Emergency & Critical Incident Policy

1. Preamble

Emergency and Critical Incident Management is the management of emergencies and critical incidents from a human, hazard identification, and risk assessment perspective.

This Emergency & Critical Incident Policy (Policy) is designed to establish processes that may be called upon when an emergency occurs, and to enable staff and students to react appropriately.

The Policy seeks to help create familiarity with procedures that will enable students, staff, visitors and contractors to address their own safety needs, and the safety of their colleagues, peers and others.

In line with the Institute's mission of pastoral care, Emergency and Critical Incident Management also encompasses the needs of individuals during and after an emergency situation.

Compliance with this Policy will also assist the Institute to uphold its legislative obligations in relation to its students, staff, visitors and contractors.

Since the Institute is located within the Archdiocese's Thomas Carr Centre (TCC) it is governed by the TCC Emergency Management Manual.

This policy is therefore complementary to the TCC Emergency Management Manual.

2. Key Definitions

TERM	DEFINITION
Critical Incident	An event which may cause or is likely to cause extreme physical and /or emotional distress to staff, students and other workers or visitors to the Institute, and which may be regarded as outside the normal range of experience of the people affected.
Risk Management	Risk Management is the management of an event or hazard which has the potential to cause injury to staff, students or visitors, or may cause damage to plant, property or equipment. Risk management involves identifying and analysing workplace hazards, assessing the risks associated with those hazards, and identifying methods to control or reduce the risks.
Hazard	A hazard is an incident or object which may cause an injury to staff, students or visitors, or which may cause damage to plant, property or

	equipment.
Emergency	An emergency is an abnormal and dangerous situation, one that requires prompt action to control, correct and return the situation to a safe condition.
Evacuation Plans	Evacuation plans are campus-specific plans dealing with the evacuation of all personnel from the affected area of the Institute to a safe site, known as the marshalling or assembly area.
Duress Buttons	Duress buttons are emergency buttons which are placed in specific locations, where there is a higher risk of an emergency occurring.
Incident	An incident is an event which has caused or may cause death, injury or harm to persons or property.

3.   What is a Critical Incident?

A critical incident is an unexpected and emotionally demanding event that causes immediate distress to individuals within the Institute community and has the potential to cause ongoing distress in individuals directly and indirectly involved in the incident.

Such an incident:
- may impact on a number of areas of the Institute for example, student life, staff work, physical assets or Information Technology (IT);
- may significantly disrupt the operations of the Institute and impact on business continuity; and/or
- may have the potential to bring the Institute into disrepute; and/or
- may not necessarily require an initial emergency response (e.g. responding to a possible Avian Flu pandemic).

Examples of events that may be deemed critical incidents include:
- any incident, fatality or near fatality likely to have a serious affect on an individual or a number of staff and/or students including a psychotic episode, murder or suicide involving students/staff and their family members;
- serious traffic accidents
- development of a Pandemic e.g. Avian flu;
- fire, explosion, bomb threat;
- chemical, radiation or bio-hazard spillage;
- hold-up or attempted robbery, threats of violence to staff/students;
- storms/natural disasters that cause major damage;
- major failure in internal processes e.g. discovery of a significant fraudulent activity;

interruption to utilities (e.g. electricity, water) for an extended period; and
- disruption to IT technology that impacts on the ability of the Institute to deliver its services for an extended period to students or for staff (Academic and Administrative) thus impacting on work completion.

4.   What is an Emergency?

An emergency is an abnormal and dangerous situation, one that requires prompt action to control, correct and return the situation to a safe condition.

It is a hostile situation involving risk to personnel or property, and/or a medical emergency involving a life-threatening health crisis or fatality.

An emergency may be considered as a situation:
- which may not be contained immediately by the staff on duty using the available resources;
- where injuries have been, or could be, incurred;
- where damage has occurred to property or property is placed in jeopardy; or
- with the potential to damage the built or natural environment seriously.

5. General Advice

In any emergency situation it is important that staff members remain as calm as possible.

Responding calmly to any emergency situation is essential to optimising the safety and well-being of all involved.

6. First Aid

In the event that first aid is required (and where the incident has not been determined as critical), staff, students or visitors should dial TCC Reception (333).

This will ensure that a designated TCC first aid officer is contacted and requested to render assistance to the injured person(s), or that ambulance services are contacted.

The JP2 Marketing and Administration Officer is the designated Institute First Aid Officer.

7. Medical Emergencies

In the event of a medical emergency, staff members must take every reasonable action to ensure that the affected individual(s) is properly cared for, providing that it is safe for them to do so.

Whilst waiting for the arrival of the Marketing and Administration Officer or a designated TCC First Aid officer or an ambulance, a staff member should, if safe to do so, take initial care of a person by administering the following basic first aid:

- maintaining a clear Airway;
- checking Breathing; and,
- checking Circulation.

A staff member must contact the Marketing and Administration Officer or a designated TCC first aid officer (or external Emergency Services), as soon as possible, and provide the following information:

- location
- nature of emergency
- her/his name

Staff members must remain with the affected individual(s) until help arrives.

