

Student Emergency Response Plan (SERP)

December 2011

Version Control Table		
Action	Approval Body	Date Amended
SERP Approved	Chair, SMT	October 2009
Minor Amendment: Communication updates and official advice	Acting AVC, Student Services	December 2009
Contact details amended in Appendix One	Not required	8 June 2010
Contact details amended in Appendix One	Not required	16 December 2010
Privacy Guidelines added to introduction and checklists	PVC, International and Student Services	19 January 2011
Contact details amended in Appendix One	Not required	13 April 2011
Appendix One: Contact List removed	PVC, International and Student Services	30 November 2011
Changes made to document as recommended by the SSI.	PVC, International and Student Services	14 December 2011

Table of Contents

Introduction	4
What is a Student Emergency?	4
Impact of Student Emergencies	5
The Student Emergency Response Team (SERT)	5
The Need for a Student Emergency Response Plan	5
Student Emergency Support and Feedback Network Structure	7
Student Emergency Response Manager	7
Student Emergency Response Team (SERT) Membership	8
Student Emergency Response	8
Death of a Student	10
Information/Communication Flow Chart: Domestic	10
Information/Communication Flow Chart: International	11
Priority Checklists for Student Emergency Response Manager	12
<i>Immediate Checklist (first 24 hours)</i>	
<i>Medium Term Checklist (1-15 days)</i>	
<i>Long Term Checklist (15+ days)</i>	
Serious Injury or Illness of a Student	19
Information/Communication Flow Chart: Domestic	19
Information/Communication Flow Chart: International	20
Priority Checklists for Student Emergency Response Manager	21
<i>Immediate Checklist (first 24 hours)</i>	
<i>Medium Term Checklist (1-15 days)</i>	
<i>Long Term Checklist (15+ days)</i>	
Assault of a Student	28
Information/Communication Flow Chart: Domestic	28
Information/Communication Flow Chart: International	29
Priority Checklists for Student Emergency Response Manager	30
<i>Immediate Checklist (first 24 hours)</i>	
<i>Medium Term Checklist (1-15 days)</i>	
<i>Long Term Checklist (15+ days)</i>	

Psychiatric Hospitalisation of a Student	37
Information/Communication Flow Chart: Domestic	38
Information/Communication Flow Chart: International	39
Priority Checklists for Student Emergency Response Manager	40
<i>Immediate Checklist (first 24 hours)</i>	
<i>Medium Term Checklist (1 – 15 days)</i>	
<i>Long Term Checklist (15+ days)</i>	
Arrest of a Student	46
Information/Communication Flow Chart: Domestic	46
Information/Communication Flow Chart: International	47
Civil or Family Disaster in a Student’s Home Country/Region	48
Role of the Student Emergency Response Team (SERT)	48
Appendix One: Contact List (Confidential document. Please contact PA to the PVC Student Services and International)	49
Appendix Two: Standard Operating Procedures	50
Appendix Three: SMS Codes for Identification of Students with Disabilities	65

Introduction

This Student Emergency Response Plan is a companion document to the University of Canterbury Emergency Response Plan, providing a detailed protocol to be followed when responding to a student emergency.

The document comprises separate flow charts for domestic and international students and includes detailed checklists for each type of emergency. The Standard Operating Procedures (SOPs) are contained in the appendices.

Domestic Students This plan acknowledges the diversity of background, age and living arrangements of ‘domestic’ students: For example, from young New Zealanders living in their family homes to permanent residents and/or migrants without family members in New Zealand, or students in Halls of Residence or rental accommodation, or older students with family responsibilities. The ‘domestic’ flow charts reflect recommended actions appropriate to the most extreme of these circumstances. However, this plan advocates that responses are appropriately aligned with the student’s specific circumstances. Therefore, in responding to a domestic student emergency, it is necessary to consciously select those actions that are appropriate and omit those that are not.

International Students This plan honours the Code of Practice for the Pastoral Care of International Students and details essential additional requirements when responding to emergencies affecting international students. These **actions** are reflected in the separate flow charts for ‘international’ students.

Students with Disabilities This plan includes responses to emergencies affecting students with disabilities. The details of a student’s impairment can be identified by using the disability status code, located in the Student Management System (SMS), in conjunction with the information in Appendix Three.

What is a Student Emergency?

A student emergency is an unplanned or unforeseen traumatic event affecting a student or students which has an impact upon UC, its staff, its students and the wider community. UC has a responsibility to be prepared for and to respond quickly, effectively and sensitively to any student emergency.

This plan is designed to be used in two ways. It can be followed as part of a wider response (as detailed in the UC Emergency Response Plan) in the event that a student emergency has impacted significantly on UC, staff, students and the wider community. Or, if the scope of the impact is not deemed significant in this sense, this plan may be used as a stand-alone set of protocols (the determination of this will require the exercise of judgment – see *The Activation and Notification Levels for a UC Critical Incident (1.1)* in the UC Emergency Response Plan). Note that situations may involve more than one of the protocols listed in this Plan, for example, in the event that a student requiring psychiatric hospitalisation assaults another student and is arrested.

The Student Emergency Response Plan details the following protocols:

- death of a student
- assault, serious injury, or illness
- admittance (voluntary or under the Mental Health Act) to a psychiatric hospital

- arrest of a student
- family emergency/natural disaster/civil emergency in the home country of an international student or home region of a domestic student.

It is the case, however, that this list may not include emergencies of an unforeseen nature. Its protocols, however, will still provide guidance in such an event.

