support.

Assess the need for follow-up sessions for those involved in the incident and organise all areas of support needed.

If a student has died:

- The International Student Director, Agent (if necessary) and Principal will discuss funeral arrangements with the student's family.

If the family wish to transport the deceased home:

- provide aid with transportation and advice on the communication process with the authorities, if necessary.

If the family wish to bury or cremate the deceased in New Zealand:

- offer assistance arranging the funeral or memorial service.
- At all times, staff will seek to accommodate the cultural and religious customs of the deceased's family.
- Arrange to obtain the death certificate and related documents, pack the personal effects and deliver them to the next of kin, if necessary.
- The school will send a letter of condolence to the student's family, prepared by Fairfield Intermediate School Principal, Administrative Staff, International Staff and the Director of International Students

5.5 Evaluation

- Conduct a debriefing session for everyone directly involved in the incident. People can express their emotions about the incident and staff can ensure that any of their needs are met.

- Staff involved will evaluate the implementation of procedures and responses, and suggest possible changes and improvement for future critical incidents.
- The International Department Liaison Officer will keep records throughout the whole response period. This will include detailed documentation about each phase of the response process, copies of emails and letters, records of significant interactions that occur, and contact details for significant people in the process using the Incident Log template in the appendices.
- Thank you letters may be prepared and sent to all those who contributed to responding to the incident.
- Any action taken in regard to a critical incident may be recorded to include outcomes or evidence if the incident is referred to another person or agency (While referring or forwarding information to another person or agency, due consideration must be given to the privacy policy)

5 International Student Critical Incident Management Policy and Procedure

APPENDIX 1: CRISIS RESPONSE SITUATION QUICK REFERENCE

Type of Incident	Primary Contacts	Secondary Contacts	Follow-up
<u>1 Death of student</u> International Students Principal	Police Hospital Next of kin Student Administration Senior Teaching staff Administration staff External Relations	Accommodation provider Consulate Relevant students/ Family Student Association Counselling Service Health Service Waikato Health & Safety Unit*	Director of School
<u>2 Attempted suicide</u> International Students	Security Police	Accommodation provider Relevant students	Director of Health Service

Service	Hospital – Mental Health	Counselling Service	Counselling
	Academic staff		
	Next of kin		
<u>3 Life threatening injury</u>	Hospital	Senior Teaching staff	Director of
International Students	Next of kin	Administration staff	Principal of the
School	Accommodation Provider		
	Waikato Health & Safety Unit*		
<u>4 Missing student</u>			
5 Sexual and/ or	Security	Health Service	Director of
International Students/ Principal	Police	Counselling Service	Health Service
physical assault	Hospital	Counselling Service	
	Police	Accommodation provider	
	Hospital – Mental Health	Relevant students	
	Senior Teaching Staff staff	Health Service	
<u>6 Mental health crisis</u>			
Counselling Service			
<u>7 Threats of violence to</u>	Security	Accommodation provider	Director of
International <u>staff and Students</u>			
, o Police	Counselling Service		
Health Service	Hospital – Mental Health	Relevant staff/ students	
	Senior Teaching staff		
<u>8 Drug/ Alcohol overdose</u>	Security	Accommodation provider	
	Police	Counselling Service	Counselling Service
	Hospital	Health Service	Health Service
		Relevant students	
		Senior Teaching staff	

9. International Student Critical Incident Management Policy and Implementation

<u>Type of Incident</u>	<u>Primary Contacts</u>	<u>Secondary Contacts</u>	<u>Follow-up</u>
--------------------------------	--------------------------------	----------------------------------	-------------------------

10 . <u>School disturbance/Riot</u> /Police	Fairfield Deputy Principals Police Health Service External Relations / NZ Immigration	Relevant students Hospital
11. <u>Fire/Explosion with injuries or significant damage</u>	Senior Management Team Police Health Service External Relations/ NZ immigration	Relevant students Counselling Service

APPENDIX 2: EMERGENCY RESOURCES

Refer Fairfield Intermediate School Emergency Management Plan 2014

APPENDIX 3: CRITICAL INCIDENT PROCEDURE MANUAL CHECK-LIST OF TASKS

<u>Tasks</u>	<u>Done</u>	<u>N/A</u>	<u>Completed</u>	<u>Date:</u>
<u>Comments:</u>				

Notification

Notification to Principal and relevant staff

Confirmation of student's identity
Details of the incident from the person who reported

If student dies, report to School Principal
Incident Log for phone calls etc. (Incident Controller)

1. Assessment

Update and gather information from hospital or police

Review student's file for detailed information

Intervention plan for response and strategies

Allocation of roles and responsibilities

Access to emergency funds if required

2. Intervention

Contact next of kin

Contact consulate

Contact accommodation provider/housemates

Contact other relevant students/Student Club

Contact hospital/police/doctors

Contact Counselling Services

Contact academic staff

Contact administration staff – Manager Student Administration

Contact relevant Fairfield Intermediate International staff

Contact Sponsor/ agent/ Home School

Contact Insurance provider

Arrange access to legal advice

3. Follow up Required:

Assess the need for ongoing counselling and support

Assess the need for a debriefing session

Discuss with the student's family funeral issues

Discuss with the student's family insurance matters – OSHC, accident, etc

Arrangement of transportation and accommodation for family

Arrange interpreters

Preparation of funeral or memorial services

Obtain death certificate and student's possessions and arrange transfer of possessions to student's parents, if not covered by insurance

Prepare and send condolence letters

4. Evaluation

Conduct debriefing session

Staff evaluation

Keep records

Prepare and send thank you letters

APPENDIX 4: CRITICAL INCIDENT ACTION & COMMUNICATIONS LOG

Critical Incident: _____

Date:	Time:	Description	Action Taken	Comment	Communication	Students Involved

REVIEW:

This Critical Incident Policy will be reviewed **annually**.

Approved Date: May 2023

Review Date: July 2024

Signature: (Director of International Students).....

Signature (Principal).....

Signature(Board of Trustees Chairperson)