

## **Managing Critical Incidents**

This workshop is designed to for those that work with International Students at any level. It deals with the practical issues of preparation, planning of policy and dealing with actual critical incidents.

The **half-day** session aims to give you the resources and knowledge to devise or revise policy and procedural guidelines for a critical incident.

### **Program outline:**

- **Definitions and Examples of a critical incident**  
What is a critical incident?
- **Critical Incident preparation**  
Pre-incident preparation and responses
- **Policy Development**  
Looking at resources and guidelines in developing policy and procedures
- **Self Care**  
Who looks after us?

### **Presenter: Sylvia Hooker**

Sylvia Hooker, currently president of ISANA NZ has long had an interest in International Education, which began in 1986 when her husband was himself an International Student studying overseas. On returning to New Zealand she worked for 10 years at the International Pacific College in Palmerston North. For the past 10 years she has been working at Massey University, Palmerston North, particularly in the area of pastoral care of International Students.