

University of New England

INTERNATIONAL CRITICAL INCIDENT IMMEDIATE RESPONSE CHECKLIST

This guide has been developed and approved by the UNE International Critical Incident Management Team.

Please distribute it to appropriate staff within your area and ask them to familiarise themselves with it.

The guide contains emergency instructions in the event of a Critical Incident involving one or more of the following:

- an international student on-campus at UNE
- an international student at a partner institution in Australia or overseas
- incoming and outgoing exchange students
- an international Homestay student
- Study Abroad students
- visiting Academics from overseas

Members of the UNE International Critical Incident Management Team are available to meet with you and your staff to answer any questions you may have.

Thank you
UNE International
Critical Incident Management Team

Dr Vernon Crew
Director, English Language &
International Services
vcrew@une.edu.au
Tel: 02 67734277
Fax: 02 67733325

Ms Bronwyn Gilson
International Services Manager
bgilson2@une.edu.au
Tel: 02 67733361
Fax: 02 67733325
AH: 0400 852226

Additional guides are available to download from:
<http://www.une.edu.au/imp/procedures/>

INDEX	Page
BOMB THREAT	3
BOMB THREAT CHECKLIST	5
CIVIL UNREST	6
CRIMINAL INCIDENT	8
EPIDEMICS	9
EXTERNAL EMERGENCY	10
FAMILY CRISIS	11
HAZARDOUS MATERIALS INCIDENT	12
INFRASTRUCTURE FAILURE	14
MENTAL CRISIS	15
PERSONAL INJURY	16
- Serious illness or injury	
- Death (accidental or suicide)	
VIOLENT INCIDENT	17

BOMB THREAT

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please **DO NOT** attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. Please keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that **the document be handled by as few people as possible**. Place the document immediately in a plastic folder. **DO NOT PHOTOCOPY**.

If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus the following instructions will be provided with that assumption.

IMMEDIATE ACTION

1. Remain calm and immediately refer to the attached bomb threat checklist (*see Appendix 1*)
2. The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
3. While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc).
4. Note any characteristics of the caller's voice (gender, age, education, accent, etc).
5. Attempt to obtain information on the location of the device (building, floor, room, etc)
6. Attempt to obtain information on the time of detonation and type of detonator.
7. Immediately after the caller has ended the call, notify Security 6773 2099
8. If the threat was left on your voice mail, do not erase.
9. Notify the immediate supervisor within your work area

DECISION

The decision to evacuate a building/facility shall be made after a thorough evaluation of the information available, including but not limited to:

- the nature of the threat
- the specificity of location and time of detonation
- circumstances related to the threat (i.e. political climate, series of events leading to the threat, etc.)
- discovery of a device or unusual package, luggage, etc.

Any employee who wants to leave the building will be permitted to do so. Persons leaving the building should report to the fire evacuation location for further instructions from their departmental supervisor.

DECISION MAKER(S)

The decision to evacuate will be made by the Critical Incident Co-ordinator; there may be occasions in which he/she may consult with the Vice-Chancellor or appropriate individuals in the UNE administration prior to evacuation.

SUBSEQUENT PROCEDURES/INFORMATION

The decision to resume normal activities in the building will be made jointly by the Critical Incident Co-ordinator and Safety and Security and/or appropriate individuals in the UNE administration.

The Police Department will want to interview the person who received the threat. As in any critical incident Marketing and Public Affairs must be notified as soon as practical on 67732779.

All injuries to students, staff or visitors must be reported. Incident reporting forms and guidelines can be found at: <http://www.une.edu.au/ohs/>

BOMB THREAT CHECKLIST

Exact wording of threat:

.....
.....
.....

Sex of Caller: Male Female

QUESTIONS TO ASK:

When is the bomb going to explode?

.....

Where did you put the bomb?

.....

When did you put it there?

.....

What does the bomb look like?

.....

What kind of bomb is it?

.....

What will make the bomb explode?

.....

Why did you place the bomb?

.....

What is your name?

.....

CALLERS VOICE:

Accent:

Asian

Australian

European

American

English Other.....

Voice: Loud Soft

Speech: Loud Soft

Other:

Impediment: Lisp Stutter

Other:

Manner: Calm Emotional

Other:

Did you recognise the voice?

Yes No

Was the call familiar with the area?