8. Thomas Carr Centre Protocols and Evacuation Planning Responsibilities

The Institute recognises that, in the event of a critical incident, appropriate infrastructure must be in place to ensure the provision of all necessary support services.

The Institute being part of the Thomas Carr Centre operates in line with the Thomas Carr Centre emergency procedures which are contained within the Thomas Carr Centre Emergency Procedures Manual.

The Registrar is the Institute's emergency warden for the Thomas Carr Centre.

9. Raising the Alarm

9.1 Telephones

In an emergency situation, staff should notify the Registrar or TCC Reception.

There are two (2) telephone numbers that may be utilised in the event of an emergency or critical incident.

Dial 399

Where the emergency situation does not require the immediate attendance of Emergency Services, the general Security number 399 should be dialed.

The number may be dialed from any telephone on the Institute premises.

Dial 0000

The 000 number is the Australian National Hotline service to contact police, ambulance or fire brigade in the event of a situation which is potentially life threatening.

It should be noted that an extra 0 must be added to the triple 0 number in order to obtain an outside line.

9.2 Duress Buttons

The Institute has a duress button in the Registrar's office which is linked to TCC Reception.

9.3 Managing an Incident

Any incidents in the JP2 area of the TCC will be handled in accordance with the TCC Emergency Management Manual.

9.3.1 Responding to an Incident

In responding to an incident which has been raised, the following events should form the basis of local emergency/critical incident responses:

- in the event that the Emergency Services are required, the Registrar is to contact the TCC Chief Warden, and then to proceed with the following steps;

- isolate the area and ensure that all staff, students and visitors, not directly involved, are evacuated from the area; this includes ensuring that all incoming calls are redirected to reception;

- the Registrar is to ensure that the Marketing and Administration Officer or a TCC designated first aid officer is contacted;

  a lock down emergency procedure may need to be activated by the Chief Warden for the TCC when there is a perceived danger outsideclassrooms, staff/student common areas or staff office areas.

  To maintain student and staff safety, facilities such as buildings, classrooms and/or offices may be secured and people may be prevented from entering the campus until the danger has passed and the all clear has been given by Emergency Services.

9.3.2 Communicating

Any incoming calls to the affected area, with the exception of the phone designated by the Registrar will be diverted where possible to the TCC reception number.

All outgoing calls will be managed by the designated extension.

This allows the appropriate authority to centralise control of the emergency area.

9.3.3 Debriefing

Immediately following the resolution of an incident, either through the Registrar or an external third party, all staff members, students and visitors affected must attend a debriefing session.

As soon as injured or hospitalised staff and students have sufficiently recovered from their injuries, they should receive counseling and/or be interviewed.

The debriefing session is to be utilised to ensure that all personnel are accounted for, and that they are safe and in good health, and to provide information about the incident and its aftermath.

Should the need arise, and in extreme circumstances, counsellors and/or psychologists especially contracted for the purpose will be available to discuss any issues that may arise.

An example of an extreme circumstance is a serious injury/fatality or an armed hold-up/hostage situation.

Prior to the debriefing session, the relevant authority (TCC Chief Warden or Emergency Services) will ensure that it is safe to re-enter the isolated area.

No-one is to enter the affected area under any circumstances until the relevant authority has advised that it is safe to do so.

Records of all critical incident notifications, reporting, investigation and corrective actions shall be kept by the Registrar.

Records shall be kept for the duration required by state/territory OHS and Records legislation.

10. Recovery Planning

The Dean in conjunction with the Registrar is responsible for implementing a recovery plan designed to ensure that the Institute's services and operations are safely returned to normal as soon as possible after a critical incident.

This includes provision of, or attention to, the following:

- further medical treatment required by staff, students or visitors;
- counselling required by staff, students or visitors;
- repair of damages caused during an incident;
- ensuring that all 'isolated' telephones are returned to their normal operating state;
- forwarding the report to the Director of the Institute and,
- any other matters that may be warranted in the particular set of circumstances.

11. Trauma Counseling and Pastoral Care

Certain emergency events, such as armed hold-ups, random violence or bomb threats, and death of a student or staff member, can be traumatic events for all persons involved, directly or indirectly.

Subsequently some staff members may need to seek trauma counseling. In keeping with the Institute's mission, which is one of fundamental concern for human dignity and pastoral care, and following a traumatic event, students and/or staff may contact

Institute Counselors and seek their immediate assistance, should they feel that this would be helpful.

In some cases, there may be no immediate reaction to a traumatic event.

However, after a period of time, individuals may develop symptoms which are a result of a traumatic event. Generally, these 'symptoms' fall into two separate categories.

These categories, and the associated symptoms, are as follows:

PHYSICAL	EMOTIONAL
Shock	Anxiety and fear
Agitation	Interpersonal problems
Diminished appetite	Feelings of helplessness
Sleep disturbances	Anxiety about recurrence
Startled reactions	Crying at inappropriate times
Fatigue	Survivor guilt/remorse
	Sorrow and grief
	Sense of vulnerability

If staff members display any of these symptoms in the aftermath of a traumatic incident associated with work, they should contact their physician.

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