



## Missing Resident & Death of a Resident Critical Incident Procedure & Guidelines Version: 1<sup>st</sup>

**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 – Missing Resident

1. Concerns initiated by External Persons
  - a. If a report of an “out of touch” person 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 the following critical incident process.
  - b. Confidentiality and the privacy of the Resident will be considered at all times.  
e.g.  
The Front Office will not confirm any details about a Resident when responding to phone calls.
2. Any Member of the College Community
  - a. If unable to contact a Resident for some time, the concerned person should report the missing Resident to a member of the Pastoral Team.
  - b. Friends of the missing Resident should be asked to make every effort to contact the missing Resident, using:
    - i) Phone and SMS,
    - ii) E-Mail and Social Media
3. Pastoral Team
  - a. On receiving a report of a missing Resident, the SR for their corridor should assess when the Resident was last seen at College.
  - b. Once they have determined that the Resident has been missing for a substantial amount of time (more than 24 hours) or is missing in concerning circumstances, the SR should report the missing Resident to the Deputy Head of College.
4. Deputy Head of College
  - a. Once there is a confirmed report of a missing Resident at the College, who has been missing for 48 hours, the Deputy Head of College will report this to the Head of College.
5. Head of College
  - a. Where there is a Confirmed report of a missing Resident at the College, for 48 hours, the Head of College will report this to ANU’s Registrar (Student Life).
  - b. The Head of College should (depending on the circumstances) consider contacting:
    - i) The Emergency Contact,
    - ii) The Resident’s family or next of kin,
    - iii) The Police to report the Resident as a missing person.
  - c. Once the missing Resident has been out of contact for 96 hours the Head of College must contact
    - i) The Emergency Contact or the Resident’s family or next of kin,
    - ii) The Police, to report the Resident as a missing person.



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### Procedure – Death of a Resident

#### 1. Any Person

- a. Where a Resident's death is reported, discovered or suspected, the person is to notify the nearest member of the Pastoral Team who is to contact the Deputy Head of College, as soon as practical.
- b. Where the death of 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.

#### 2. The Deputy Head of College

- a. The Deputy Head of College is to notify the Head of College as soon as the unconfirmed report has come through.
- b. The area where the possible deceased Resident is located or suspected is to be secured and other Residents moved out of that area.
  - i) A room where there is a suspected death is not to be entered and is to be kept locked or closed up.
- c. The Deputy Head of College should access the relevant Resident record to verify details and to gather as much information as possible, including address, E-Mail and phone numbers.
- d. Once the death is confirmed, the Deputy Head of College will arrange a meeting of all members of the Pastoral Team in College and with the Head of College:
  - 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 deceased 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,
  - v) Supervise the Senior Residents (SRs) as they notify Residents within the College of the Resident's death in a sensitive manner.
- e. After the initial response, the Deputy Head of College will liaise with the Head of ANU Counselling to organise a debrief for all SRs and any Residents closely associated with the deceased Resident.
- f. Compile a critical incident report which includes the following information:
  - i) The deceased Resident's name,
  - ii) The names of the Resident(s) involved in the incident,
  - iii) A clear and concise description of the incident,
  - iv) Action taken to date.

This formal record is to be kept in a Critical Incident / Serious Matters file by the Deputy Head of College.

- g. Over the coming weeks, the Deputy Head of College should monitor the Residents, especially the Pastoral Team and those closely linked to the deceased Resident and organise counselling, as required.

#### 3. The Head of College

The Head of College will:

- a. Assess the situation:
  - i) If needed only the Head of College should access a room with a suspected dead Resident, to confirm the situation;
  - ii) Confirm the area around the dead Resident is locked down and closed off,



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- iii) Develop a clear understanding of the known facts by gathering the background details of the incident.
  - b. Contact the following people:
    - i) The Police and other Emergency Services,
    - ii) ANU Security,
    - iii) The Registrar (Student Life),
    - iv) The Chaplain.

NB.  
The Police are best placed to contact the deceased Resident's Primary Contact or family or Next of Kin.
  - c. Act as a point of contact with the emergency services.
  - d. Ensure the Police contact the deceased Resident's Emergency Contact.
  - e. Monitor the roles of the staff involved in the incident - the Deputy Head of College, Dean of Residents: Student Life & Academics (Dean) and any other staff (Chaplain, Business Manager and Operations Manager) and ensure that they are:
    - i) Coping with the Critical Incident Procedure,
    - ii) Given stress management support when needed.
  - f. Ensure all stakeholders are briefed throughout the management of the critical incident.
  - g. Liaise with and respond to any media requests on the incident, if required.
  - h. Over the coming weeks, monitor the staff involved in the incident and organise debriefing or counselling, as required.
4. The College Chaplain
  - a. Provide counselling and support to the Residents and staff.
  - b. Liaise with friends and family of the deceased to organise a memorial service or other appropriate event at the College for the College community.
  - c. Liaise with the family of the deceased and provide support as required.
  - d. Accompany the Head of College and friends of the deceased to the funeral.
5. The Operations Manager
  - a. After the emergency services have finished their work, the Operations Manager will find out from the family what they would like to do with the deceased Resident's personal belongings (including their bike and car). Then either:
    - i) Organise and arrange for all personal belongings to be packed and returned to the Resident's next of kin, or
    - ii) Ensure that an appropriate member of staff is available to escort the next of kin to the Resident's room, if they choose to pack and collect the belongings in person.
  - b. Arrange to have the room thoroughly cleaned and then secured until the start of a new semester / year.
6. The Business Manager
  - a. The Business Manager is to ensure that:
    - i) No further accommodation related correspondence is addressed to the Resident,
    - ii) All automated financial processes cease immediately and
    - iii) All possible refunds (including bonds) are processed quickly after receiving instructions from the Resident's next of kin as to the correct account details.



