

University of New England

INTERNATIONAL CRITICAL INCIDENT IMMEDIATE RESPONSE CHECKLIST

This guide has been developed and approved by the UNE International Critical Incident Management Team and refers to the UNE detailed Emergency Response Plans.

Please distribute it to appropriate staff within your area and ask them to familiarise themselves with it.

The guide contains or refers to emergency instructions in the event of a Critical Incident involving one or more of the following:

- an international student on-campus at UNE
- an international student at a partner institution in Australia or overseas
- incoming and outgoing exchange students
- an international Homestay student
- Study Abroad students
- visiting Academics from overseas

Members of the UNE International Critical Incident Management Team are available to meet with you and your staff to answer any questions you may have.

UNE International - Critical Incident Management Team

Director, UNE International (02 6773 5799, 0437 816 221ah)

Manager, International Services & Compliance (02 6773 3361, 0400 852 226ah)

Additional guides are available to download from: <http://www.une.edu.au/current-students/support/international-students/legislative-compliance-esos-and-national-code-2007>

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PERSONAL INJURY

Section 1

Serious illness or injury

Any serious illness or injury of an international student should be reported to UNE International so that:

- relatives, Residential Heads or Homestay providers can be notified
- an assessment can be sought regarding the length of recovery or repatriation
- key University personnel can be notified if the student's studies might be effected or are unable to be continued
- visa and government requirements can be determined

Death (accidental or suicide)

IMMEDIATE ACTION

Any person with information regarding an international student's death, regardless of where or when the incident occurred, should contact the Armidale Police, or if off campus their local police station and then inform the Vice-Chancellor's unit at UNE via Safety and Security and UNE International who will coordinate the critical incident.

The Armidale Police will confirm if the student has died and will notify UNE International who will inform the Vice-Chancellor. The Police will contact the students' relatives to relay the news and as such will need next of kin contact details which are kept on record by UNE International.

For all medical emergencies or deaths, a student's name will not be released to the media until parents or next of kin have been notified and agree to such. Corporate Communications, acting on advice from the University Executive will coordinate the release of information both to the Media and University community.

FURTHER INFORMATION

Once a death certificate or appropriate documentation has been received the relevant University departments will act on updating the Student Information System (Callista), information technology access, government requirements and all mailing lists will show a deceased indicator.

The University will circulate advice on how friends and colleagues can access Counselling, Campus Chaplaincy or other relevant services.

A *Care and Support pack for families and friends bereaved by suicide* is available from NSW Health www.health.nsw.gov.au or phone 02 9391 9000.

More detailed steps and guidelines can be found in the document 'International Student Critical Incidents: Guidelines for Handling Serious Injury or Death' <http://www.une.edu.au/current-students/support/international-students/legislative-compliance-esos-and-national-code-2007> .

ARMED OFFENDER/HOSTAGE **Section 2**

A UNE plan is enacted when an Active Armed Offender/Hostage Situation is declared, and the level of risk to personal safety, property or environment is an immediate risk to escalate. The plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP) that exists for the individual buildings.

One of the most dangerous situations that our Campus will ever face is the presence of an armed offender. How you respond to a situation such as this will be determined by the specific circumstances surrounding the incident, but these types of situations are highly unpredictable and can evolve very quickly. Information located at: <http://www.une.edu.au/safety/emergency-management/emergency-response-plans2> outlines effective practices to help you prepare and cope with an incident of this nature.

An act of terror could take any number of forms affecting the University community directly or indirectly. The human and emotional impact will almost certainly be felt by everyone. The impact on any individual depends on their proximity physically or socially to the incident/s.

CRIMINAL INCIDENT **Section 3**

All criminal incidents on campus should immediately be reported to Safety and Security who will notify the Police. If off campus, contact the Police directly.

If you are spoken to by either the Police or Safety and Security be prepared to provide as much information as possible, including:

- what you saw
- the location
- who was involved and their description
- any physical evidence e.g. drugs, weapons involved
- your name and address

LOSS OF PERSONAL PROPERTY OR THEFT

If a loss or theft is reported to you by a student or staff member be prepared to assist by contacting Safety and Security as they handle all lost property or the Police, if the loss or theft occurred off campus. If the Police are contacted they can arrange for an interpreter to assist if needed when making the report.

Notify UNE International should an international student be involved in an incident.

