Emergency and Critical Incident
Policy & Procedure

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1.0 Purpose
This policy provides a framework for providing a safe and secure environment for all EIT staff and students in the event of an emergency or critical incident.

2.0 Scope
This policy applies to all members of EIT's higher education community, visitors, contractors and all buildings owned or operated by EIT.

3.0 Objectives
EIT is committed to the safety and security of all members of EIT's community, and particularly student safety. Student safety is considered a high priority and a foundation of the student experience for study and learning.

EIT will apply the following principles:
- Safety – prevent injury and save lives; provide first aid and medical assistance as required
- Protection – protect the environment from further damage
- Restoration – ensure that essential infrastructure and functions are restored as soon as possible

4.0 Implementation
A critical incident is any event or series of events that requires immediate action. Critical incidents are overwhelming, threatening and have the potential to cause harm, they can include:
- the death, suicide or disappearance of a student or staff person
- the destruction of part, or the whole of EIT's premises e.g. fire
- major vandalism

- acts of terrorism e.g. bomb threat
- a sexual assault
- a natural or other major disaster
- severe Occupational Safety & Health risk
- threat of widespread infection or contamination
- fire, bomb, explosion, gas/chemical hazards, discharge of firearms;

Note: Non-life threatening events could still qualify as critical incidents.

Please contact the HR Manager on **1300 138 522 ext 3014** if you experience, witness or perceive a critical incident.

The Dean is responsible for emergency procedures and the safety of EIT's higher education community. Planning for emergencies is important to ensure that responses are timely and appropriate. Safety and security responsibilities will be shared by all members of EIT's community, and will work together to ensure high standards are maintained for all people within the workplace.

EIT is a totally smoke free environment. Disciplinary action will be taken against any person breaching this provision.

The HR Manager is responsible for:
- Overseeing the development, communication, implementation and maintenance of the Emergency and Critical Incident Policy.
- Ensuring that floor plans and evacuation route maps are posted throughout the facilities.
- Ensuring the training of building occupants and the Critical Incident team, and notifying all personnel of changes to the plan.

EIT has a **Critical Incident Team**. This is staff personnel who have the responsibility and authority to manage a critical incident and have received professional development on critical incidents. The HR Manager will lead the Critical Incident Team.

The Critical Incident Team is made up of the following

West Perth Office
- Chief Fire Warden
- Downstairs Fire Warden
- Upstairs Fire Warden x 2
- First Aid officer

East Perth Campus
- Chief Fire Warden
- Floor Warden
- First Aid Officer

The **Chief Fire Warden** is responsible for relaying applicable information to emergency personnel and building occupants in the event of a fire or other emergency.

The **Upstairs and Downstairs Fire Wardens** in the West Perth office and the Chief and Floor Warden at the East Perth Campus are responsible for ensuring employees understand where their respective designated evacuation zones are and accounting for staff once they are in the assigned evacuation area. Accountability procedures for emergency evacuation include:

- Knowing where their designated evacuation area is and for communicating this information to occupants. This will include the identification of the Evacuation Zone and Section for each person in their area of coverage.
- Ensuring that mobility-impaired persons with special needs and visitors are assisted in evacuating the building.
- Ensuring that all persons within their designated zones are accounted for during an evacuation, including mobility impaired persons in stairwells.
- Reporting the names of individuals who have not been accounted for to the Chief Fire Warden
- Evaluating and reporting problems to the Chief Fire Warden after an emergency event.

4.1 Compliance
EIT will:
- maintain regulatory compliance and identify and control workplace hazards
- maintain buildings, facilities, and systems, and purchase necessary materials and equipment that comply with regulatory requirements
- provide information, training, and supervision that will allow all staff and students to perform in a safe manner
- manage potential emergencies and review systems on a regular basis.

4.2 Employee Training and Drills
Training on this policy and other emergency related issues will be required of all EIT employees. Impacted employees will be retrained when the plan changes due to a change in the layout or design of the facility, or when processes are introduced that affect evacuation routes, or when new types of hazards are introduced that require special actions. Training for employees will address the following:
- individual roles and responsibilities;
- threats, hazards, and protective actions;
- notification, warning, and communication procedures;
- emergency response procedures; and
- evacuation, shelter, and accountability procedures.