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- b. Organise for the Office to direct all phone calls and emails relating to the deceased Resident are directed to the Head of College.
- c. Organise for flowers and a card to be sent to the deceased's family and / or the funeral.

### 7. Chairman of the Board

- a. The Chairman will send the deceased's family a letter of condolence from the College.

### 8. General Advice

- a. Warn the Residents, who have been affected by the death, about not releasing information about the death to others before the family has been informed by the Police.
- b. It is important that requests associated with the College's response to a Resident's death are dealt with promptly.
- c. Communication with family and friends of the Resident must be gentle, respectful and not intrusive.
- d. The College should offer general support and be willing to accommodate any reasonable requests from the family.
- e. 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.
  - 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.

### 9. 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 (as soon as it is known) to as many people as possible in order to stop speculation and gossip which only increases peoples' anxiety.

#### b. Meeting of Staff and Residents

- i) Organise a meeting for staff and Residents the next day, to discuss the incident and what is being done.
- ii) It would usually be helpful to have representatives of the ANU Counselling Centre to assist if needed.
- iii) The meeting should:
  - Give information about what has happened,
  - Explain why the emergency services have been present (any death of a young person is investigated by Police in the ACT regardless of the circumstances),
  - 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>



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- c. Supporting the Residential Community
- i) Organise a memorial service at the College to all the community to grieve.
  - ii) Set up a drop in area where Residents and staff 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**

<b>Emergency Services 000</b>	Fire, Police, Ambulance (where there is immediate risk to life and safety of Residents)
<b>ANU Security X 52249</b>	<ul style="list-style-type: none"> <li>• For assistance during emergencies</li> <li>• For assistance with situations where safety may become an issue</li> <li>• For out of hours contact details for Registrar; Director University Accommodation; Head of Counselling; Student 21 access; Director Marketing and Communication etc</li> </ul>
<b>AFP 131444</b>	The Australian Federal Police are on call 24 hours a day.
<b>Canberra Rape Crisis Centre 6247 2525</b>	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.
<b>SAMSSA 6262 7388</b>	Information, support and referral services for male survivors of sexual assault. Open weekdays 9-5pm. Outside these hours contact Canberra Rape Crisis Centre
<b>Canberra Sexual Health Centre 6244 2184</b>	For advice on sexual Health issues, during business hours
<b>Canberra Hospital 6244 2222</b>	The switch board is open 24 hours a day.
<b>Calvary Hospital 6201 6111</b>	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
<b>CALMS Canberra After Hours Locum Medical Service 1300422567</b>	<a href="http://health.act.gov.au/c/health?a=da&amp;did=10134232">http://health.act.gov.au/c/health?a=da&amp;did=10134232</a> for information CALMS doctors are based at Calvary Hospital. They may do a 'home visit' but very rare.
<b>ANU Health Centre 6125 3598</b>	For medical support during business hours
<b>ANU Counselling Centre X 52442</b>	Contact for assistance with the management of student and staff well-being following critical incidents.
<b>Health Direct 6207 7777</b>	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"> <li>• Assessment of symptoms by registered nurses</li> </ul>



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	<ul style="list-style-type: none"> <li>• Advice about appropriate next steps (eg self-care, doctor next day, hospital immediately, Mental Health Crisis Assessment Team)</li> <li>• 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)</li> <li>• If phone engaged, they undertake to respond to calls within an hour</li> </ul>
<p><b>ACT Mental Health Crisis Assessment Team</b> <b>1800 629 354</b> <b>6205 1065</b></p>	<p>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</p>
<p><b>College Chaplains</b> <b>X56912</b></p>	<p>The College Chaplain can provide spiritual support and assistance with memorial services if required</p>
<p><b>ANU Dean of Students</b> <b>X 54184</b></p>	<p>Provide advice in the management of harassment, discrimination, bullying, victimisation and vilification incidents</p>
<p><b>Registrar</b> <b>X 53634</b></p>	<p>The Registrar oversees the management of the University's response to a student's family and the management of formalities relating to paperwork etc.</p>
<p><b>Deputy Registrar</b> <b>X70110</b></p>	<p>Deputy Registrar is to be advised of any critical incident to do with students.</p>
<p><b>Communication and External Liaison Office</b> <b>X55001</b></p>	<p>This office manages any ANU media/press releases and is responsible for communication about ANU issues to the media.</p>

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.