Yes No

THREAT LANGUAGE:

Well spoken Yes No

Incoherent Yes No

Taped Yes No

Message Read by Caller Yes No

Abusive Yes No

Other Yes No

BACKGROUND NOISES:

Local call.....STD.....

Music.....Voices.....

Street Noises.....Aircraft.....

House Noises.....Machinery.....

Other.....

CALL TAKEN:

Time.....Date.....

Duration of Call.....

Number called.....

ACTION:

Report Call immediately to:

.....

.....

RECIPIENT:

Name:

Telephone No:.....

Signature:.....

CIVIL UNREST

A civil protest will usually take the form of an organized public demonstration of disapproval or display disagreement with an idea or course of action. It should be noted that in many cases campus protests such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A protest should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Threat of physical harm to persons or damage to University facilities
- Disruption of the normal operations of the University.
- Obstructing access to offices, buildings, or other University facilities.

Wilful demonstrations within the interior of any University building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property. Unauthorized entry into or occupation of any University room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any University property, equipment, or facilities shall be forbidden and the offender(s) may face civil and policy penalties.

IMMEDIATE ACTION AND DECISION MAKER(S)

If any of the above conditions exist, Safety and Security should be notified by calling 6773 2099 (24 hours)

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

1. Peaceful, Non-Obstructive Protest

- should not be interrupted
- should not be obstructed or provoked
- efforts should be made to conduct normal University business
- if protestors are asked to leave but refuse to leave by regular facility closing time, Safety and Security will monitor the situation during non-business hours unless requested to enforce the facility closing time.

2. Non-Violent, Disruptive Protest

In the event that a protest blocks access to University facilities or interferes with the operation of the University:

- The immediate Supervisor will go to the area and ask the organiser of the protestors to leave or to discontinue the disruptive activities
- If the protestors persist in disruptive behaviour Safety and Security should be called to control the situation.

3. Violent, Disruptive Protests

In the event that a violent protest in which injury to persons or damage to property occurs or appears imminent, Safety and Security should be called immediately to deal with the situation.

SUBSEQUENT PROCEDURES/INFORMATION

- If it becomes necessary, Safety and Security will call for assistance from the Armidale Police or other Emergency Services. Efforts should be made to secure positive identification of those present to assist with any subsequent investigations.
- As in any critical incident Marketing and Public Affairs must be notified as soon as practical on 67732779.
- All injuries to students, staff or visitors must be reported. Incident reporting forms and guidelines can be found at: <http://www.une.edu.au/ohs/>

CRIMINAL INCIDENT

All criminal incidents should immediately be reported to Safety and Security who will notify the Police.

If you are spoken to by either the Police or Safety and Security be prepared to provide as much information as possible, including:

- what you saw
- the location
- who was involved and their description
- any physical evidence eg. drugs, weapons, involved
- your name and address

LOSS OF PERSONAL PROPERTY OR THEFT

If a loss or theft is reported to you be prepared to assist by contacting Safety and Security on behalf of the student, as they handle all lost property, or the Police if the loss or theft occurred off campus. If the Police are contacted they can arrange for an interpreter to assist with making the report.

EPIDEMICS

The early detection and identification of an exotic infectious disease can prevent the onset of an epidemic and can save lives. Any international student or academic who rapidly develops an illness should seek urgent medical attention.

Infectious diseases can include SARS, TB, influenza, and meningitis. The following measures can be taken to contain an epidemic:

- Providing advice to students and staff on personal hygiene eg.
 - Ensure your mouth is covered when you cough
 - Wash your hands constantly, especially after coughing
 - Use tissues as they can be disposed of
 - Don't share eating or drinking utensils
- If a student displays symptoms ask them not to attend class or go into public areas
- Seek medical advice on vaccinations or treatments available and circulate this information to students
- Adhere to any guidelines issued by Government or Health organizations in regard to quarantine, isolation or closure of facilities.

IMMEDIATE ACTION

If cases of a particular disease have already been identified those students displaying symptoms are to be advised not to leave their residence or go into public areas, but to phone a Doctor who will assess the student's situation before asking them to visit the surgery.

Notify International Services of all such cases so they can provide the student with any necessary administrative and/or personal assistance.

Notify Marketing and Public Affairs who will, in consultation with Senior Management, release statements to the University and wider community.

