



## CRITICAL INCIDENT AND EMERGENCY

### Policy

#### DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at ACC may differ to that in other higher education institutions are as follows:

**Affected person:** An Individual who is, either directly or indirectly, a victim of or otherwise involved in a critical incident

**ACC:** Acronym for the Australian Chiropractic College, also referred to as 'The College'

**Critical incident:** Any event or series of events that is sudden, overwhelming, threatening or protracted, and which includes an event or activity or action that results in, or has the potential to result in serious illness or severe injury or death to a person(s), or inflict serious harm or damage or destruction to a building, or business premises or plant or equipment or data stored therein.

**Damage:** physical harm that impairs the value, usefulness, or normal function of something.

**EAP:** Acronym for Employee Assistance Program – a professional counselling practice engaged by ACC to provide support to employees.

**Harassment:** Means any form of behaviour that is unwelcome, unsolicited, unreciprocated and usually (but not always) repeated. It is behaviour that is likely to offend, humiliate or intimidate. Harassment can be based on any of the attributes listed under the definition of discrimination and for example can include sexual, disability, racial, sexuality or gender based harassment.

**Incident:** In Workplace Health and Safety is a work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred, or could have occurred.

**Individual(s):** ACC staff and students (prospective, current and former), and other individuals associated with the College such as external providers, practicum hosts and contractors.

**Loss:** the feeling of grief after losing someone or something of value.

**NOK:** Acronym for Next of Kin.

**Privacy:** When something is private to a *person*, it usually means that something is inherently special or sensitive to them. The domain of privacy partially overlaps with security, which can include the concepts of appropriate use, as well as protection of information. Privacy may also take the form of bodily integrity. It may also mean that individuals are not subject to unsanctioned invasions of privacy by a government, an institution or other bodies or authorities. In this document privacy is taken to mean privacy of information regarding ACC's staff, students and other individuals associated with the College.

**Sexual harassment:** Means any unsolicited, unwelcome and unreciprocated behaviour act or conduct of a sexual nature that embarrasses, humiliates or offends other persons. It can be a single incident or a persistent pattern

and can range from subtle behaviour to explicit demands for sexual activity or even criminal assault and including but not limited to the following examples:

- inappropriate jokes or comments with sexual connotations,
- the display of offensive material,
- comments and questions about another person's sexual conduct and/or private relationships,
- persistent unwelcome invitations,
- requests for sexual favours,
- offensive written, telephone or electronic mail or other computer system communications,
- unnecessary close physical proximity including persistently following a person, or
- unwelcome physical contact such as brushing against or touching a person.

**Sexual Assault:** Means any unacceptable sexual and/or physical behaviour that is a criminal offence.

Sexual assault means any sexual act that a personal does not consent to, including, but not limited to:

- Rape.
- Oral sex without consent.
- Sexual touching without consent.
- Sexual acts without consent.
- Indecent exposure.
- Voyeurism.
- Recording or distributing an intimate image of another person without their consent.
- Stalking or intimidating another person with the intention of causing them to fear physical or mental harm.

**Staff:** Refers to academic and non-academic staff employed by the ACC.

**Student:** An individual person who is formally enrolled to study at the College. The 'individual person' is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Support Services:** Services provided by the ACC, or are available externally, which are designed to provide student academic and personal support.

**Trauma:** The response to a deeply distressing or disturbing event that overwhelms an individual's ability to cope, causes feelings of helplessness, diminishes their sense of self and their ability to feel the full range of emotions and experiences.

While there are no objective criteria to evaluate which events will cause post-trauma symptoms, circumstances typically involve the loss of control, betrayal, abuse of power, helplessness, pain, confusion and/or loss.

## PURPOSE

This policy provides details for the management of critical or potentially critical incidents at the ACC workplace(s), to minimise risks to health and safety and minimise their impact on people.

## SCOPE

It is applicable to all ACC staff, students, contractors and visitors.

## POLICY

The ACC will use its best endeavors to identify and manage incidents which have the potential to affect seriously the safety of staff, students, contractors and visitors.

The ACC will provide information and training to all staff and students on actions to take in the event of a critical incident.

The ACC will ensure that there are clear procedures on how to manage a critical incident both during and afterwards.

ACC has appointed a Crisis Management and Response Team (CMR Team) that includes the General Manager, Academic Dean and nominated professional staff as appropriate. The CMR Team is responsible for coordinating and managing the response to all major and critical incidents in order to minimise trauma, loss and damage. The CMR Team is also responsible to manage the recovery from the incident after the incident has moved from the critical phase to the recovery phase.

Incidents can be classified and managed based on the following grading, as defined in the Schedule 'ACC incident grading and management responsibility', as indicated below:

- Insignificant Incident.
- Minor Incident.
- Moderate Incident.
- Major Incident.
- Critical Incident.

