



Critical Incidents

Professional issues in the delivery of services

Workshop aim and objectives

- The workbook is designed and intended to be a starting point only, or one of many useful resources you may collect over time. It aims to get you thinking and hopefully planning for the events we never really want to plan for, but do happen.

Workshop aim and objectives

- The desire is to give you enough resources, and knowledge that will allow you to devise or revise policy and procedural guidelines for a critical incident involving international students in your workplace.

Rules for the day

- be honest and say what you feel as we work through case studies and examples. Please don't bring issues into the workshop that may break confidentiality.
- if people do say something of a personal nature about their feelings and experiences, let's respect their sharing.

Introductions

- During the workshop we are going to need to share some things and work in groups.
- We need to spend a couple of minutes to introduce each other.

Is this a critical incident?

Does it pose a threat?

**Do others think it is a critical
incident?**

Examples of critical incidents

- Critical incidents are not limited to, but could include:
 - missing students;
 - severe verbal or psychological aggression;
 - death, serious injury or any threat of these;
 - natural disaster;
 - issues such as domestic violence, sexual assault, drug or alcohol abuse;
 - Non-life threatening events could still qualify as critical incidents.

What do we aim to do in a critical incident?

- Provide support and to address immediate practical tasks and facilitate family, friends and loved ones.
- Focus should also be on supporting the student population.
- Establish levels of order and control as appropriate in what others may perceive as chaotic situations.
- Recognise our own limitations and boundaries.

How do we deal with a critical incident?



Processes

- Identify the issue.
- Who is affected by it?
- Who do I need to inform?
- Who do I need to consult?

Policy development

Discuss what points should be considered when developing a Critical Incident Policy

Off site visits

- Controlled environment
- Uncontrolled environment

Self-care tips

Normal Reactions

- No one is untouched.
- You may want to stay involved until you feel your work is finished.
- You will likely try to override stress and fatigue.
- You may deny the need for rest and recovery time.
- Staff push themselves too hard and they tend to be not satisfied with their part in the outcomes of the event.

Make your involvement more effective, efficient, and safe

How?

- You have the right not to cope.
- You need to share the load.
- Talk about your emotions.
- Organise work rotations.
- Look after your health.

Vicarious traumatisatisation

- Do:
 - Find someone to talk to.
 - Get enough sleep.
 - Take time out.
- Don't:
 - Blame others.
 - Look for a new job.
 - Work harder and longer.

Debriefing

- To debrief?
- Or not to debrief?