For Government information regarding infectious diseases, containment, controls and quarantine, visit:

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/Communcable+Disease+Control-2>

EXTERNAL EMERGENCY

An external emergency can be any of the following which may also threaten the University campus:

- Bushfire
- Earthquake
- Epidemics
- Flooding
- Lightning
- Other Natural Disasters
- Road or aircraft accident

IMMEDIATE ACTION

The person receiving notification of an emergency should contact Safety and Security, who will assess any imminent danger and Marketing and Public Affairs, who will notify senior University staff and make official announcements. Staff should be prepared to step down from routine work activities, and the immediate Supervisor should calmly advise all staff and students present of the situation and how it may affect them.

SUBSEQUENT PROCEDURES/INFORMATION

Advice should be provided to those directly affected on how to seek further information from emergency services and where they can access Counselling Services if needed.

FAMILY CRISIS

International students may receive bad news regarding family members and friends, or hear via the radio or television of a disaster or epidemic in their home city or country.

IMMEDIATE ACTION

For a personal crisis locate a friend or contact the Counselling Service to assist with the provision of immediate comfort and support. Offer the use of a phone or email to contact their family and direct them to International Services if they have queries regarding visas and possible suspension of study to deal with their crisis.

For the latest news from an International students' home country access this site:
http://www.hewsweb.org/home_page/default.asp

Other helpful sites include:

<http://www.smartraveller.gov.au/>

<http://www.who.int/ith/en/>

HAZARDOUS MATERIALS INCIDENT

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The User may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, ie. the Fire Department or Hazardous Material (HAZMAT) Team. The University does not have a fire department or HAZMAT Team.

Simple Spill	Major Spill or Emergency
Does not spread rapidly	Spreads rapidly
Does not endanger people	Endangers people
Does not endanger environment	Endangers environment
Trained individual can clean up	Must call 6773 2099 Safety and Security

IMMEDIATE ACTION

1). Simple spills should be cleaned up by the person causing the spill only if trained to do so. If not trained seek assistance from a trained colleague.

2). Major spills or emergencies

- Dial 6773 2099 inform Safety and Security who will call the appropriate Emergency Service
- Evacuate, assemble at the fire evacuation point or upwind
- Account for individuals
- Wait for and provide information to responders

3) Notifications and Reporting

If the incident involves any radioactive materials, or is a major spill of hazardous materials, notify Safety and Security on 6773 2099 (24 hours).

If the incident involves an oil spill, or a release of hazardous material to the environment or beyond University boundaries, immediately notify Safety and Security. The UNE OHS Officer on 6773 3232, can assist with notification that must be made to relevant agencies as soon as possible after discovery of the incident.

DECISION

- Determine if emergency services are needed.
- Determine if immediate hazards are under control and the situation is stabilised.
- Determine if the site can be reoccupied or if further remediation or repair is needed.

DECISION MAKER(S)

The decision to call for emergency assistance may be made by the User, a person discovering an incident, or the resource or emergency unit receiving a call for assistance.

The decision that an incident is controlled and stabilised is made by the emergency response agency, ie. the HAZMAT Team. After immediate hazards have been controlled and stabilized, the responding agency will transfer authority and responsibility for the site to the University's Safety and Security. Safety and Security will transfer responsibility back to the unit, department, or facility tenant, as appropriate for the situation.

Emergency agencies and units may request input for decision-making from University resource units; for example, to determine that re-occupancy is safe.

SUBSEQUENT PROCEDURES/INFORMATION

- Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, University resource units, or specialised contractors.
- As in any critical incident Marketing and Public Affairs must be notified as soon as practical on 67732779.
- All injuries to students, staff or visitors must be reported. Incident reporting forms and guidelines can be found at: <http://www.une.edu.au/ohs/>

INFRASTRUCTURE FAILURE

It is understood that from time to time the University campus may experience infrastructure problems that could render the work site unsafe or uninhabitable such as electricity, computer, gas, water, or telephone failures.

IMMEDIATE ACTION

- a). If a critical incident is experienced relating to water, electricity, or gas, call Facilities Management at 6773 3910.
- b) If a critical incident is experienced relating to telephone systems, call Service Desk at 6773 5000, if no phone available email servicedesk@une.edu.au
- c) If a critical incident is experienced relating to computer systems, call Service Desk at 6773 5000.
- d) If the site of the incident cannot be determined as being completely safe:
 - Evacuate, assemble at the fire evacuation point
 - Account for individuals
 - Wait for and provide information to responders

DECISION

The first responders, either Facilities Management or Information Technology, will determine whether a critical incident exists, will report to the appropriate department heads and, in the event that a critical incident exists, the Head of Safety and Security will notify the Critical Incident Management Team (CIMT) if appropriate.