Impact of Student Emergencies

Student emergencies may have a negative impact on a number of people, either through the immediate effects of being involved, by witnessing an event, or because the emotional impact of past experiences has resurfaced. Where there are negative effects there is a need to be aware not only of the “ripple effect” on people not directly affected, but also of the unpredictability of spread and impact of this effect. These can include:

- secondary victims, such as students, staff and family members not directly involved but experiencing multiple bereavement or other trauma;
- UC as an institution, through negative media or public response;
- the wider community.

The Student Emergency Response Team (SERT)

In the event of an emergency, a **SERT** may be established and tasked by the UC Incident Controller (IC) to provide any necessary support for people immediately affected by the incident (physical care of injuries is the responsibility of UC Incident Management Team and the emergency services/authorities); and to plan for active monitoring and longer term care of those individuals.

It is possible that a student emergency may involve more than one protocol (for example, where one student experiences a psychotic episode and is arrested and subsequently hospitalised after assaulting another student). In any such situation, it is important to ensure that each student is adequately supported by a separate advisor, so there can be no suggestion of conflict of interest.

If the incident involves students in a regional campus, the IC will communicate with the management of the appropriate campus in order to provide a co-ordinated response.

The Need for a Student Emergency Response Plan

UC has a duty of care to staff and students, and an obligation to protect its reputation by being prepared to deal quickly, effectively and sensitively with a student emergency.

This set of protocols is designed to meet that duty of care by seeking to protect the welfare of staff and students both during and after a student emergency. It provides guidance on measures to be taken and establishes the primary lines of responsibility and communication. The plan should be implemented in all of UC’s campuses, field stations, halls of residences or in other settings where staff and students study and work. An off-campus emergency, such as a serious accident associated with field study, requires a controlled response to avoid confusion as people affected approach UC for information, support, or to offer their help.

Where there has been a work related event causing injury or illness involving employees, self-employed people, contractors and other visitors to a place of work under the control of the University, then the Event Reporting and Investigation Process will be applied. In the University of Canterbury’s situation, this includes students. In the case of a serious harm event, the IC will ensure that the Health and Safety Manager has been informed as soon as possible, to enable the correct reporting requirements to authorities.

MASTER Student Emergency Response Plan

When students are involved, such incidents may cause strong emotional reactions in the respective wider communities at the University of Canterbury, among staff, and among the family members of the affected students. It is important that those dealing with the situation are thinking clearly, acting efficiently, communicating responsibly, and working closely as a team.

Priorities will include:

- to save the life of anyone at risk
- inform those with the need and the right to know
- protect others from the effects of the event
- control publicity⁺
- minimise any long term impact on the University
- restore normality as soon as possible, and
- prevent reoccurrences or resulting events, where possible.

⁺ Note: The use of modern technology means that it may be difficult to manage information and/or influence the release of information because it may already be in the public domain (e.g. use of text messaging and text pics and the site of an incident).

Privacy Act

The University is mindful of its obligations under the Privacy Act and in its response to a student emergency, will be informed by the relevant principles. To that end, legal advice has been sought and the following guidelines are provided:

Personal information should not be disclosed to a third person unless the person holding it believes on reasonable grounds that disclosure is necessary to prevent or lessen a serious and imminent threat to individual or public health or safety. Disclosure should be to someone who can do something about it.

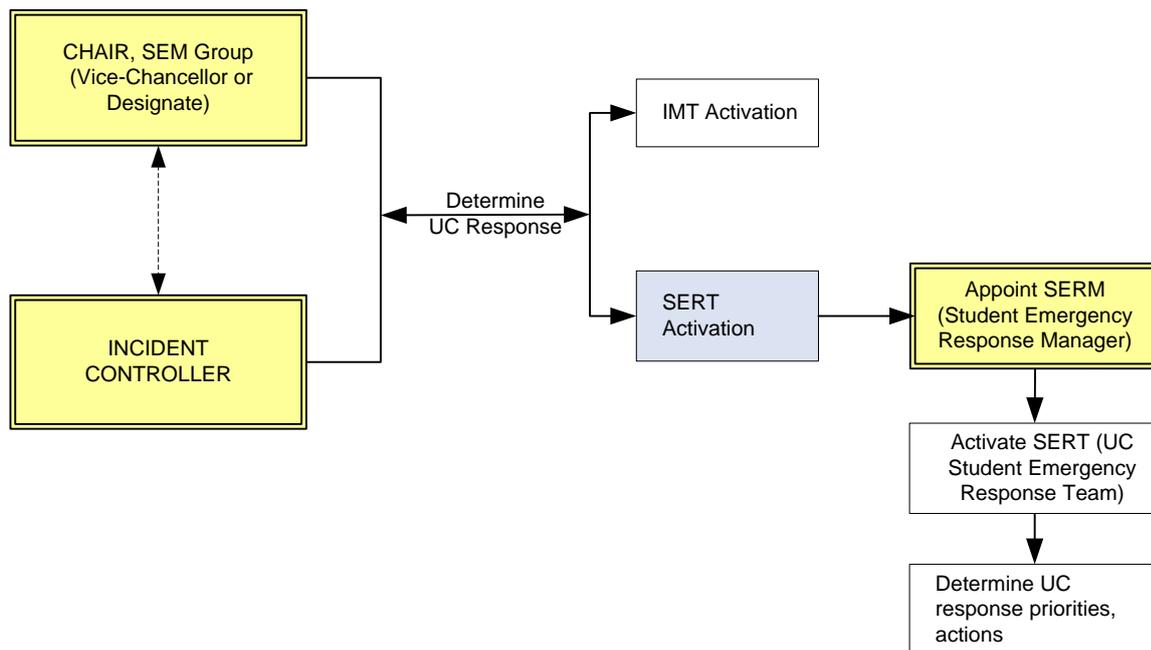
The Privacy Commissioner has suggested the following guidelines to be used:

- It is not practicable or desirable to obtain individual authorisation;
- There is a serious threat to public health, public safety or the life or health of an individual;
- The threat is imminent;
- Disclosure would prevent or lessen that threat;
- Disclosure is necessary to prevent or lessen the threat.