Training updates will be provided once a year or as required to communicate critical updates. The Critical Incident Team will provide training on this policy to employees within their areas of responsibility.

Unannounced evacuation drills will be conducted at least once per year. Drills include recommendations from outside resources such as fire and police departments. After each drill, the Critical Incident Team will gather input from employees in their work units to evaluate the effectiveness of the drill and then work with the HR Manager.

4.3 Emergencies
Emergencies can occur at any time and EIT needs to ensure that it responds quickly. There are plans and guides in place to maintain safety and minimise disruption.

In Emergencies (West Perth) – Chief Fire Warden will **Dial 000** or 112 from a mobile/cell phone.

In Emergencies (East Perth) - The security desk will **Dial 000**. Chief Fire Warden is to report to the security desk to liaise with the emergency services.

The **000** service is the quickest way to get the right emergency service to assist. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only**.** Emergency 000 lines should not be used for general medical assistance.

4.3.1   Medical/Workplace Injuries

The Ambulance provides immediate medical attention and emergency transportation to hospital. Contact the closest First Aid Officer (ask at reception). Send someone to flag and direct the ambulance on arrival.

For all types of injuries:
- Keep the person calm and comfortable as possible;
- Do not move the person unless absolutely necessary;
- Never give liquids to an unconscious person
- Do not remove objects that are embedded in a person's skin.

Minor Injuries

Minor injuries are injuries that can be treated internally with a basic First Aid Kit. Such injuries can include:
- Twisted ankle, wrist and/or back pain (e.g. musculoskeletal disorders);
- Minor cuts or abrasions that might require medical attention;
- Debris, dust and chemicals in eye (use eyewash first if available).

Serious and Life Threatening Injuries

For serious and life threatening injuries such as:
- Persistent and sudden chest pain;
- Difficulty breathing;
- Uncontrollable bleeding;
- Severe altered level of consciousness;
- Injuries involving trauma (falls, head injuries, burns, etc.)

Notify an EIT staff member and call 000 immediately. Follow the procedure as outlined in the '*Emergencies'* section above.

Blood or Bodily Fluids

If assisting an injured person before help arrives, always wear disposable gloves if possible. Always thoroughly wash your hands with soap and water for at least thirty seconds after exposure to such liquids. Do not exceed your level of training.

Spots or drops of blood or other small spills can easily be managed by wiping the area immediately with paper towelling and then cleaning with warm water

and detergent. Large spills (i.e. greater than 10cm diameter) should be contained and generation of aerosols should be avoided. A standard disinfectant can be used on the spill area after pre-cleaning. It is generally unnecessary to use sodium hypochlorite (chlorine bleach) for managing spills but it may be used in specific circumstances (e.g. where there is a likelihood of bare skin contact with the contaminated surface).

Cloths and paper towels used in clean up should be placed directly into a plastic bag and disposed of in a bin designated for contaminated waste.

Standard cleaning equipment, including a mop and cleaning bucket plus cleaning agents, should be readily available for spills management and should be stored in an area known to all workers.

With all spills management protocols, it is essential that the affected area is left clean and dry. All re-useable cleaning equipment should be thoroughly cleaned after use and stored dry, whilst disposable items in the spills kit should be replaced after each use of the kit.

4.3.2 Personal Threats
If someone threatens you:
- Seek assistance from the nearest person
- Try and go to a public place
- Phone **000**/Report to Security desk

If you witness someone being threatened or other aggressive behaviour, notify a staff member immediately, and call the police if necessary.

4.3.3 Bomb Threats
If there is a bomb threat:
- Try to remain calm and notify a staff member or CEO
- Phone **000**/Report to Security desk

4.3.4 Fire
In the event of a fire, the smoke alarm will sound, alerting all employees to the emergency. Please do not attempt to stay and fight the fire. The Chief Fire Warden will determine if it is a false alarm, and if not, will call 000, and order everyone in the building to evacuate as per the details outlined in the *'Evacuation Procedures'* section of this policy.

Evacuate, regardless of the size of the fire, do not try and stay to fight it.

