

CRISIS PROCEDURE

Section	Health and Safety		
Approval Date	19.5.09	Approved by	Directorate
Next Review	May 2010	Responsibility	Human Resources Manager
Key Evaluation Question	6	ITPNZ Quality Standard	3

PURPOSE

To establish a Crisis Team comprised of appropriately trained and skilled people to manage a crisis in order to minimise its impact, and ensure all parties affected are adequately and appropriately supported.

To ensure membership of the Crisis Team is known to the NMIT community so that in a crisis they can be contacted immediately to provide appropriate coordination, communication, and support.

SCOPE

Events causing major distress to the students and/or staff of NMIT may occur at any time and without warning. A crisis is an event that has a traumatic effect on an individual, a group of people, or the Institute as a whole and may include:

- a bomb threat
- death by accident or illness
- threat to personal safety
- earthquake or other natural disaster
- suicide
- serious injury
- internal and external investigations

This list is not exhaustive and there are other events that may constitute a crisis, so staff and students should not hesitate to contact a member of the Crisis Team if they are unsure.

CRISIS TEAM MEMBERSHIP

- Chief Executive
- Human Resources Manager
- Director of Teaching and Learning
- Director of Finance and Corporate Services
- Director of Marketing & Student Services
- Marlborough Campus Manager
- Student Support Team Leader

NAMES AND CONTACT DETAILS FOR CURRENT CRISIS TEAM MEMBERS ARE INCLUDED IN APPENDIX ONE OF THIS DOCUMENT.

The Crisis Team will be convened by the Chief Executive who will draw together an appropriate minimum of four and a maximum of eight members, according to the nature and scale of the crisis. Membership may also include:

- Health Nurse
- Tutor or Manager immediately involved
- International Manager
- Kaitakawaenga/Māori Liaison
- NMIT Council Chair
- Police, Fire Service, Civil Defence
- Counsellors
- Chaplain/Minister
- Student association staff

A Marlborough-specific Crisis Group operates at that Campus, should the need arise.

RESPONSIBILITIES

All staff are responsible for contacting a member of Crisis Team as soon as possible after they are made aware of a crisis.

During a crisis the Crisis Team will be responsible for:

- Establishing the nature and extent of the crisis
- Developing and implementing a plan to manage the effects of the crisis
- Developing a communication plan to provide rapid and precise information to staff, students, and the wider community.
- Ensuring appropriate cultural requirements are met
- Dealing with all media requests
- Providing counselling and support as required
- Reviewing the crisis, its cause, and how it was managed and recommending actions to the Directorate as appropriate.

The Crisis Team will also meet twice a year to:

- Ensure Crisis Team membership and contact details are up to date and effectively communicated to staff. (e.g. via email or posters for school notice boards.)
- Identify the training needs of the Crisis Team to maintain currency of knowledge and skills to ensure preparedness in the event of a crisis.
- Review the Crisis Procedure

PROCEDURES

In the event of a crisis the first person on the scene will contact specialist emergency services (Fire, Police, Ambulance, Civil defence) if required, and a member of the Crisis Team as soon as possible.

The Crisis Team member will then contact the Chief Executive who will assess the nature and scale of the crisis, and immediately call the appropriate Crisis Team together.

The Crisis Team will meet as soon as possible to:

- I. Verify that the information about the crisis is accurate. Determine what information can be shared amongst staff and students.

- II. Develop a communication plan including a "phone-tree" to inform affected staff/students as soon as possible and hold a meeting if necessary.
- III. Co-ordinate the work of the Crisis Team with any Specialist Services (e.g. Police, Civil Defence).
- IV. Develop an action plan to manage the effects of the crisis, and allocate specific duties to members of the Crisis Team.
- V. Decide in consultation with the victim(s) whether additional support agencies need to be engaged after considering spiritual and cultural needs as well as the emotional. (e.g. counsellors, Kaitakawaenga/Māori Liaison, Victim Support, chaplain).
- VI. Prepare staff in how best to support students affected by the crisis.
- VII. Deal with any media requests relating to the crisis.
- VIII. Establish a Crisis Centre (e.g. Student Centre) with telephone, tea-making facilities and the availability of support staff/counsellors as appropriate.
- IX. Support others in keeping to normal routines as much as possible.
- X. Plan home visits to victims' families to provide support, express condolences and determine the level of NMIT's ongoing involvement.
- XI. Provide monitoring and support for those most closely affected.
- XII. After the crisis arrange sessions with professionals trained in debriefing, for all those involved (i.e. victims and helpers).
- XIII. Review the crisis, its cause, and how it was managed and recommend actions required to the Management Team as appropriate.

REFERENCES

INTERNAL

NMIT Emergency Response Quick Reference Flip Chart

Information and Instructions for Staff, including after hours contact details for Crisis Team members is included on the next page of this document on the staff intranet version only.