As to when disclosure is 'necessary', the Privacy Commissioner has outlined the following considerations:

- Can the threat be prevented or minimised in some way that does not involve releasing confidential information;
- Disclosure must be made to someone who has the power to act urgently to achieve a tangible result in the particular case;
- Disclosure should only be to the extent necessary to prevent or lessen the threat – you may not need to release all the information;
- Disclosure should be to a responsible authority in the first instance if possible (eg: police).

Student Emergency Support and Feedback Network Structure*



Refer to page 20 of the University of Canterbury Emergency Student Emergency Response Plan for details on University structure.

The following key University personnel should be involved in the event of any student emergency:

Incident Controller (IC) and Chair of the Strategic Emergency Management Group (SEM Group)

The Incident Controller (IC) and the Chair of the Strategic Emergency Management Group (SEM Group) will communicate with each other as soon as the student emergency is notified to appoint the Student Emergency Response Manager. Together, they will determine the UC response, priorities and actions.

* In some situations, the nature of the student emergency and the level of response appropriate will mean that the Chair of the SEM Group and the Incident Controller are, in reality, contacted by a self-appointed Student Emergency Response Manager who has already taken the appropriate actions; this appointment and response will thus be confirmed retrospectively.

Student Emergency Response Manager

This role shall be carried out by one of the following, depending on the situation:

- PVC Student Services and International, or delegate;
- Student Success Manager, or delegate;
- Team Leader, Student Support, or delegate;
- Student Support Advisors
- A member of the University Incident Management Team so delegated.

Student Emergency Response Team (SERT)

Note: In most instances, the SERT involvement may be limited to notification and updates only. Operational responsibility for the implementation of the following procedures will, in most instances, be delegated to, and managed by, the relevant staff from the Student Advisory Services group, if a response is in fact appropriate.

Essential

Vice-Chancellor
PVC Student Services and International
PVC relevant College(s)
Advice from CER
Student Success Manager
Team Leader, Student Support

Co-opted, as required

Bicultural (or other) Advisor
Campus Constable
College Manager(s)
Deans of Faculties
Disability Resource Service Team Leader
Facilities Management Director
Heads of Halls
Health & Safety Manager
Human Resources Director
ICTS Director
Maori & Pacific Development Group Manager
Operations Group Manager (FM)
Pacific Team Leader
Proctors
Service Unit Heads (other)
UC Health Centre Director
University Chaplain

Student Emergency Response

Role of the Student Emergency Response Manager

- Call together Student Emergency Response team
- Assign Student Emergency Response Team Administration Support
- Coordinate Student Emergency Response team
- Within the first 12 hours of the critical incident response, provide update to: PVC International/Student Services; advice from CER; Group Manager, Operation Services, Facilities Management; Manager Admissions and Enrolments
- Be point of contact for feedback and questions

Student Emergency Response Team Administration Support

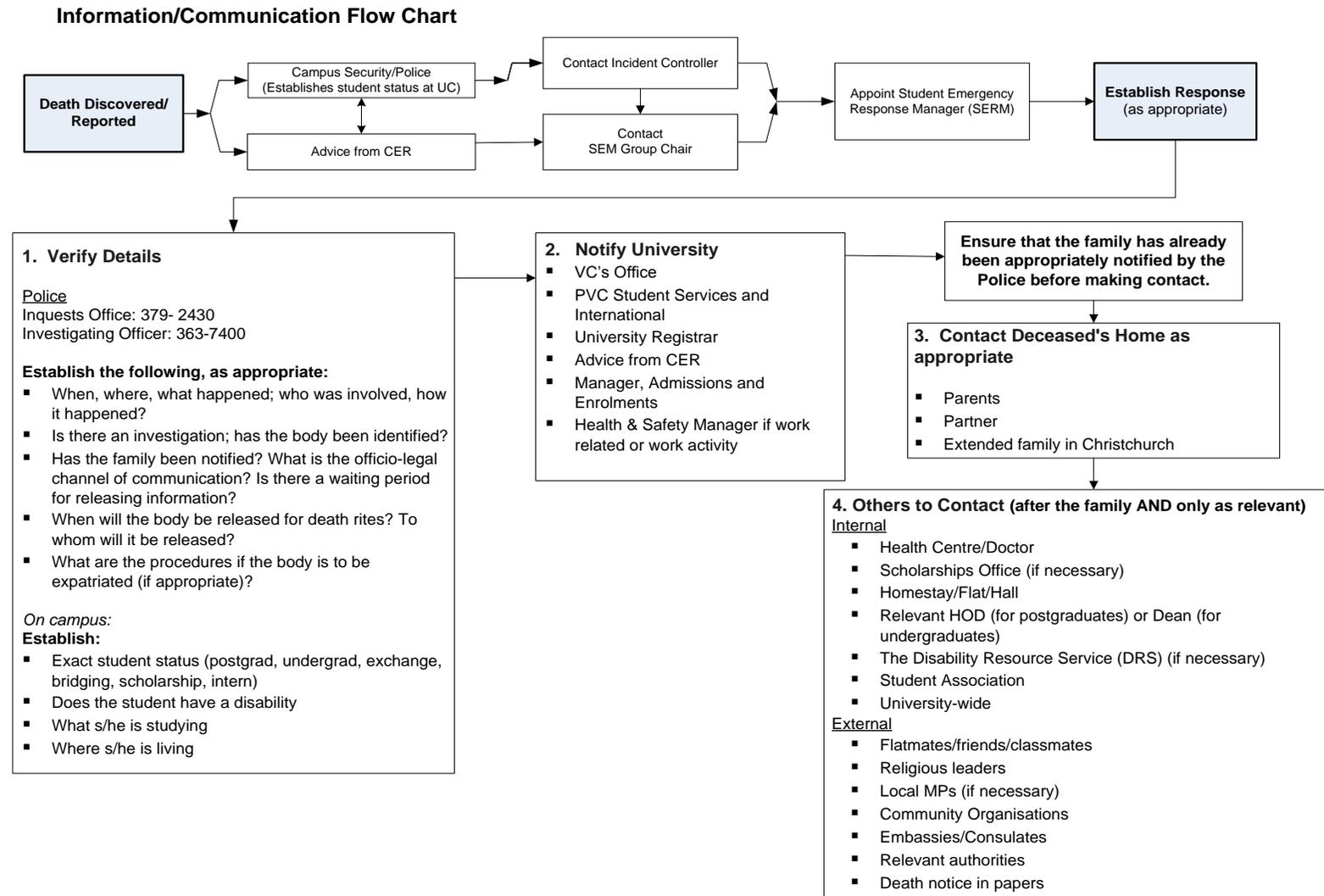
- Maintain records and documentation
- Keep actions flowing and follow up on actions
- Maintain group communications
- Action any budget requirements