If during the evacuation your clothing catches alight, stop, drop, and roll.

4.3.5 Utility Failures
Most power outages are isolated to a specific building and power is usually resumed in less than five minutes. If the duration of the outage is expected to be lengthy, the Office Manager may choose to close the office and authorize administrative leave for employees who are unable to work due to the office closing. The decision may be made based on existing conditions such as

weather, building temperature, the level of darkness and the expected length of the outage.

In the event that a utility failure will severely impact the integrity of any data, please see the *'IT Emergency Procedures'* section of this policy.

4.3.6 Severe Weather Emergencies

In the event of severe weather emergencies, such as severe thunderstorms and flooding, please refer to and follow advice from relevant bodies such as the Bureau of Meteorology.

In the case of an impending emergency, warnings will be broadcast via television and radio. A severe weather warning is issued when a severe thunderstorm is reported, or there is strong evidence of a severe thunderstorm, and it is expected to persist.

Flood warnings are issued when it is apparent that there may be flooding in the next 24-36 hours in an area.

The Bureau of Meteorology and local Emergency Services will give specific advice regarding any weather emergency, and it important that it is followed.

4.3.7 Earthquake

If an earthquake occurs, you should stay calm, and do the following:

- Drop to the ground; take cover by getting under a sturdy table or other piece of furniture; and hold on until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If you become trapped under debris, again, stay calm, and do the following:

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

After the earthquake stops:

- Check for personal injuries;
- Evacuate the building if necessary (using the predetermined routes);
- Notify a Supervisor/Manager of any injuries or immediate health hazards;

- Do not leave the building until you are sure that the surrounding areas are safe (e.g. streets, highways, bridges);

If there is damage to the building, make sure the building has been checked by the fire department and/or a designated representative and deemed safe before re-entering the building after an earthquake.

4.3.8 Workplace Violence

Violence in the workplace can have many sources. It may be a current or former disgruntled employee or student. It may be an angry spouse or relative of an employee or student. It also may be someone without any relationship to the victim. The violence may be a random act or something planned to gain public attention.

In the case of an immediate threat, call 000 and vacate the area and move away from the immediate threat.

If you are not in immediate physical danger, but you have information or concerns regarding workplace violence, contact the HR Manager.

4.3.9 State Emergency Service

For natural disasters, rescues, road crashes and extreme weather conditions such as a flood or storm dial **132 500**.

4.3.10 Personal grief

Call **Lifeline's 13 11 14** phone service to talk to trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia.

4.3.11 Poisons Information Line

Phone **131 126** - Australia-wide Poisons Information Centres.

4.3.12 Translating and Interpreting Service (TIS)

Phone: **13 14 50**

The Australian Government, through the Department of Immigration and Border Protection, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS are a national service, and are available to any person or organisation in Australia requiring interpreting assistance. TIS are available 24 hours a day, 7 days a week, and are accessible from anywhere in Australia for the cost of a local call.

4.3.13 IT Emergency Procedures

IT emergencies can occur as the result of a natural disaster such as a severe thunderstorm or flooding, a fire within the building, or data becoming compromised by hackers. It is important that there are procedures in place in order to prevent critical damage to the data.

To prepare for a disaster and minimize the disruption such events can cause, a regularly updated Records Recovery Priority List kept in a safe location off-

site by the Dean is designed to identify priority records during recovery operations. Paper based records may include:

- those important for the area to continue current and ongoing business;
- vital records not yet lodged with EIT Records or on loan;
- original student, staff or other client records; and
- unprocessed student assessment and exam scripts.

It is EIT policy to continuously back up all electronic records using the latest server technology. These materials are moved offsite at least once per week. This strategy means that a working system can be set up on new computer hardware within 4 hours of a disaster occurring (assuming that power and an appropriate location to operate from are available).

For more details regarding an IT emergency, please see EIT's '*Records Management Policy'*, which outlines the relevant contacts and procedures specific to an IT emergency.

4.4 Evacuation Procedures

Evacuation of the building is REQUIRED when the building's alarm system sounds or when instructed to do so.

