

# Critical Incident Procedures for Agents Offshore

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Below is information about what to do in case of an accident or emergency involving an international student. Sometimes you will be informed first. Please follow these procedures.

**A critical incident is an unexpected event where there is a threat to the life/health or safety of your student. It includes serious illness or accident and any other situation where there is grave concern for the student's safety or wellbeing.**

Ormiston Senior College is responsible for the safety and welfare of students. In the event of a critical incident, please call the school's emergency number as soon as possible, as we will help and support you and make sure that all the appropriate procedures are followed.

**Note: The School is responsible for informing parents. Please do not contact them. Inform the school first and we will work with you to notify parents of what has happened.**

Please always inform the school if a student is admitted to hospital, in case we are not aware of it.

<b>International Out of Hours Emergency Phone:</b>	<b>+64 22 044 1602</b>
<b>Director of International Students</b> Lisa Crossley	Phone: +64 22 653 0872 Email: <a href="mailto:lcrossley@ormiston.school.nz">lcrossley@ormiston.school.nz</a>
<b>Principal</b> Tim Botting	Email: <a href="mailto:tbotting@ormiston.school.nz">tbotting@ormiston.school.nz</a>
<b>School Phone (office hours):</b>	<b>+64 9 551 2430</b>

## What Happens in an Emergency?

1. The School receives information of a Critical Incident
2. The School's Principal forms a Critical Incident Team
3. The Principal and the Team will plan and approve all responses and communications.

All communication that comes to you must be referred to this team. Do not pass on any information to any other persons or the media. If we need help with translation, we may ask you to help. We will involve/include you in communication with the family.

We will update you regularly, and inform you of how you can support the family and school.