Roles of the Student Emergency Response Team

- To ensure a clear understanding of the known facts
- To plan and approve an immediate response
- To plan and approve ongoing strategies
- To allocate individual roles/responsibilities for ongoing tasks
- To ensure appropriate support for staff/students during a critical incident
- To participate in training sessions if required
- To provide and allocate resources (funding, support centre, etc)
- To arrange relief staff for any employees affected by the critical incident
- To ensure that no information is released to the press except under the instruction of the advice from CER
- To address legal requirements, inclusive of reports to relevant authorities (documentation)
- To deal with any other issues as they arise
- To contribute towards keeping the usual business of the University running as smoothly as possible during the emergency
- To keep VC's Office informed

DEATH OF UC DOMESTIC STUDENT

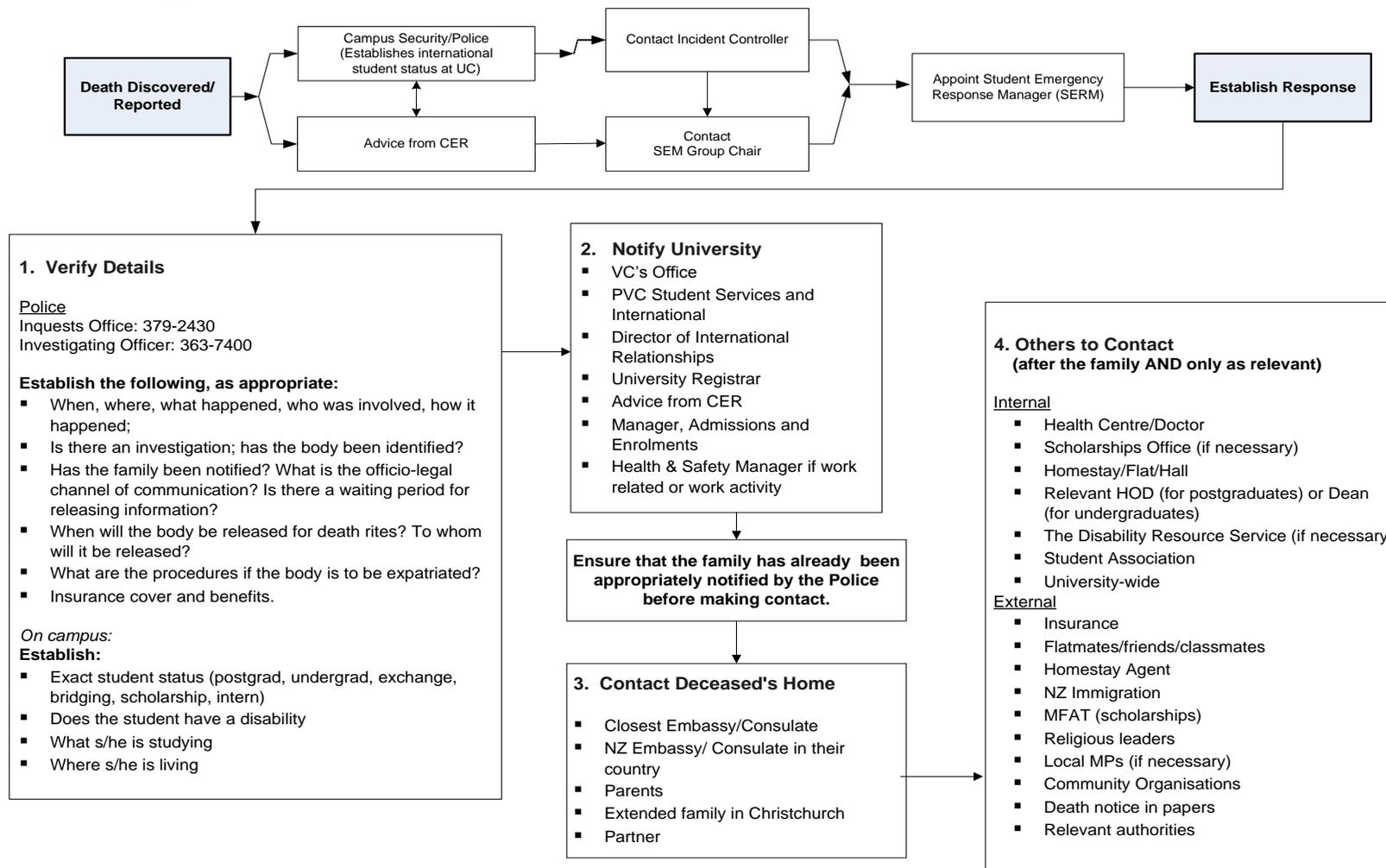
The death of a student is traumatic for all those involved. Under delegation from the Chair of the SEM Group and the IC, it is important that the Student Emergency Response Manager and his/her Team act quickly to deal with potential issues and ensure that the stress on those involved is minimised.



