

Critical Incident Handling Policy and Procedure

Definition

A Critical Incident is defined as an incident in which:

- The ASRU team has been involved directly or indirectly in a catastrophic event where there is significant broader public interest e.g. natural disaster, major accident/incident, etc.
- Death or serious injury has occurred
- Death or serious injury has occurred to students or staff travelling to or from an ASRU sanctioned event or at any authorised ASRU event.

Critical Incident Plan

It is essential that stakeholders respond to a Critical Incident Plan (CIP) which will address key actions. Limit the natural stress of decision making by providing guidelines to create an environment in which duties are shared and the effectiveness of the ASRU's operations are maintained.

Aim

The aim of the ASRU CIP is to ensure that:

- Trauma for staff and players/students is minimised.
- Future issues that are likely to arise, especially legal responsibility, questions of fault, etc. are dealt with by the appropriate person or persons.
- Those involved within the ASRU playing and management group and the broader rugby community are dealt with appropriately and within the pastoral context of the ASRU ethos.
- Responses to external agencies, such as the media, the ARU and the general community, are dealt with at the appropriate level.
- The ASRU returns to normal operations as soon as possible

Critical Incident Phases – the various management phases of critical incidents.

Phase 1 – Immediate Response to a Critical Incident

Phase 2 – Crisis Management during a Critical Incident

Phase 3 – Recovery from a Critical Incident

Phase 4 – Evaluation and Critical Incident Review.

Critical Incident Management Team

The President or his nominee will notify some or all of the following personnel of the place to meet and/or the means of communication:

- ASRU Executive
- ASRU Team management
- Others as required.

The Team will develop an Action Plan for the specific Incident and allocate responsibilities based on the elements below. A check list of actions is to be developed, a follow up procedure and a review process is to be put in place at a reasonable time after the event.

Critical Incident

Elements are to be addressed as applicable:

First-Aid always takes precedence. It is the responsibility of the first person on the scene to ensure the physical and psychological safety of all present and render assistance and seek qualified first-aid and medical support;

Reporting. The President or his nominee is to be told by the person or member of staff who first arrives on scene; of the incident, its location, the personnel involved and the extent of injuries or fatalities. The President or his nominee will inform the ARU and work with their public relations and communications personnel.

Management of the Crisis Scene. The first member of the ASRU organisation or team management on the scene is to take charge until the arrival of the President or his nominee who is to be briefed on the incident.

Emergency Services. Appropriate emergency services (e.g. Fire, Police and/or Ambulance) are to be contacted where appropriate by the person managing the scene.

Evacuation Procedures. All persons are to be evacuated from **any** further danger and accounted for as soon as possible.

Communications. Should be managed and monitored with staff, families, students, media and the broader community. A Press Release should be prepared for distribution which includes appropriate contact details for the designated spokesperson

Only the President, or senior ASRU staff to whom he delegates authority, should make external telephone calls during the period of the critical incident management.

ASRU Staff are to be alert to the use of mobile telephones and other communication devices by students during the period of the critical incident management;

Establish a 24 hour phone contact for parents, players and families if appropriate.

Communication Decisions

- Nominate someone to deal with the media and identify what information can be released and prepare a media release.
- Identification of information that may be passed on to students
- Process for identification of students at risk
- Need for additional counselling support and its location and access
- Program of visiting the injured or the families affected
- Identify other schools or communities likely to be affected and arrange contact
- Identify when normal ASRU routine can be resumed.

Other factors

The Critical Incident Management Team shall address the following in their initial meetings

- What has happened?
- Have all the facts been gathered?
- Who is at risk?
- What resources are available
- Designate Support Centre venue, support team, counselling venues,
- What communication is necessary?
- Physical resources required?
- Prioritise people to be contacted and utilise prepared statements
- Prepare a Press Release
- Liaising with local authorities - national/international

Incident Report Lodged

A nominated person is to gather factual information (in writing) and prepare a Log Book of the incident and aftermath will be recorded.

The formal report of the incident should include:

- Date and time of the incident,
- Those present at the time of the incident,
- The extent of injuries or fatalities,
- The extent of damage to property as a result of the incident,
- A record of any eyewitness accounts to the incident and any events leading up to the incident or resulting from the incident,
- Any relevant formal communications,
- What follow-up processes were initiated at the time of the incident or soon after?

Review

Once normal operations are resumed and as soon as is practicable the ASRU is to review the management process of the incident and revise, if necessary, the Critical Incident Policy and Procedure.

Debriefing protocols for those involved needs to be enacted.