



Critical & Serious Incidents Procedure & Guidelines

Version: 1st

Responsible To: Head of College & CEO – John XXIII College

Pertains To: Residents (Accommodation Agreement Holder) – John XXIII College

Supported By: Deputy Head of College – John XXIII College
Staff – John XXIII College

Collegiate Team – John XXIII College

Monitored By: Head of College & CEO – John XXIII College

Procedure

1. Any Person

- a. Where someone at College is aware of an immediate threat to the life of a person or a serious threat to property (such as a fire), Dial 000 and report the incident to the emergency services, before following any other steps outlined in this policy.
- b. After notifying the emergency services of an immediate threat to life or property the Resident should notify the Pastoral Team member on duty. They will ensure any evacuation that is needed occurs and then notify the Deputy Head of College.

2. Reports initiated by External Persons

- a. Where a critical incident involving a Resident at the College is identified by an external party, such as the police or one of the emergency services, they should be directed to contact the Deputy Head of College.
- b. If a report comes to the College from a parent or other concerned person, the Deputy Head of College will initiate a process to confirm the facts of the report before initiating any critical incident process.
- c. Confidentiality will be considered at all times.

3. The Pastoral Team

- a. On receiving a report of a possible critical incident the Senior Resident (SR) should assess the details of the report.
- b. Once they have determined that the report is valid, the SR should report the critical incident to the Deputy Head of College.
- c. The SR should initiate an evacuation of the area, if this is deemed necessary.
- d. Once the safety of the Residents is confirmed the SR should stay with their Residents to provide support and reassurance to them.

4. The Deputy Head of College

- a. The Deputy Head of College is to:
 - i) Notify the Head of College ASAP, and then
 - ii) Supervise the Pastoral Team members as they respond initially to the critical incident.
NB.
If time is a critical factor, the Deputy Head of College will call the emergency services immediately and then contact the Head of College.
 - iii) If needed, the area around the critical incident should be cleared of Residents and locked down.
 - iv) Ensure the Residents do not interfere with the work of any emergency services that have responded to the incident.
- b. The Deputy Head of College will assess the situation and try to identify any Residents that may be involved in the critical incident. Then at an appropriate time check the relevant Resident record to



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verify details and to gather as much information as possible, including address, E-Mail and phone numbers;

- c. Liaise with the Head of College to brief him/her on the incident and response to that time.
- d. During the incident the aim is to provide support for the Residents so that they feel part of a caring community and are looking after each other.
- e. If needed arrange a meeting of all members of the Pastoral Team and the Head of College to:
 - i) Brief the Pastoral Team on the situation.
 - ii) Provide emotional support to the Pastoral Team.
 - iii) Identify the Residents in the College who are closely connected to the critical incident and ensure that they are monitored and have an offer of counselling.
 - iv) Determine what the SRs will say to the Residents on their respective corridors.
- f. After the incident is resolved liaise with the Head of ANU Counselling to arrange a debrief and counselling for:
 - i) The Pastoral Care Team.
 - ii) Any Residents affected by the incident.
- g. Over the following weeks, monitor the Pastoral Team and the Residents and organise any additional counselling, if required.

5. The Head of College

- a. The Head of College will:
 - i) Respond to the situation as soon as possible,
 - ii) Assess the situation,
 - iii) Confirm that the College and the Residents are responding appropriately to the critical incident
 - iv) Notify:
 - Police and Emergency Services if not already notified
 - ANU Security [(02) 6125 2249]
 - The Chairman of the College Board
 - The Registrar (Student Life)
 - The Chaplain
- b. The Head of College will then:
 - i) Develop a clear understanding of the known facts by gathering the background details of the incident including what has happened/ the level of severity, and who is, and how many students are involved,
 - ii) Act as a point of contact between the College and the responding services (Emergency Services and ANU Security), if required,
 - iii) Ensure all stakeholders are briefed throughout the management of the critical incident,
 - iv) Monitor the roles of the Deputy Head of College, other staff and the Dean of Residents: Student Life & Academics (Dean) involved in the incident,
 - v) Respond to any Media requests or refer them to the ANU Communications and External Liaison Office.
- c. After the incident the Head of College will:
 - i) Ensure the staff are debriefed,
 - ii) Monitor and arrange stress management and / or counselling for the staff, if required.



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6. The College Chaplain
The role of the Chaplain is to:
 - a. Provide counselling and support to the Residents,
 - b. Liaise with friends and family of those involved in the critical incident and help organise any appropriate memorial service or other appropriate event at the College for the College community.
7. The Operations Manager
 - a. After the emergency services have finished their work the Operations Manager will arrange to have the College returned to a normal state.
8. The Business Manager
 - a. The Business Manager is to ensure that any financial or administrative tasks that need to be completed for those affected by the critical incident are carried out to minimise any family distress.
9. Chairman of the Board
 - a. If needed the Chairman will send letters to the families of those adversely affected by the critical incident on behalf of the College.
10. Recording the Incident
 - a. The Deputy Head of College will compile the critical incident / serious matter report and will include information details:
 - i) The Resident(s) involved in the incident,
 - ii) The date and any relevant times,
 - iii) The type of incident (i.e. missing student, death, suicide attempt etc),
 - iv) A clear and concise description of the incident,
 - v) Action taken to date.
 - b. The formal record will be kept in a Critical Incident / Serious Matters file by the Deputy Head of College.
11. Possible Actions Following a Critical Incident or Serious Matter
 - a. A 'Safety Plan' or 'Follow-up Plan' can be useful when a Resident returns to the College after a serious incident involving health care / police etc. This may include:
 - i) Contact details of health professionals and family contacts,
 - ii) Actions that are to be taken e.g. removal of harmful items (this may include contacting GP to limit the availability of medications),
 - iii) Counselling plans or Mental Health Well-being plans,
 - iv) College expectations re discipline, changed behaviour, support services to be used.
 - b. In some instances there may be a need for:
 - i) Disciplinary action that may lead to expulsion, suspension or a change in accommodation,
 - ii) Well-being action that may lead to a Resident going home to get better support.
12. General Advice
 - a. The College should offer general support and be willing to accommodate any reasonable requests from the family of those adversely affected by the critical incident,
 - b. Trauma research suggests that resilience after a critical incident is best developed by members of the affected community caring for each other with input from professionals rather than professionals taking over the care of individuals concerned,