Sexual Assault/Harassment

Section 4

A UNE plan is enacted when a Sexual Assault and Harassment situation is declared, and the level of risk to personal safety, property or environment is an immediate risk to escalate. The plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP) that exists for the individual buildings. Refer to:

<http://www.une.edu.au/safety/emergency-management/emergency-response-plans2>

Bomb/Explosion

Section 5

A UNE plan is enacted when a Bomb/Explosion situation is declared, and the level of risk to personal safety, property or environment is an immediate risk to escalate. The plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP) that exists for the individual buildings. Refer to:

<http://www.une.edu.au/safety/emergency-management/emergency-response-plans2>

UNE International building C30's Fire Warden is Robyn Halloran as at February 2016.

CIVIL UNREST

Section 6

A civil protest will usually take the form of an organized public demonstration of disapproval or display disagreement with an idea or course of action. It should be noted that in many cases campus protests such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A protest should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Threat of physical harm to persons or damage to University facilities
- Disruption of the normal operations of the University.
- Obstructing access to offices, buildings, or other University facilities.

Wilful demonstrations within the interior of any University building or structure are not permitted, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property.

Unauthorized entry into or occupation of any University room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any University property, equipment, or facilities shall be forbidden and the offender(s) may face civil and policy penalties.

IMMEDIATE ACTION AND DECISION MAKER(S)

If any of the above conditions exist, Safety and Security should be notified by calling 6773 2099 (24 hours)

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

1. Peaceful, Non-Obstructive Protest

- should not be interrupted
- should not be obstructed or provoked
- efforts should be made to conduct normal University business
- if protestors are asked to leave but refuse to leave by regular facility closing time, Safety and Security will monitor the situation during non-business hours unless requested to enforce the facility closing time.

2. Non-Violent, Disruptive Protest

In the event that a protest blocks access to University facilities or interferes with the operation of the University:

- The immediate Supervisor will go to the area and ask the organiser of the protestors to leave or to discontinue the disruptive activities
- If the protestors persist in disruptive behaviour Safety and Security should be called to control the situation.

3. Violent, Disruptive Protests

In the event that a violent protest in which injury to persons or damage to property occurs or appears imminent, Safety and Security should be called immediately to deal with the situation.

SUBSEQUENT PROCEDURES/INFORMATION

- If it becomes necessary, Safety and Security will call for assistance from the Armidale Police or other Emergency Services. Efforts should be made to secure positive identification of those present to assist with any subsequent investigations.
- All media enquiries public release of information must be referred to UNE Corporate Communications on 6773 2551.
- All injuries to students, staff or visitors must be reported. Incident reporting forms and guidelines can be found at: <http://www.une.edu.au/staff-current/working/hr-forms-policies-and-procedures>

EPIDEMICS/PANDEMICS

Section 7

The early detection and identification of an exotic infectious disease can prevent the onset of an epidemic and can save lives. Any international student, visiting academic or staff member who has recently travelled, who rapidly develops an illness should seek urgent medical attention.

Infectious diseases can include SARS, Swine Flu, TB, influenza, measles and meningitis. The following measures should be taken to contain an epidemic:

- Providing advice to students and staff on personal hygiene e.g.
 - Ensure mouth is covered when coughing
 - Wash hands constantly, especially after coughing
 - Use tissues, as they can be disposed of
 - Don't share eating or drinking utensils
- If a student displays symptoms ask them not to attend class or go into public areas
- Seek medical advice on vaccinations or treatments available and circulate this information to students
- Adhere to any guidelines issued by Government or Health organizations in regard to quarantine, isolation or closure of facilities.

IMMEDIATE ACTION

If cases of a particular disease have already been identified those individuals displaying symptoms are to be advised not to leave their residence or go into public areas, but to phone a doctor who will assess the individual's situation before asking them to visit the surgery.

Notify UNE International of all such cases so they can provide the individual with any necessary administrative and/or personal assistance.

Notify UNE Corporate Communications who will, in consultation with Senior Management, release statements to the University and wider community.

For Government information regarding infectious diseases, containment, controls and quarantine, visit:

<http://www.health.gov.au/>

A UNE plan is enacted when a Pandemic is declared and the level of risk to personal safety, property or environment is an immediate risk to escalate. The plan relates to the response of staff and students to a critical incident and supports the Emergency Response Plan (ERP) that exists for the individual buildings. Refer to: <http://www.une.edu.au/safety/emergency-management/emergency-response-plans2> .

