

## Critical Incident Reporting

(Acknowledgement Kormilda College, Darwin)

### Need

In order to provide appropriate emotional and ethical services in critical incidents, an appropriate procedure must be in place to be the focal point for all inquiries and to ensure effective implementation of all necessary support services.

### Aim

The aim of these procedures is to provide resident staff with clear guidelines so critical incidents will be addressed quickly and efficiently without panic.

### Action and Reporting

#### 1. Incidents in the residences involving death or serious injury or threat to life or property.

##### Immediate

*If there is a serious injury, carry out first aid as necessary, contact the Ambulance by phoning 000, then contact the Head of Boarding.*

*Ensure that you call the on call person if necessary. Where there is a death, the following procedures are to be activated immediately.*

- The **Head of Boarding** or when absent, Head of Campus are responsible for advising the Police and should be contacted immediately or at their work number or at home or on their mobile.
- There is to be no interference with the body or the immediate environment. Senior Residential Staff or Head of Shift are to ensure the area is to be evacuated and secured.
- The **Head of Boarding** or when absent, Head of Campus, should initiate *trauma counselling procedures* as follows:
  - a. School Counsellor is contacted and counselling procedures activated
  - b. Chaplain is contacted
  - c. A safe place for counselling of individuals should be set aside and tea/coffee/water are provided. Senior Residential Staff are responsible for providing a suitable place.
- All residential staff are to be informed and briefed. The **Head of Boarding** will inform these parties.
- The **Head of Boarding**, or when absent the **Head of Campus** should confirm that the parents /guardians of the deceased are contacted, as soon as possible thereafter. By an appropriate local authority ( normally the police make the initial contact.)
- Ensure that any person immediately involved in the trauma is not involved in the organisational procedures.

The **Head of Boarding**, or when absent the **Head of Campus** should ensure the following is carried out:

- Residents should be informed. Resident staff will be responsible for ensuring their residents are in attendance. The Head of Boarding will address the wider audience.
- Details are reported to the Principal, Deputy Principal's Curriculum and Pastoral Care Staff. The Head of Boarding will inform these parties.
- The parents of the deceased have been informed by police and contacted by the **Head of Boarding** or when absent, the **Head of Campus** as soon as practicable thereafter.

#### 2. Incidents in the residences that are a threat to life or property.

- If there is a serious threat occurring contact the **Police, Fire or Ambulance** by phoning **000** or **122 on mobile** then contact the **Head of Boarding** and or **Head of Campus**. Ensure you also call the ON CALL person if needed.

- Trigger **Relevant Evacuation Plans** if necessary. ( fire, bomb scare, cyclone etc)  
**Evacuation Points** : please ensure
  - a. Residents are at least 50 metres from any glass at any point of the building
  - b. Head of Shift has the radio/mobile phone and Dorm List
  - c. Lights are turned on in area if possible

*Provide :*

- a. Your name and contact phone number
- b. The exact location of the emergency, - Building name , floor , room number.
- c. Number of persons injured
- d. Nature of accident/injury and information about the patient ie. History:
- e. What action has been taken
- f. Call for assistance from OnCall person if necessary

*Then*

- a. Staff member to arrange an easily located point to meet the emergency team and act as guide
- b. Delegate people to : 1. Stay by the phone while you stay with patients/s  
2. meet emergency team

### **3. Residential Alarm System Activated**

- Check to see any students outside the building. It is advised not to leave this area while alone for security.
- Ring other dorms to inform them of 'prowling'
- Do a roll call of who is asleep in dorm\ ( use of torch and if unsure of faces, take a reliable student with you.
- Take note of who is prowling
- Clear alarm and reset

### **4. AWOL Student**

- Check if any other staff, students or countrymen know where student is
- If student is missing during the day the family is to be contacted
- If student is missing for more than 4 hours during the day, the Police/Truant Officer are to be also contacted
- If the students is missing after lights out both the police and parents are to be contacted
- NB If a student is reported to the police to police and their location is discovered you must inform police.

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