

Critical Incident Policy

SCOTS English College is committed to ensuring the safety, well-being, and support of international students residing in accommodation provided through the college's hosting program. This **Critical Incident Policy** outlines the procedures to manage and respond to any serious incidents involving students, host families, or staff that may occur during a student's stay in host accommodation.

1. Purpose

The purpose of this policy is to provide a clear framework for the identification, reporting, and management of critical incidents to ensure the safety and protection of all parties involved in the SCOTS English College accommodation hosting program. A critical incident is defined as any event or situation that poses a significant risk to the health, safety, or welfare of students or host families.

2. Scope

This policy applies to all international students, host families, SCOTS English College staff, and any third-party personnel involved in the accommodation hosting program. Critical incidents covered under this policy include but are not limited to:

- Medical emergencies
- Accidents resulting in injury or harm
- Death of a student, host, or staff member
- Natural disasters (e.g., fire, flood)
- Violent incidents (e.g., assault, robbery)
- Sexual harassment or abuse
- Missing student
- Significant mental health crisis (e.g., self-harm, suicide attempt)
- Criminal activity (e.g., drug use or trafficking, property damage)

3. Policy Statement

SCOTS English College will take immediate and appropriate action in response to any critical incident that affects students or host families in the accommodation hosting program. Our response will prioritize the safety, well-being, and support of all parties, ensuring that adequate resources and

assistance are provided in a timely and professional manner.

4. Definitions

- **Critical Incident:** Any serious or traumatic event or situation that poses an immediate risk to life, health, safety, or property.
- **Emergency Contact:** The person designated by the student or host to be notified in the event of an emergency.
- **Incident Report:** A formal report detailing the circumstances and response to a critical incident.

5. Roles and Responsibilities

- **SCOTS English College:** The college is responsible for ensuring an effective response to any critical incidents, including providing immediate support and managing communication with all relevant parties (students, hosts, emergency services, family members, and regulatory bodies).
- **Hosts:** Hosts are responsible for ensuring the immediate safety of students in their care and reporting any critical incidents to SCOTS English College without delay.
- **Students:** Students must follow all safety guidelines and communicate any concerns or emergencies to their host family or SCOTS English College immediately.
- **Emergency Services:** In life-threatening or urgent situations, emergency services (such as police, ambulance, or fire) must be contacted immediately by dialing 000.

6. Procedure for Responding to a Critical Incident

Step 1: Ensure Immediate Safety

- In any situation where a person's life or safety is in danger, the first priority is to remove the individual from harm and contact emergency services by dialing **000**.
- Provide first aid if safe and appropriate to do so.
- If the incident involves a fire, natural disaster, or other physical threat, follow the appropriate emergency evacuation procedures for the home or location.

Step 2: Notify SCOTS English College

- As soon as it is safe, the host family or student must contact SCOTS English College to report the incident. The designated **Student Accommodation Officer** or **Emergency Contact** should be reached via the 24-hour emergency phone line provided to hosts and students.

- The following details should be provided during the initial report:
 - Nature of the incident
 - Location of the incident
 - Individuals involved (names, ages, and roles)
 - Actions already taken (e.g., emergency services contacted)
 - Any immediate needs or concerns

Step 3: Incident Management and Support

- SCOTS English College staff will assess the situation and initiate the appropriate response plan, which may include:
 - Dispatching a college representative to the location
 - Contacting the student's emergency contact or family
 - Providing immediate accommodation support, including alternative housing if necessary
 - Offering counseling and emotional support to those affected
 - Liaising with emergency services or other external authorities
- A **Critical Incident Management Team** may be convened to coordinate the college's response, especially in cases of large-scale incidents, such as natural disasters or serious accidents.

Step 4: Follow-Up and Investigation

- SCOTS English College will conduct a thorough investigation into the incident, gathering information from all relevant parties, including students, hosts, witnesses, and emergency personnel.
- An **Incident Report** will be completed within 24 hours of the incident, documenting the details, actions taken, and any follow-up measures required.
- SCOTS English College will ensure ongoing communication with the student's family, host, and other stakeholders as necessary.

Step 5: Post-Incident Support

- Students, host families, and staff affected by the incident will be provided with access to **counseling services, mental health support**, and other resources to aid their recovery.
- Alternative accommodation will be arranged for students if the host family environment is no longer deemed safe or appropriate.

6. Communication Protocol

In the event of a critical incident, communication must be managed sensitively and confidentially. SCOTS English College will handle all external communications with students' families, media outlets, and relevant authorities. All internal communications will adhere to privacy laws and respect the confidentiality of the individuals involved.

- **Family Notification:** The student's emergency contact or family will be notified as soon as possible following a critical incident, particularly in cases of serious injury, death, or missing persons.
- **Media and Public Statements:** Only designated SCOTS English College personnel are authorized to communicate with the media regarding a critical incident. No personal information about the student or host family will be shared without proper consent.

7. Review and Continuous Improvement

Following each critical incident, SCOTS English College will:

- Review the response process and identify any areas for improvement.
- Update training materials for host families and staff based on lessons learned.
- Ensure that all involved parties are provided with feedback and closure regarding the incident.

8. Training and Awareness

All host families and SCOTS English College staff involved in the accommodation hosting program will receive training on:

- Recognizing and responding to critical incidents.
- First aid procedures and emergency contacts.
- The proper use of the emergency contact system and reporting protocols.

Regular drills and updates to emergency contact details will be conducted to ensure preparedness.

9. Policy Review

This Critical Incident Policy will be reviewed annually to ensure its relevance and effectiveness in managing emergencies and protecting the welfare of students, host families, and staff. Feedback from

hosts, students, and staff will be incorporated into future updates.

By adhering to this Critical Incident Policy, SCOTS English College aims to provide a safe, responsive, and supportive environment for all students and host families, ensuring that any critical incidents are managed professionally and effectively to minimize harm and provide the necessary care and assistance.