



Response Plan for Learners

MP0487 Critical Incident and Emergency Planning

(November 2018)

1. WHAT IS A LEARNER CRITICAL INCIDENT?

A learner critical incident is an unplanned or unforeseen traumatic event affecting a learner or learners which has an impact on Otago Polytechnic; our staff, our learners and the wider community. We have a responsibility to be prepared for and to respond quickly, effectively and sensitively to any learner critical incident.

2. WHAT IS A LEARNER SERIOUS INCIDENT?

A learner serious incident is an unplanned or unforeseen event affecting a learner or learners, e.g. injury or illness of a serious but not critical nature.

3. PURPOSE

Otago Polytechnic has a duty of care to staff and learners to ensure staff dealing with the situation are thinking clearly, acting efficiently, communicating responsibly and working as a team to:

- save the life of anyone at risk
- inform those with the need and right to know
- protect others from the effects of the event
- minimise any long term impact on the provider / industry reputation
- restore normality
- mitigate the potential for a reoccurrence or resulting events where possible.

4. LEARNER CRITICAL / SERIOUS INCIDENT RESPONSE TEAM

This is the IEMT as per SOP001 with the addition of Learner Focus contacts

In the event of an emergency, the response team may need to provide the necessary support for people immediately affected by the incident and to plan for active monitoring and longer term care of those concerned. The team manages Otago Polytechnic's response to the incident and the communications about it.

5. ROLE OF THE LEARNER CRITICAL / SERIOUS INCIDENT RESPONSE TEAM

This is the IEMT as per SOP001 with the addition of Learner Focus contacts

As soon as notification is made of an incident:

- verify that the learner(s) is from Otago Polytechnic
- IEMT to meet (if it's a critical incident)
- ensure a clear understanding of the facts
- select a person from the team to lead and manage the response
- select someone to manage media if required
- plan and approve the immediate response and ongoing strategies
- response manager to be point of contact for feedback and questions
- response manager to maintain group communications, records and documentation
- response manager to allocate individuals roles / responsibilities for ongoing tasks
- ensure appropriate support for staff/learners during a critical incident
- address legal requirements
- address media requirements.

Critical, or Serious, incident involving a learner

Procedure:

1. Become aware of the critical or serious incident.
2. Notify response team and other relevant staff members, (eg CE, OP Council). Verify learner status at OP. (NB: The size of the response team varies depending on whether the incident is deemed critical or serious).
3. Response team meet ASAP and select manager/coordinator. Depending on the severity of the event this may be done by phone or email.
4. Establish the response as appropriate.
5. Verify details. Obtain contact details for the investigating police officer as appropriate. Establish what happened, where, when, how and who was involved. Verify the official / legal channel of communication. Determine whether or not there is a waiting period before details are released. Check learner details including course of study, visa. Determine learner's living situation.
6. Ensure family has been notified by the police before making contact with family.
7. Notify friends and family of learner as appropriate, e.g. parents, spouse / partner, flatmates / host family, classmates.
8. Notify relevant OP people, e.g. CE, Leadership Team, pastoral care staff, interpreter.
9. Notify other appropriate parties as required, e.g. agent, teachers, chaplain, embassy, consulate, insurance, lawyer, WorkSafe.
10. Review process. The team to meet after the incident, assess this plan and make changes as required.

Critical Incident (Learner): 24 hour checklist**Ascertain the facts**

- Confirm the learner name and other details (next page)
- Determine if the incident is due to activity under the control of OP. If so, notify Safety and Wellbeing Manager who will then notify Chief Executive, Deputy Chief Executive People performance and Development, and OP Council
- Identify any religious or cultural considerations

Incident Emergency Management Team (IEMT) meets

- Team to meet and establish roles and responsibilities within 21 hours
- Incident Controller to report regularly to Executive Leadership Team
- Contact NZ Police and get details of contact person

Notify the family

- Facilitate visas where required (MFAT / NZ Police)
- Establish that the family has been notified

Pastoral care

- Decide on appropriate way to notify learners
- Connect affected learners with pastoral support. Start a condolence book
- Contact Pastoral Care staff and inform them of potentially at-risk learners

Communications

- Identify and brief a media spokesperson
- Develop and agree media response
- Do not give unnecessary details unless the NZ Police have given clearance to share this information

Security of the learner's room (if deceased)

- Ensure security of the learner's room and belongings if not part of a NZ Police investigation
- If flatting, ask the landlord to lock the room until an approved person can do an inventory

Critical Incident (Learner): Week one checklist

Day two

- Update family members and friends
- Update response team, media spokesperson
- If the incident was a death, liaise with family and funeral directors, organise a blessing / religious ceremony / memorial
- Liaise with insurance company
- Help the family make arrangements.
- Org-wide communication if needed

Day three

- Update family members and friends
- Update response team, media spokesperson
- Change status of learner file if needed
- Verify programme completion
- Verify if any refund is due
- Pastoral care in place for impacted parties

Day four

- Update family members and friends
- Update response team, media spokesperson

Day five

- Update family members and friends
- Update response team, media spokesperson

Critical Incident (Learner): Longer term checklist

Pastoral care	<ul style="list-style-type: none"> • Ensure affected parties are receiving support (including staff)
Communications	<ul style="list-style-type: none"> • Ensure there are no inappropriate references to learner on website, social media or in publications
Review	<ul style="list-style-type: none"> • Ensure the people who helped are thanked • Meet with all staff on the Learner Critical response team within 2 - 3 weeks of the incident • Evaluate plans, procedures and practice • Address any concerns • Write a report on the incident and file for future access

In event of death

- Notify embassies (if appropriate e.g. international learner)
- Arrange memorial service
- Arrange blessing of site
- Notify insurer
- Notify Chaplain
- Engage an interpreter (if necessary) who can assist throughout the process
- Continue to support the family – assist with travel, accommodation etc
- If necessary, ensure that all information about the learner is removed from OP web pages

(Suggested actions only – implement if applicable)