MENTAL CRISIS

IMMEDIATE ACTION

When in contact with a student who is experiencing a mental health crisis (eg. severe emotional stress, an overdose, attempted suicide, death of a close acquaintance), every effort should be made to obtain immediate assistance for that person. Depending on the issue a professional staff member from Counselling at Student Assist on 6773 2897 can be contacted for assistance or if immediate emergency assistance is needed (person in crisis being physically at risk), contact Safety and Security 6773 2099 who will in turn contact the appropriate emergency service, or if off campus, call the emergency services on '000'.

DECISION MAKER

It is helpful to make the distinction in the definition of 'crisis', whether the person is physically at risk, or not physically at risk. If physically at risk, the appropriate emergency service should be called and they will determine if the individual is transported to hospital or to an appropriate service for evaluation. In the event that the individual is screened out for immediate care, follow up action will include referral to the Counselling Centre staff. Criteria for indication of 'physically at risk', include having experienced a physical trauma, unable to cope or care for self, or threatens harm to self or others. All information that is obtained about the incident will be forwarded to the appropriate personnel and, is subject to the University's confidentiality rules – see *Code of Conduct 17.01.20* <http://www.une.edu.au/policies/pdf/codeofconductstaff.pdf>

SUBSEQUENT PROCEDURES/INFORMATION

To assist the student after the initial 'crisis' please refer to guidelines provided by the Counselling Service which include *Dealing with Disruptive Behaviour*, *Information about Specific Mental Health Problems* and *Dealing with someone who is Distressed, Disturbed or Threatening*:
<http://www.une.edu.au/counselling/services.php>

PERSONAL INJURY

Serious illness or injury

Any serious illness or injury of an international student should be reported to International Services so:

- Relatives, College Head or Homestay providers can be notified
- an assessment be sought regarding the length of recovery or repatriation
- key University personnel be notified if the student's studies might be effected or are unable to be continued
- Visa and government requirements be determined

Death (accidental or suicide)

IMMEDIATE ACTION

Any person with information regarding an international student's death, regardless of where or when the incident occurred, should contact the Armidale Police, or if off campus their local police station and then inform the Vice-Chancellor's unit at UNE via Safety and Security.

The Armidale Police will confirm if the student has died and will notify the University's Vice-Chancellor. The Police will contact the students' relatives to relay the news and as such will need next of kin contact details which are kept on record by UNE's International Services.

For all medical emergencies or deaths, a student's name will not be released to the media until parents or next of kin have been notified. Marketing and Public Affairs, acting on advice from the University Executive will coordinate the release of information both to the Media and University community.

SUBSEQUENT PROCEDURES/INFORMATION

Once a death certificate or appropriate documentation has been received the relevant University departments will act on updating the Student Information System (Callista), information technology access, government requirements and all mailing lists will show a deceased indicator.

The University will circulate advice on how friends and colleagues can access Counselling, Campus Chaplaincy or other relevant services.

A *Care and Support pack for families and friends bereaved by suicide* is available from NSW Health www.health.nsw.gov.au or phone 02 98160452.

VIOLENT INCIDENT

Violent incidents including but are not limited to acts of terrorism, assaults, and incidents of workplace violence which can occur on the University campus with little or no warning. It should be noted that the following instructions are intended for incidents that are of an emergency nature (ie. imminent or having just occurred).

IMMEDIATE ACTION

Emergency situations should be reported to Safety and Security on 6773 2099 or '000' (if off campus).

When you make a call be prepared to provide as much information as possible, including:

- what is happening
- the location
- who is involved
- type of weapon(s) involved, if any
- your name and address

DECISION MAKER(S)

The decision to call in additional emergency services will be made by Safety and Security or the first emergency service on the scene.

SUBSEQUENT PROCEDURES/INFORMATION

Staff of the University need to cooperate, assist if requested and comply with any orders given by the emergency services.

At an agreed time after the incident the University staff involved or deemed necessary will be asked to participate in a debriefing session to update/establish procedures in the event of a similar occurrence.