EIT requires all persons to evacuate a building whenever the fire alarm system is activated or verbal instructions are given. Students, employees or visitors with disabilities or special needs should follow the special instructions as outlined in '*Evacuation of Persons With Disabilities'* section of this policy.

4.4.1 Assembly Point
West Perth Office

The Assembly Point (also known as the muster point) is the car park behind the building. If you exit through the front door, immediately make your way down the alley way if it is safe to do so, if it is not safe, go around through the petrol station or around the Murray Hotel. Do not wait at the front of the building *(see attached map in Appendix C).*

If you are upstairs: *(see attached map in Appendix C)*
The upstairs fire wardens must ensure the escape hatch shutter is open each day.

The fire warden will ask you to evacuate. If it is 100% safe to do so, the fire warden will direct you down the stairs and out the back door to the assembly point.

In case of a fire making it unsafe to exit down the stairs, please make your way to the escape hatch shutter and wait for further instruction from the fire warden. You will then be directed to evacuate through the window/shutter and on to the verandah roof where the ladder is located.

One of the upstairs fire wardens will be the first one on to the verandah to set up the ladder to allow people to safely climb down (they may delegate this task to another staff member if appropriate at the time).

On the sounding of the alarm and advice to evacuate, the downstairs warden will immediately make their way to the back of the building to assist with the ladder at ground level (they may delegate this task to another staff member if appropriate at the time).

If you are downstairs:
The Chief Fire Warden will ask you to exit through the front door. If the fire is located at the front of the office, the Chief Fire Warden will direct you to exit through the back door. If you are in the classroom, kitchen, bathroom or near the stairs then exit though the back door.

East Perth Campus
The Assembly point for the East Perth campus is behind block C (see *Appendix D*). On the sounding of the alarm, follow the directions of the Floor Warden and make your way via the exit doors (see *Appendix E*) to the ground floor and to the assembly point.

4.4.2 Employees
Staff will be responsible for knowing each others movements, for example, if you leave the office for lunch you must let another staff member know. Staff are to email the Human Resources/Office Manager if a team member is absent or coming in late or leaving early.

4.4.3 Students
On the sounding of the alarm, students should follow the directions of the floor warden or the on-campus lecturer who will be acting on advice from the floor warden and make their way via the exit doors to the assembly point.

4.4.4 Visitors
All visitors must report to reception at West Perth or the security desk at East Perth and sign into the office, as well as provide the reason why they are visiting and the times they arrive and leave.

Lecturers are required to take a roll call at the start of every session. They are required to advise students where the exit doors are located and the location of the assembly point on day one of each Term or Semester. This information is also to be provided to students during their orientation week.

4.4.5 Evacuation of Persons with Disabilities
In cases of emergencies, individuals with mobility or sensory impairments (hearing or vision) may need assistance or guidance with evacuating a building.

To assist visually-impaired persons:
- Explain the nature of the emergency. Alarms or confusion may disorient a person, even when normally familiar with the area. Tell the person what needs to be done in order to evacuate;

- Guide the person with you. Allow the person to take your arm below the elbow and instruct them to follow you. Remember to move slowly and communicate clearly with the individual;
- Advise the individual of any hazards or obstacles in the path;
- When you have reached safety, advise the individual of their location and stay with them if necessary. Before leaving, make sure the individual does not need any further help.

To assist deaf/hard of hearing persons:
- To get a persons attention, you can flash room lights, wave your arms, or tap on the persons shoulder;
- Gesture about what is happening and what to do (i.e. follow me, get down) or;
- Write on a board or paper the nature of the emergency or the evacuation route.

To assist mobility-impaired persons:
- First ask the individual if they have medical/health needs, advice, or requirements;
- Individuals using wheelchairs can be pushed or accompanied to safety. If needed, seek help to safely assist the person;
- If located in a building where stairs are to be used as the emergency exit for mobility-impaired persons, take that person to a safe area (i.e. stairwell landings, offices, or balconies), explain to them that you will go get help ASAP to evacuate them from the building. Do not put yourself in extra danger;
- Individuals using canes, crutches, or walkers should evacuate themselves except in the event that rapid evacuation is deemed essential;
- If in need of assistance, call 000. Do not attempt to transfer a person from a wheelchair unless absolutely necessary.