DEATH OF UC INTERNATIONAL STUDENT

The death of an international student is traumatic for all those involved, including family overseas. Under delegation from the Chair of the SEM Group and the IC, it is important that the Student Emergency Response Manager and his/her Team act quickly to deal with potential issues and ensure that the stress on those involved is minimised.

Information/Communication Flow Chart



Death of a Student

Checklist for Student Emergency Response Manager			
<i>Title:</i>	<i>First Names:</i>	<i>Surname:</i>	
<i>Student ID#</i>			<i>Date of Death:</i>
<i>Department/School:</i>			

Immediate Checklist (within 24 hours, as appropriate)				
<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Communicate Effectively and Efficiently about the Deceased Student				
Consult the Communication Flowchart.	<input type="checkbox"/>	<input type="checkbox"/>		
Confirm who has died, their full name and identifying details, and the details surrounding the death before notifying anyone. In this way you can answer the questions when you notify people.	<input type="checkbox"/>	<input type="checkbox"/>		
Be very aware of Privacy Act obligations to protect and respect personal information.	<input type="checkbox"/>	<input type="checkbox"/>		
If the student has a disability then use the disability status code located in the SMS, in conjunction with the information in Appendix Three, to ensure an informed response and advise DRS staff of the situation.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Do not give any unnecessary details about how the student died unless they are asked for and the police have given you clearance to communicate this information.	<input type="checkbox"/>	<input type="checkbox"/>		
Contact the Manager, Admissions and Enrolments to ensure that all information about the student is immediately removed from the UC web pages (including UC Google name search). Note that this may also need to include protecting the anonymity of other students impacted by the death.	<input type="checkbox"/>	<input type="checkbox"/>		
Contact Dean of the relevant College and request that the Dean keep the PVC informed.	<input type="checkbox"/>	<input type="checkbox"/>		
Determine if the death is due to a work activity or University led activity under the control of the University; if so notify Health and Safety Manager.	<input type="checkbox"/>	<input type="checkbox"/>		
Are there any religious or cultural considerations?	<input type="checkbox"/>	<input type="checkbox"/>		
Establish a Student Emergency Response Team				
Read the Student Emergency Response Team part of the Plan	<input type="checkbox"/>	<input type="checkbox"/>		
Confirm membership and availability of Student Emergency Response Team members.	<input type="checkbox"/>	<input type="checkbox"/>		
Meet with the whole team within 24 hours to explain their roles and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>		
Thereafter, it is no longer necessary for the entire team to meet – members will come to meetings as necessary.	<input type="checkbox"/>	<input type="checkbox"/>		
Meet regularly with members to keep them updated, allocate tasks and give support. Regular meeting times are ideal.	<input type="checkbox"/>	<input type="checkbox"/>		

Requirement	N/A	Action	Date	Notes
Student Emergency Response Manager (SERM) to report regularly to relevant UC personnel to keep them informed. Personnel will include, but not limited to: PVC Student Services/International (who will keep the VC advised), Group Manager Operational Services FM, Health & Safety Manager, advice from CER, and College Dean.	<input type="checkbox"/>	<input type="checkbox"/>		
Deal with Police (Security Manager/Liaison Person).	<input type="checkbox"/>	<input type="checkbox"/>		
Notifying the Family				
Establish whether the family has been notified.	<input type="checkbox"/>	<input type="checkbox"/>		
Read guidelines on dealing with family (pp. 50).	<input type="checkbox"/>	<input type="checkbox"/>		
Dealing with Friends/Flatmates (ongoing)				
Decide on the appropriate way to notify students of the death, when this should occur and when the death should be formally announced.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure the Student Emergency Response Team has the counsellors' contact details.	<input type="checkbox"/>	<input type="checkbox"/>		
Identify which friends may be badly affected/at risk and need support.	<input type="checkbox"/>	<input type="checkbox"/>		
Refer any at-risk students and friends to counsellors.	<input type="checkbox"/>	<input type="checkbox"/>		
Contact counsellors and inform them of potentially at-risk students.	<input type="checkbox"/>	<input type="checkbox"/>		
Give the students/friends contact numbers to the appropriate members of the Student Emergency Response Team (Chaplains, counsellors, student advisors, residential assistants). Note: It may be appropriate for a counsellor to approach students, friends, and/or staff as a group (educative process) in the halls, a lecture theatre, a staff meeting or a flat.	<input type="checkbox"/>	<input type="checkbox"/>		
Communications				