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- i) Most people in the early stages of a critical incident do not need counselling. They need to feel safe, to be supported by their community, to try and make sense of the event with information provided and to learn that there are many ways to cope with shocking events,
- ii) In general, people have a natural recovery mechanism after shock. They need to be able to retrieve this mechanism and be allowed to do this in their own way. Some people may withdraw, some may openly show emotion, some may feel nothing.

13. Other Ideas that may be Appropriate

a. A Letter to the College Community

- i) Depending on the circumstances and timing, it may be appropriate to write a letter, briefly describing what has happened,
- ii) This is best delivered to every room, especially if the incident has occurred overnight,
- iii) It is important to outline the situation to as many people as possible in order to stop speculation and gossip which only increases peoples' anxiety.

b. Meeting of Staff and Students

- i) Organise a meeting of staff and Residents the next day to the incident and inform them of what is being done,
- ii) It would usually be helpful to have representatives of the Counselling Centre,
- iii) The meeting should:

- Give information about what has happened,
- Explain why the emergency services have been present,
- Reassure Residents and staff that the situation is being managed,
- Provide handouts from the Counselling Centre if appropriate.

e.g.

'When tragedy strikes'

'Coping with Trauma'

'Helping Others to Cope'

These may be found at <http://counselling.anu.edu.au/online-resources>.

c. Supporting the Residential Community

- i) Organise a memorial service at the College to allow all the community to grieve,
- ii) Set up a drop in area where Residents can meet and grieve,
- iii) Organise community activities to try and get the College operating as close to normal as possible.

Attachment A: SUMMARY OF CONTACTS FOR CRITICAL INCIDENTS AND SERIOUS MATTERS

Emergency Services 000	Fire, Police, Ambulance (where there is immediate risk to life and safety of Residents)
ANU Security X 52249	<ul style="list-style-type: none"> • For assistance during emergencies • For assistance with situations where safety may become an issue • For out of hours contact details for Registrar; Director University Accommodation; Head of Counselling; Student 21 access; Director Marketing and Communication etc
AFP 131444	The Australian Federal Police are on call 24 hours a day.



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Canberra Rape Crisis Centre 6247 2525	24-hours crisis support and advocacy. For counselling and advice on medical and legal issues. They also provide advice of compensation and preparing for court cases.
SAMSSA 6262 7388	Information, support and referral services for male survivors of sexual assault. Open weekdays 9-5pm. Outside these hours contact Canberra Rape Crisis Centre
Canberra Sexual Health Centre 6244 2184	For advice on sexual Health issues, during business hours
Canberra Hospital 6244 2222	The switch board is open 24 hours a day.
Calvary Hospital 6201 6111	Open 24 hours International students are required to pay 'up front' but are covered for this expense by their insurance Students with mental health problems may get faster assessment and hospital referral if they go to Calvary or next best option if MHCAT not able to assist Students with private health care may get more direct access to Hyson Green, Canberra's private psychiatric hospital, if they present at Calvary Emergency Service
CALMS Canberra After Hours Locum Medical Service 1300422567	http://health.act.gov.au/c/health?a=da&did=10134232 for information CALMS doctors are based at Calvary Hospital. They may do a 'home visit' but very rare.
ANU Health Centre 6125 3598	For medical support during business hours
ANU Counselling Centre X 52442	Contact for assistance with the management of student and staff well-being following critical incidents.
Health Direct 6207 7777	Probably the best first point of contact for physical or mild mental health concerns Telephone Information Service 24 hrs/ 7 days <ul style="list-style-type: none"> • Assessment of symptoms by registered nurses • Advice about appropriate next steps (eg self-care, doctor next day, hospital immediately, Mental Health Crisis Assessment Team) • Will 'hotlink' to ambulance or Mental Health Crisis Assessment Team if they consider it necessary (this may improve chances of response from MHCAT as it means the call will carry a health professional's assessment) • If phone engaged, they undertake to respond to calls within an hour
ACT Mental Health Crisis Assessment Team 1800 629 354 6205 1065	On call 24 hours Will see students in the community provided your information suggests evidence of serious 'at risk' behaviour (ie suicidal, violent threats/ behaviour arising from mental health condition, serious delusional thinking etc) Assessment for urgent hospital admission or assessment by psychiatrist They have a mandate that allows them to hospitalise someone without their consent (requires police involvement) – done as rarely as possible for obvious reasons. Police are usually involved in taking the person to hospital in case the person becomes violent etc



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College Chaplains X56912	The College Chaplain can provide spiritual support and assistance with memorial services if required
ANU Dean of Students X 54184	Provide advice in the management of harassment, discrimination, bullying, victimisation and vilification incidents
Registrar X 53634	The Registrar oversees the management of the University's response to a student's family and the management of formalities relating to paperwork etc.
Deputy Registrar X70110	Deputy Registrar is to be advised of any critical incident to do with students.
Communication and External Liaison Office X55001	This office manages any ANU media/press releases and is responsible for communication about ANU issues to the media.

By accepting a John XXIII College Accommodation Agreement, Resident accepts and agrees to abide by all of the terms and conditions of John XXIII College's Policies and Procedures. Residents should contact the College for further clarification if required.