EXTERNAL EMERGENCY

Section 8

An external emergency can be any of the following which may also threaten the University campus:

- Bushfire
- Earthquake
- Epidemics
- Flooding
- Lightning
- Other Natural Disasters
- Road or aircraft accident

IMMEDIATE ACTION

The person receiving notification of an emergency should contact Safety and Security, who will assess any imminent danger and UNE Corporate Communications, who will notify senior University staff and make official announcements. Staff should be prepared to step down from routine work activities, and the immediate Supervisor should calmly advise all staff and students present of the situation and how it may affect them.

SUBSEQUENT PROCEDURES/INFORMATION

Advice should be provided to those directly affected on how to seek further information from emergency services and where they can access Counseling Services if needed.

A UNE plan is enacted when a Flood or Bushfire Emergency is declared, and the level of risk to personal safety, property or environment is an immediate risk to escalate. The plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP) that exists for the individual buildings. Refer to <http://www.une.edu.au/safety/emergency-management/emergency-response-plans2> .

FAMILY CRISIS

Section 9

International students may receive distressing news regarding family members and friends, or hear via social media or television of a disaster or epidemic in their home city or country.

IMMEDIATE ACTION

For a personal crisis locate a friend or contact the Counselling Service to assist with the provision of immediate comfort and support. Offer the use of a phone or email to contact their family and direct them to UNE International if they have queries regarding visas and possible suspension of study to deal with their crisis.

Helpful sites include:

Smartraveller

<http://www.smartraveller.gov.au/>

World Health Organization

<http://www.who.int/ith/en/>

DFAT (Australian Department of Foreign Affairs and Trade)

A 24 hour Hotline operates during times of crisis 1300 555 135

<http://www.dfat.gov.au/>

HAZARDOUS MATERIALS

Section 10

A UNE plan is enacted when a Chemical/Hazardous Substance Emergency is declared, and the level of risk to personal safety, property or environment is an immediate risk to escalate. The plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP) that exists for the individual buildings. Refer to <http://www.une.edu.au/safety/emergency-management/emergency-response-plans2> .

INFRASTRUCTURE FAILURE

Section 11

It is understood that from time to time the University campus may experience infrastructure problems that could render the work site unsafe or uninhabitable such as electricity, computer, gas, water, or telephone failures.

IMMEDIATE ACTION

- a). If a critical incident is experienced relating to water, electricity, or gas, call Facilities Management at 6773 3910.
- b) If a critical incident is experienced relating to telephone systems, call Service Desk at 6773 5000, if no phone available email servicedesk@une.edu.au
- c) If a critical incident is experienced relating to computer systems, call Service Desk at 6773 5000.
- d) If the site of the incident cannot be determined as being completely safe:
 - Evacuate and assemble at the fire evacuation point
 - Account for individuals
 - Wait for and provide information to responders

DECISION

The first responders, either Facilities Management or Information Technology, will determine whether a critical incident exists, will report to the appropriate department heads and, in the event that a critical incident exists, the Head of Safety and Security will notify the Critical Incident Management Team (CIMT) if appropriate.

UNE INTERNATIONAL BUILDING Section 12

A UNE Plan is enacted when a Gas/Fumes/Explosion/Fire situation is declared in an office and/or teaching environment, and the level of risk to personal safety, property or environment is an immediate risk to escalate. The Plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP) that exists for the individual buildings. Refer to: <http://www.une.edu.au/safety/emergency-management/emergency-response-plans2> .

MENTAL CRISIS

Section 13

A UNE Plan is enacted when a Mental Health Incident is declared and the level of risk to personal safety, property or environment is an immediate risk to escalate. The plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP). Refer to: <http://www.une.edu.au/safety/emergency-management/emergency-response-plans2> .

UNE International must be advised of all incidents involving an international student.

SUBSEQUENT PROCEDURES/INFORMATION

To further assist the student after the initial 'crisis' please refer them to the UNE Counselling Service:

<http://www.une.edu.au/current-students/support/student-support/counselling>

MOTOR VEHICLE/AIRCRAFT

Section 14

A UNE Plan is enacted when a Motor Vehicle Accident (MVA) / Aircraft accident situation is declared in an office and/or teaching environment, and the level of risk to personal safety, property or environment is an immediate risk to escalate. The Plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP) that exists for the individual buildings. Refer to: <http://www.une.edu.au/safety/emergency-management/emergency-response-plans2> .

On being advised of a motor vehicle accident involving an international student:

- Confirm exact location of accident, ascertain condition of occupants, conduct first aid and/or ring Triple 'O' if required;
- Inform UNE International
- Inform UNE's WHS department