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Within the first 12 hours of the critical incident response, provide update to: PVC International/Student Services; advice from CER; Group Manager, Operation Services, Facilities Management; Manager, Admissions and Enrolments.	<input type="checkbox"/>	<input type="checkbox"/>		
Media				
Do not speak to the media unless directed to do so by the Corporate Affairs Manager.	<input type="checkbox"/>	<input type="checkbox"/>		
Security of the Deceased Student's Room				
Ensure security of the deceased's room and belongings if it is not part of a police investigation.	<input type="checkbox"/>	<input type="checkbox"/>		
If the deceased student is flatting privately, arrange with the landlord to have his/her room locked until someone appropriate can do an inventory. Landlords can be traced through the Christchurch City Council Rates. A list of rate payers is available to the public if you telephone (03) 371 1423.	<input type="checkbox"/>	<input type="checkbox"/>		
Administration Support				
Start making records of all correspondence (in and out) and keep note of all expressions of condolences and offers of help.	<input type="checkbox"/>	<input type="checkbox"/>		

Medium Term Checklist (1-15 days, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Attend to the Deceased Student's Belongings				
Arrange to have the deceased student's accommodation unlocked.	<input type="checkbox"/>	<input type="checkbox"/>		

Requirement	N/A	Action	Date	Notes
Check with the family to make sure that it is acceptable to make an inventory of the deceased's belongings. Some cultural practices require family members to do this.	<input type="checkbox"/>	<input type="checkbox"/>		
A party of three, consisting of two members of the Student Emergency Response team and a member of Campus Security, is to make an inventory of the deceased's belongings. Landlords, homestay hosts, or flatmates may wish to assist. This is to be done with as little disturbance to the belongings as possible. Leave the room in the state it was found.	<input type="checkbox"/>	<input type="checkbox"/>		
Large quantities of illegal substances should be reported to the police.	<input type="checkbox"/>	<input type="checkbox"/>		
Money should be counted, kept in a safe place, and returned to the parents.	<input type="checkbox"/>	<input type="checkbox"/>		
Take note of bank account details.	<input type="checkbox"/>	<input type="checkbox"/>		
Take note of any vehicles owned by the deceased student.	<input type="checkbox"/>	<input type="checkbox"/>		
Take note of any indications of community involvement.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Take note of insurance details.	<input type="checkbox"/>	<input type="checkbox"/>		
Family Matters (refer to Dealing with the Family for more detail)				
Establish what the family wishes to do with the body. (Repatriate or funeral?)	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Liaise with the insurance company to facilitate and expedite approvals.	<input type="checkbox"/>	<input type="checkbox"/>		
Ask if UC can assist with funeral arrangements.	<input type="checkbox"/>	<input type="checkbox"/>		
Arrange accommodation for the family.	<input type="checkbox"/>	<input type="checkbox"/>		
Maintain contact with and support for family and friends of the deceased.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
If the family is coming to Christchurch, arrange for someone to meet them.	<input type="checkbox"/>	<input type="checkbox"/>		
Keep parents informed.	<input type="checkbox"/>	<input type="checkbox"/>		
Respond appropriately to any cultural issues relating to the death of this student. If possible and appropriate, involve other members of the UC community as cultural advisors and support for the student.	<input type="checkbox"/>	<input type="checkbox"/>		
Media Releases				
Decide on the appropriate media releases.	<input type="checkbox"/>	<input type="checkbox"/>		
Information Sharing				
Student Emergency Response Manager (SERM) to report regularly to relevant UC personnel to keep them informed. Personnel will include, but not limited to: PVC Student Services/International (who will keep the VC advised), Group Manager Operational Services FM, Health & Safety Manager, advice from CER, and College Dean.	<input type="checkbox"/>	<input type="checkbox"/>		

Long Term Checklist (15+ days, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Establish whether there is any interest within the University, a club, a hall of residence, or a group of students for having a memorial service for the deceased. If so, assist with organisation, record it, and send a copy to the parents.	<input type="checkbox"/>	<input type="checkbox"/>		
Follow up on the most affected/at risk students and staff after things quieten down. Ensure that they still have the contact details of appropriate staff members.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Do another UC google search to ensure that there are no inappropriate references to the student on UC websites.	<input type="checkbox"/>	<input type="checkbox"/>		
If there is an inquest into the student's death, it may occur or be prolonged considerably after the funeral. Some students may find the reliving of events very difficult and may experience the grief all over again. Ensure there is help available for them.	<input type="checkbox"/>	<input type="checkbox"/>		
Establish a time for the process to be reviewed. The Student Success Manager or someone else who was not directly involved in the team should lead the review. If necessary, alterations should be made to the Student Emergency Response Plan. Ensure that the amendments are distributed appropriately.	<input type="checkbox"/>	<input type="checkbox"/>		
Write a report on the review and file it with all the records kept.	<input type="checkbox"/>	<input type="checkbox"/>		
If liability is an issue, ensure the University is prepared for legal proceedings.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the members of the Student Emergency Response team have support if necessary. This is a stressful time, and they may have been working long hours.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the necessary thanks and acknowledgements go to people who have helped and offered to lend assistance.	<input type="checkbox"/>	<input type="checkbox"/>		

Verification

Signature:

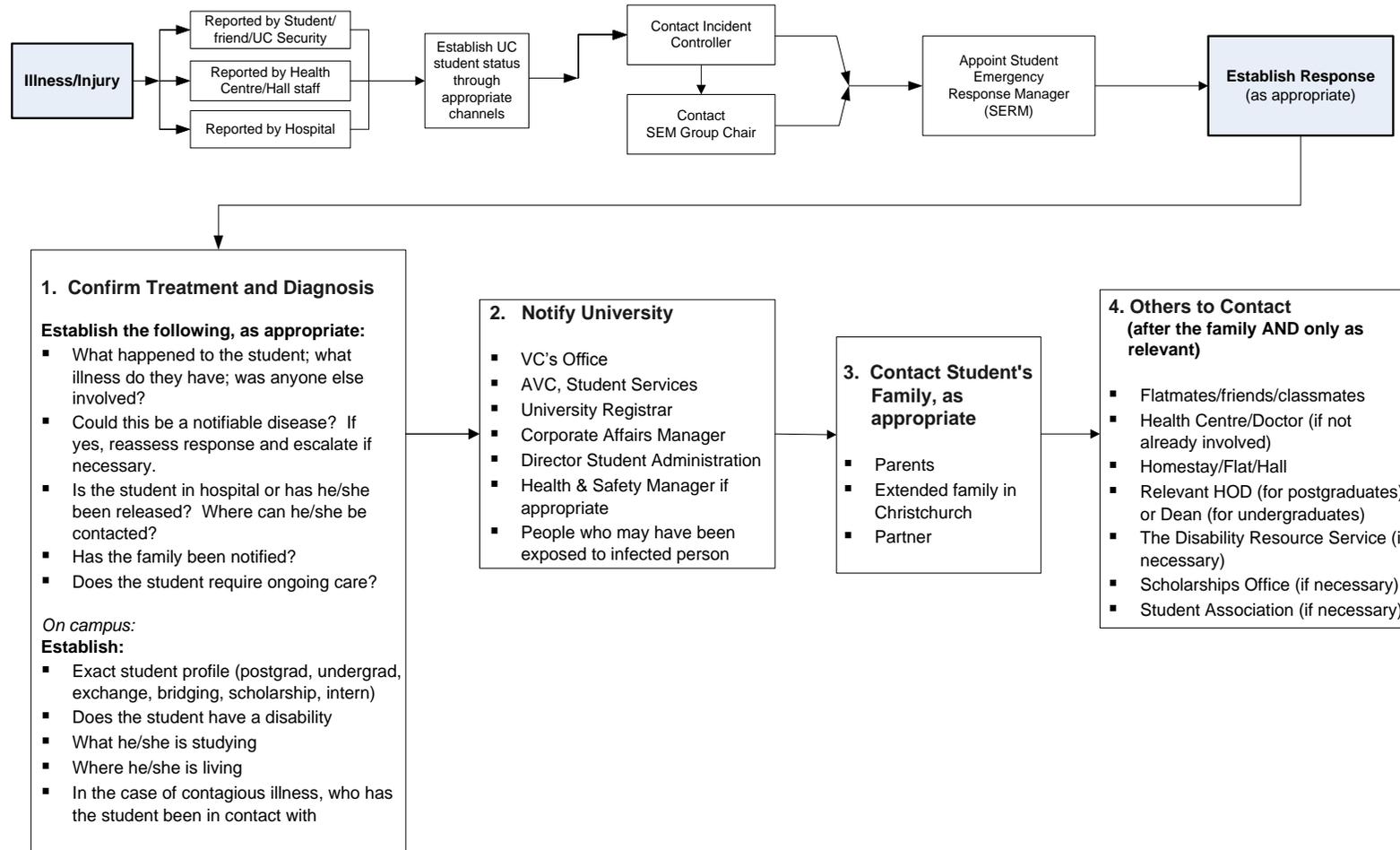
Date:

Action: File Checklist in office of the SERM and send a copy to PVC Student Services and International

SERIOUS ILLNESS OR INJURY OF UC DOMESTIC STUDENT

The Student Emergency Response Team does not usually need to become involved in cases of non-serious illness or injury. It may need to become involved, however, when an illness or injury is serious, life-threatening, or (in the case of illness in particular) potentially contagious.

