

Critical Incident Policy

Purpose:

AIHM Management and staff are committed to effective Critical Incident prevention, response and measures, ensuring that the educational and welfare needs of enrolled students are managed with all due care and appropriate intervention measures.

Definitions

Critical Incident Event

A critical incident may include any real or risk of personal trauma experienced by a student, where physical life or health is threatened or personal health issues are experienced, or any criminal offence perpetrated against them, any accident, civil unrest or natural disaster where a student's welfare is at risk.

Acute Stress Disorder

The essential feature of Acute Stress Disorder is the development of characteristic anxiety, dissociative, and other symptoms that occur within 1 month after exposure to an extreme traumatic stressor, such as related to a critical incident. The symptoms must cause significant distress, significantly interfere with normal functioning, or impair the individual's ability to pursue necessary task.

Post Traumatic Stress Disorder

The essential feature of Post Traumatic Stress Disorder is the development of characteristic systems, lasting more than 1 month, following exposure to an extreme traumatic stressor, involving either:

- Direct personal experience of an event that involves actual or threatened death or serious injury, or other threat to one's physical integrity.
- Witnessing an event that involves death, injury or a threat to the physical integrity of another person.
- Learning about unexpected or violent death, serious hardship, or threat of death or injury experienced by a family member or other close associate.

Procedure

In the event of any Critical Incident event, AIHM Management and staff will respond with the following procedures:

Roles and Responsibilities

The Registrar or the Senior Admin secretary or a clinic supervisor should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of AIHM's enrolled students.

In the event of a Critical Incident Event the Registrar or Senior Admin secretary or a clinic supervisor (or associate dean in the Registrar's absence) shall;

- Assess the level of risk and type of Critical Incident and the required resource implications.
- Apply the appropriate intervention measures to the level of risk and type of critical incident.
- Report any relevant resource implications directly to AIHM Management or the CEO.

Intervention Measures:

In identifying a Critical Incident Event the registrar or SAS or a clinic supervisor shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

Prevention Measure

Where a potential Critical Incident Event occurs Registrar or SAS or clinic supervisor shall:

- Identify the risk potential, including the verification of any potential source of danger or threat to student welfare.
- Establish the OHS, legal parameters and duty of care implications carried by AIHM.
- Identify students who may be at risk.
- Report any potential avoidance actions that may be implemented by AIHM Management.

Critical Incident Response Measure

Where an actual Critical incident is about to occur or has occurred AIHM Management and Staff shall:

- Take avoidance action to ensure the safety and welfare of students where enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.
- Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services).



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- Where a student has experienced a physical injury AIHM staff shall:
 - assess the level of injury
 - remove the student from immediate danger
 - evacuate other students from the accident site
 - in the case of low level injury request the assistance of AIHM staff with current First Aid qualifications (Dr Sarath Jayawardana or one of the clinic supervisors) to apply First Aid, with the additional potential for the students transport to Thompson Lake Medical Centre.
 - in the case of high level injury take immediate action to gain the attendance of an ambulance service and request the attendance of AIHM staff with current First Aid Qualifications
- Make direct contact with the Registrar or SAS (or associate dean in their absence) and advise the type of critical incident and actions taken so far in the critical incident event.
- Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- Where possible and appropriate take immediate action to gain the presence of qualified counselors who may assist in the support of distressed or traumatized Students.
- Counseling support services are available through:

Name of organisation: Keystone Counselling (Merrilyn Hughes)
Address and Contact details: Unit 1/95 Bannister Road, Canning Vale WA 6155
Phone # - (08) 9256 3663

Post Incident measures

Where a Critical Incident has occurred the Registrar shall within 5 days, ensure that the following steps are taken in completing a written report to AIHM Management.

- Request a written report from staff who were directly involved in the incident or present when it occurred.
- Identify and interview students who may have been involved or present during the Critical incident.
- Identify any emergency service contacts utilised during the critical incident.
- List pastoral or external support personal that were involved during the critical incident.
- Provide a detailed summary of the Critical Incident to AIHM management.

Management Review



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Following the receipt of a Critical Incident report the CEO and AIHM management staff shall ensure that the report is reviewed at the next management meeting and improvement items