4.5 Reporting Procedure

4.5.1 Confirmation
As part of the reporting process, the HR Manager will confirm that the incident falls under the definition provided above of a 'Critical Incident'.

4.5.2 Reporting
When a staff member or a client feels that a critical incident has occurred or is about to occur:
- the staff member must first contact emergency services where required and then contact the HR Manager on ext 3014.
- A *Critical Incident Report Form* (see Appendix A) is to be completed by the appropriate staff member involved in the incident or notification of the incident.
- The report will be completed/verified by the HR Manager and given to the Dean of EIT.

- The *Critical Incident Report* is to contain as much information as possible and indicate the people directly involved in the incident.
- If an incident involves an international on-campus student, The Education Services for Overseas Students Act 2000 (ESOS Act) requires EIT to notify the Department of Home Affairs (DoHA) as soon as practical after the incident, and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

4.5.3 Consultation of Action Plan

- The Dean will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.
- Where required, a meeting with appropriate staff and/or students will be organised to follow up the incident. This meeting will determine issues and responsibilities relating to:
  - Assessing risks and response actions
  - Liaison with emergency and other services
  - Contact with students' relatives and other appropriate contacts
  - Liaison with other external bodies, such as home stays, carers or foreign embassies.
  - Counselling and managing students and staff not directly involved in the incident.
  - Media Management (where required)

- Where appropriate, EIT will provide support to the family of international on-campus students in the form of:
  - hiring interpreters
  - making arrangements for hospital/funeral/memorial service /repatriation
  - obtaining a death certificate
  - assisting with personal items and affairs including insurance issues
  - assisting with visa issues

4.5.4 Follow up & Review of Critical Incident

Where a critical incident has occurred, EIT will conduct a follow up and review of the specific critical incident and document it by completing the *Review of Critical Incident Form* (see Appendix B). This follow up and review will involve those members initially involved in the action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident will be informed of all outcomes from the incident
- A recommendation regarding the response to the critical incident is documented. Any further follow up required is documented and responsibilities allocated to appropriate staff.

Students and their families can access EIT's HR Manager at all times. During a critical incident, EIT's telephone number becomes a Hot Line, where information can be received. Where appropriate, EIT's website will be updated to keep students and families informed. Student privacy will be upheld at all times.

4.6   Health and Safety on Campus

The *Occupational Safety and Health Act 1984* prescribes the employer's duty of care to provide a safe and healthy working environment for all employees and the employee's duty of care to take reasonable care for the health and safety of others in the work place such as students This includes the provision of:

- A safe environment for employees and students that includes provisions for safe storage of goods such as chemicals
- Adequate staff training in safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained facilities and equipment
- The provision of personal protective equipment such as gloves, eye protection and sharps containers, where required
- A clean and suitably designed work and study place

The following procedures and standards must be observed to achieve a safe working and learning environment:

- No smoking on campus and at work-based training venues
- No alcohol to be consumed on campus and at work-based training venues
- No illicit drugs on campus and at work-based training venues
- Maintain a safe, clean and efficient, working and learning environment
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Maintain equipment and monitor for maintenance requirements
- Store equipment safely
- Safe lifting and carrying techniques are in place and used
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times
- Hold regular fire drills and first aid courses for all staff and students
- Display first aid and safety procedures in prominent places
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required
- Implement procedures and practices, in accordance with State and Local Government Health regulations.

All EIT students are required to report any hazard immediately to an EIT staff member.

5.0 Definitions

Campus: The buildings, general facilities, grounds - that is, the physical environment of EIT.

International On-Campus Student: A student studying in Australia and holding an Australian student visa.

Critical Incident: A traumatic event or threat of such (within or outside Australia), which causes extreme stress, fear or injury.

DoHA: Department of Home Affairs.

6.0 Related Documents
The following policies and procedures are related to this policy:
- Safety and Security Policy - Students and Staff
- Student Complaints, Grievances and Appeals Policy
- Student Complaints, Grievances and Appeals Procedure
- Staff Grievances Policy
- Staff Grievances Procedure
- Records Management Policy
- Critical Incident Report Form

7.0 Accountabilities
The Governance Board is responsible for review and approval of this policy, with input from the Academic Board.