The details of Affected Individuals in an incident and, where appropriate, the nature and details of the incident will be managed confidentially.

Where an Affected Individual is involved in a Major or Critical Incident their permission will be sought for ACC to contact their NOK. If the affected Individual is not physical able to consent or deny consent, ACC will proceed to notify their NOK.

The table below outlines the people responsible for managing the five gradings of incident. The relevant people are responsible for seeking assistance from other qualified people if necessary, such as security services, first aiders, fire wardens and the relevant external Emergency Services.

Classification	Definition	Managed by:
<b>1. Insignificant incident</b>	A minor incident or problem such as an individual staff member or student with a personal issue which is distressing or upsetting.	Student Support Staff or Staff Employee Assistance Program (EAP)
<b>2. Minor incident</b>	A minor incident which causes concern but presents no external threat such as a threat to harm self where the person accepts they need assistance; student/staff experiencing minor medical or mental health emergency	Student Support Staff or Staff Employee Assistance Program (EAP)
<b>3. Moderate incident</b>	A concerning event which has the potential to escalate to a more serious crisis and/ or affect operations such as behaviour which is an actual or potential risk to safety of self or others.	Relevant Executive (Academic Dean or General Manager (Crisis Management Team may need to be notified)
<b>4. Major incident</b>	A serious event that has occurred or is imminent and which poses a threat such as a serious injury, a small fire or explosion, suspicious behaviour, or a Chiropractic Board of Australia decision to suspend and/or sanction an employee.	Crisis Management Team, Emergency Services and Security
<b>5. Critical incident</b>	A severe crisis which is likely to cause extreme physical and /or emotional distress to staff, students and visitors. It includes events such as the death of a person, an assault or other criminal act that occurs on campus, a Chiropractic Board of Australia decision to deregister an employee, a terrorist attack, natural disaster, a large fire or explosion, or civil unrest.	Crisis Management Team, Emergency Services and Security

Incidents of sexual assault and/or sexual harassment, including critical incidents, are managed under the Sexual Assault and Sexual Harassment (SASH) Prevention Policy and associated Procedures.

## **REPORTING**

All incidents are recorded in the Incident Register. All critical incidents are included on the Critical Incident Register. Both Registers include the date, time and nature of the incident, the person(s) involved, the manager responsible for action, the action(s) taken, the outcome(s) and, if relevant, the means of ongoing review. Where relevant the Critical Incident Register will include the details of any police report and the details of the responding officer/law enforcement.

Both the Incident Register and the Critical Incident Register are reviewed on an annual basis, or more frequently if deemed necessary, to identify trends. The General Manager is responsible to implement mitigating measures to respond to identified trends.

All critical incidents are reported to the Financial, Audit and Risk Committee and the Board of Directors on a deidentified basis.

## **IMPLEMENTATION and MONITORING**

The implementation of this procedure is the responsibility of the General Manager.

## **REVIEW**

The Critical Incident Policy is reviewed every three years.

It is a policy of the ACC that any Policy or Procedure may be reviewed earlier as indicated by internal or external factors (including but not limited to such factors as changes in the guidelines of regulatory authorities, accreditation/registration requirements of the profession, or relevant legislation at state or federal level) as determined the Board of Directors and/or Academic Board.

## **RELATED POLICY DOCUMENTS**

- Critical Incident and Emergency Procedures
- Workplace Health and Safety Policy and Procedures
- Sexual Assault and Sexual Harassment (SASH) Prevention Policy
- Code of Conduct Policy and Procedures
- Workplace Bullying and Work-Related Violence Policy and Procedures
- Equity and Anti-discrimination Policy.

## VERSION CONTROL

<b>Document:</b> C011 Critical Incident Policy		
<b>Responsible Officer:</b> General Manager		
<b>Reviewed by:</b> FARC and Academic Board		<b>Date:</b> 9 November 2022
<b>Reviewed and approved by:</b> Board of Directors		<b>Date:</b> 22 November 2022
<b>Reviewed by:</b> FARC and Academic Board		<b>Date:</b> February 2023
<b>Reviewed and approved by:</b> Board of Directors		<b>Date:</b> 2 March 2023
<b>Version:</b> V3.0	<b>Replaces Version(s):</b> V2.0	<b>Next Review:</b> March 2026
<b>HESF</b>	2.3 Wellbeing and Safety	2.3.5
<b>Nature of Change</b>	<p>November 2022</p> <ul style="list-style-type: none"> <li>Separate the Critical Incident Policy from the Work, Health and Safety Policy</li> </ul> <p>March 2023</p> <ul style="list-style-type: none"> <li>Recognition of the Crisis Management and Response Team and its responsibilities</li> <li>Note that the Critical Incident Register will include details of any police report and record contact details of the responding officer/law enforcement</li> <li>Include the HESF reference in the Version Control Table.</li> </ul>	