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CRISIS PROCEDURE

Section	Safety, Health and Wellbeing		
Approval Date	25.07.2012	Approved by	Directorate
Next Review	01.01.2018	Responsibility	Manager of People and Organisation Development
Last Reviewed	07.12.2016	Key Evaluation Question	6

PURPOSE

To establish a Crisis Team comprising appropriately trained and skilled people to manage a crisis in order to minimise its impact, and ensure all parties affected are adequately and appropriately supported.

To ensure membership of the Crisis Team is known to the NMIT community so that in a crisis they can be contacted immediately to provide appropriate coordination, communication, and support.

SCOPE

Events causing major distress to the students and/or employees of NMIT may occur at any time and without warning. A crisis is an event that has a traumatic effect on an individual, a group of people, or the Institute as a whole and may include:

- a bomb threat
- death by accident or illness
- threat to personal safety
- earthquake or other natural disaster
- suicide
- serious injury
- internal and external investigations

This list is not exhaustive and there are other events that may constitute a crisis, so employees and students should not hesitate to contact a member of the Crisis Team if they are unsure.

CRISIS TEAM MEMBERSHIP

- Chief Executive
- Chief Operating Officer
- Director of Marketing and International Development
- Director of Māori Education
- Marlborough Campus Manager
- Director of Learning and Teaching
- Director of Finance and Business Improvement
- Director of Learner Services
- Manager People and Organisation Development
- Manager, Safety, Health and Wellbeing

NAMES AND CONTACT DETAILS FOR CURRENT CRISIS TEAM MEMBERS ARE AVAILABLE ON THE HR SECTION OF THE INTRANET.

The Crisis Team will be convened by the Chief Executive who will draw together an appropriate minimum of four and a maximum of eight members, according to the nature and scale of the crisis. Membership may also include:

- Tutor or Manager immediately involved
- International Marketing Managers
- Student Advisor International
- Kaitakawaenga/Māori Liaison
- NMIT Council Chair
- Police, Fire Service, Civil Defence
- Counsellors
- Chaplain/Minister
- Student association staff

RESPONSIBILITIES

All employees are responsible for contacting a member of Crisis Team as soon as possible after they are made aware of a crisis.

During a crisis the Crisis Team will be responsible for:

- Establishing the nature and extent of the crisis
- Developing and implementing a plan to manage the effects of the crisis
- Developing a communication plan to provide rapid and precise information to employees, students, and the wider community.
- Ensuring appropriate cultural requirements are met
- Dealing with all media requests
- Providing counselling and support as required
- Reviewing the crisis, its cause, and how it was managed and recommending actions to the Directorate as appropriate.

The Crisis Team aims to meet twice a year to:

- Ensure Crisis Team membership and contact details are up to date and effectively communicated to staff. (e.g. via email or posters for team notice boards.)
- Identify the training needs of the Crisis Team to maintain currency of knowledge and skills to ensure preparedness in the event of a crisis.
- Review the Crisis Procedure

PROCEDURE

In the event of a crisis the first person on the scene will contact specialist emergency services (Fire, Police, Ambulance, Civil defence) if required.

The first person on the scene will then contact the Chief Executive who will assess the nature and scale of the crisis, and immediately call the appropriate Crisis Team together.

The Crisis Team will meet as soon as possible to:

- I. Verify that the information about the crisis is accurate. Determine what information can be shared amongst staff and students.
- II. Develop a communication plan including a "phone-tree" to inform affected staff/students as soon as possible and hold a meeting if necessary.
- III. Coordinate the work of the Crisis Team with any Specialist Services (e.g. Police, Civil Defence).
- IV. Develop an action plan to manage the effects of the crisis, and allocate specific duties to members of the Crisis Team.
- V. Decide in consultation with the victim(s) whether additional support agencies need to be engaged after considering spiritual and cultural needs as well as the emotional. (E.g. counsellors, Kaitakawaenga/Māori Liaison, Victim Support, Chaplain).
- VI. Prepare staff in how best to support students affected by the crisis.
- VII. Deal with any media requests relating to the crisis.
- VIII. Establish a Crisis Centre (e.g. Student Centre) with telephone, tea-making facilities and the availability of support staff/counsellors as appropriate.
- IX. Support others in keeping to normal routines as much as possible.
- X. Plan home visits to victims' families to provide support, express condolences and determine the level of NMIT's ongoing involvement.
- XI. Provide monitoring and support for those most closely affected.
- XII. After the crisis arrange sessions with professionals trained in debriefing, for all those involved (i.e. victims and helpers).
- XIII. Review the crisis, its cause, and how it was managed and recommend actions required to Directorate as appropriate.

REFERENCES

INTERNAL

After-hours contact details for Crisis Response Team members is available on the NMIT intranet in the HR section.

NMIT Media Policy (Including Crisis Communication)