

# TIWI COLLEGE



# **Critical Incident Policy**

#### **Rationale**

In the working life of the college, there will be times and situations when the community of the College will be affected by an incident that causes much distress and grief.

This policy is meant to be a simple guide for the college community to follow in order to cater for incidences such as these.

### **Definition**

For the purposes of this policy, a critical incident is an event that causes people to experience much emotional and psychological stress and trauma. This may have the potential to interfere with their everyday lives and functions into the immediate or longer term future.

Examples may be: death of family member; death of close friend or school member, cyclone, freak accident causing serious injury, fire or a vehicle accident.

#### **Aims**

- To assist in bringing peace and maintenance to our community members lives after a critical incident as quickly as possible
- To provide clear, accurate and concise information to our community regarding actions and procedure
- To provide counselling and external assistance for community members if required
- To provide flexibility of the college program whilst trying to bring normality and maintenance of routine for staff and students

#### **Implementation**

Each critical incident will have its own peculiar required responses. However, each should follow similar guidelines:

- 1. Gather clear and accurate information regarding the incident and those people affected
- 2. Decide on a clear action plan, incorporating:
  - a. Procedure
  - b. Communication channel(s)
  - c. Roles and responsibilities
  - d. Provision of assistance for those affected
  - e. Any required changes to college routine
- 3. Counselling of staff and students if/as required
- 4. Evaluation of procedure at an appropriate time



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## **Procedures & Key Responsibilities**

## The Principal must:

- Call the Executive together to implement Critical Incident procedure
- Personally deal with all formal communication both internally and externally to ensure one clear message is received by the wider Tiwi Community
- Provide out of school hours contact
- With the Tiwi Liaison Manager, meet with community members if required
- Ensure that appropriate counselling is made available
- Provide guidance regarding the flexibility of regular college routine.
- Inform appropriate agencies, should the critical incident be the result of criminal activity or pose any further risk to staff & students
- Keep the TEB members informed throughout the procedure

#### The Tiwi Liaison Manager must:

- Provide names of community families affected
- After meeting with Executive, speak to families as required.
- In consultation with the college counselor, take action as required to manage the grief.
- Inform the Principal at all times of any developments

#### Staff Members must:

- Remain calm and supportive and address the issue only if brought up by students
- Reinforce the communication distributed by the Principal
- Assist in identifying those students in need of help
- Maintaining as much as possible, a regular and structured routine

# College Counsellor must:

- Liaise with the Tiwi Liaison Manager as soon as accurate information has been collated
- Identify those staff members & students most in need.
- Provide clear communication regarding a counselling plan and schedule
- Establish a room close to the consultation area where staff & students can go for prayer / quite time / space / reflection
- If required, the Tiwi Liaison person will arrange a mutually convenient time for the counsellor to visit extended family

#### All College personnel have the responsibility to:

- Listen to concerns with an open mind
- Maintain confidentiality.

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