The policy is to be implemented via induction and training of staff and distribution to students, potential students and EIT's community via the website, other publications and at student orientation.

APPENDIX A
CRITICAL INCIDENT REPORT FORM

Date of incident: ____/_____/____   Time of incident _____

Location (include address where applicable): _____

Name of person completing form _____

Position of person completing form _____   Contact no: _____

Employees involved in incident:

1. Name   _____   Age: _____

2. Name: _____   Age: _____

3. Name: _____   Age: _____

4. Name: _____   Age: _____

5. Name: _____   Age: _____

Students, clients or community members involved in incident:

1. Name: _____   Age: _____

2. Name: _____   Age: _____

3. Name: _____   Age: _____

4. Name: _____   Age: _____

5. Name: _____   Age: _____

Description of incident and background (relevant Information leading up to the incident, circumstances, whether the incident was witnessed and other relevant issues):

_____

_____

_____

_____

Who was informed of the incident (Manager, Police, Fire Brigade)?

1. _____

2. _____

3. _____

4. _____

5. _____

Actions taken to date: (including date and time of contact that Manager and other agencies were informed, as well details of support provided):

1. _____

2. _____

3. _____

4. _____

5. _____

Follow up action planned:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

Critical incident report form authorised by:

_____ Date:_____

(Signature of Employee)

_____ Date: _____

(Signature of Manager)

APPENDIX B
REVIEW OF CRITICAL INCIDENT FORM

Critical Incident Details
Detail Critical Incident:…………………………………………………………………………
Date of Critical Incident:……………………………………………………………………….
Cause of Critical Incident:…………………………………………………………………….
Impact / Effect of Critical Incident:…………………………………………………………

Actions Taken
Immediate actions taken when Critical Incident occurred:
…………………………………………………………………………………………………
Were these actions effective in dealing with the Critical Incident?
…………………………………………………………………………………………………
Are there any preventative measures that can be put in place to prevent another similar Critical Incident occurring:
□ Yes   □ No
If Yes, please detail
………………………………………………………………………………………………..
………………………………………………………………………………………………..
Have all staff / students affected been offered de-briefing / counselling sessions?
□ Yes   □ No
If yes, were these effective?
□ Yes   □ No

Follow Up
Are there any changes / improvements required for our Critical Incident Policy?
□ Yes   □ No
If Yes, please detail
…………………………………………………………………………………………………
…………………………………………………………………………………………………
Do any staff require any professional development to improve their skills following this critical incident?
□ Yes   □ No
Reporting Officer: ………………………………… (Print name)
Signature: …………………………………….
Date:……………………………………………

APPENDIX C

WEST PERTH UPSTAIRS EVACUATION MAP

Muster Point

Car Park

Veranda Roof

Fire Extinguisher

Exit/Shutter

Conferences

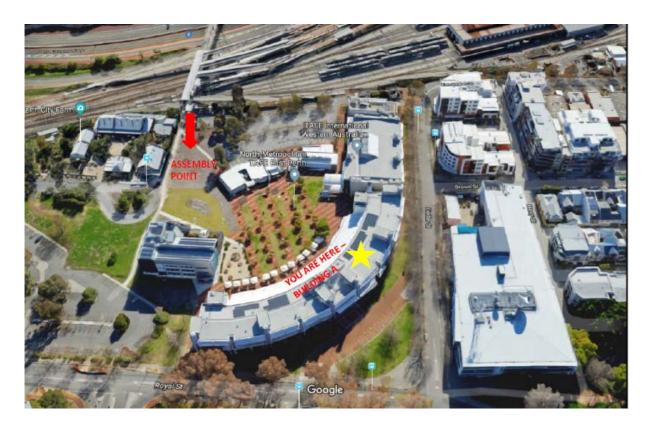Marketing

Exit /Stairs

UPSTAIRS

EIT Desks

WEST PERTH MUSTER/ASSEMBLY POINT

APPENDIX D

EAST PERTH ASSEMBLY POINT

APPENDIX E