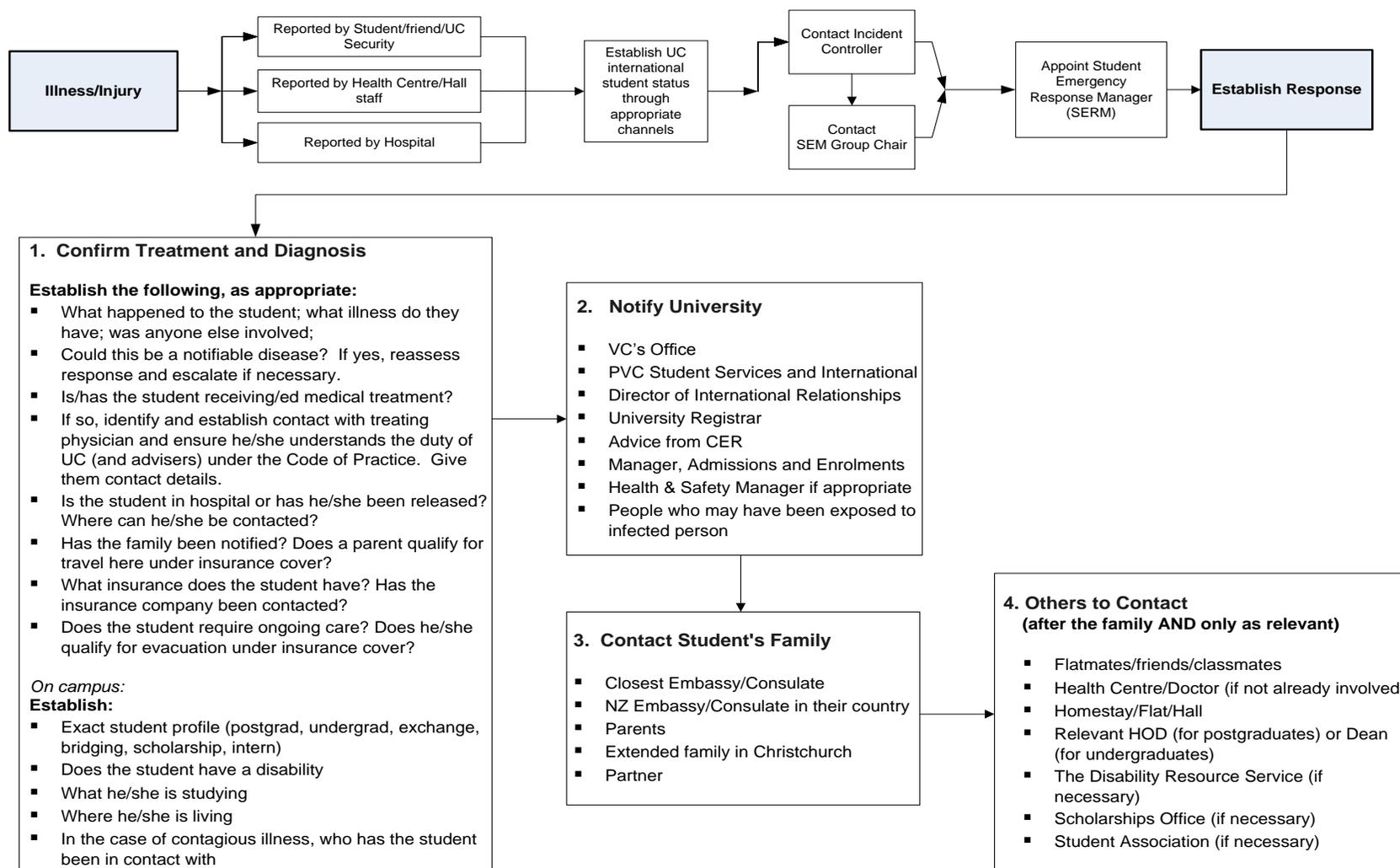
Information/Communication Flow Chart



SERIOUS ILLNESS OR INJURY OF UC INTERNATIONAL STUDENT

The Student Emergency Response Team does not usually need to become involved in cases of non-serious illness or injury. It may need to become involved, however, when an illness or injury is serious, life-threatening, or (in the case of illness in particular) potentially contagious.

Information/Communication Flow Chart



Serious Illness or Injury of a Student

Checklist for Student Emergency Response Manager			
<i>Title:</i>	<i>First Names:</i>	<i>Surname:</i>	
<i>Student ID#</i>			<i>Date of Death:</i>
<i>Department/School:</i>			

Immediate Checklist (within 24 hours, as appropriate)				
<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Communicate Effectively and Efficiently about the Ill/Injured Student				
Consult the Communication Flowchart.	<input type="checkbox"/>	<input type="checkbox"/>		
Confirm the name and details of the ill/injured student, how the illness/injury occurred, ensure they are receiving medical treatment, what condition they are in, if and where they can be visited, and what their prognosis is. In this way you can answer questions when you notify people.	<input type="checkbox"/>	<input type="checkbox"/>		
Be very aware of Privacy Act obligations to protect and respect personal information.	<input type="checkbox"/>	<input type="checkbox"/>		
If the student has a disability then use the disability status code located in the SMS, in conjunction with the information in Appendix Three, to ensure an informed response and advise DRS staff of the situation.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Avoid giving any unnecessary details about the student's condition, unless it is asked for by someone authorised to know.	<input type="checkbox"/>	<input type="checkbox"/>		
If the student is hospitalised, then establish if the treating doctor considers it medically necessary that a family member is with the student. If the doctor does consider this necessary then liaise with the family to ensure this happens.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Is student is hospitalized, ensure release of information forms are signed by the student and that the hospital is informed of student' insurance company in order to obtain verification of coverage for treatment.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Ensure that the treating doctor is aware that the student's insurance company must be informed if the doctor considers it medically necessary that a family member is flown to Christchurch to be with the student.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : If the doctor does consider this necessary, then ensure that a claim form is faxed to the insurance company with a letter stating the necessity from the treating doctor as soon as possible. Maintain liaison with the insurance company and family to ensure that this happens.	<input type="checkbox"/>	<input type="checkbox"/>		
Determine if the death is due to a work activity or University led activity under the control of the University; if so notify Health and Safety Manager.	<input type="checkbox"/>	<input type="checkbox"/>		
Establish a Student Emergency Response Team				
Read the Student Emergency Response Team part of the Plan	<input type="checkbox"/>	<input type="checkbox"/>		
Confirm membership and availability of Student Emergency Response Team members.	<input type="checkbox"/>	<input type="checkbox"/>		
Meet with the whole team within 24 hours to explain their roles and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Thereafter, it is no longer necessary for the entire team to meet – members will come to meetings as necessary.	<input type="checkbox"/>	<input type="checkbox"/>		
Keep members updated, allocate tasks and give support. Regular meeting times are ideal.	<input type="checkbox"/>	<input type="checkbox"/>		
Notifying the Family				
Establish whether the family has been notified.	<input type="checkbox"/>	<input type="checkbox"/>		
Read guidelines on dealing with family.	<input type="checkbox"/>	<input type="checkbox"/>		
Dealing with Friends/Flatmates (ongoing)				
Decide on the appropriate way to notify students of the illness/injury.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure the Student Emergency Response Team has the counsellors' contact details.	<input type="checkbox"/>	<input type="checkbox"/>		
Identify which friends may be at risk and need support; inform counsellors and chaplains as relevant.	<input type="checkbox"/>	<input type="checkbox"/>		
Refer any at-risk students and friends to counsellors.	<input type="checkbox"/>	<input type="checkbox"/>		
Give the students/friends contact numbers to the appropriate members of the Student Emergency Response Team (Chaplains, counsellors, student advisors, residential assistants).	<input type="checkbox"/>	<input type="checkbox"/>		
Accommodation/Academic Arrangements				
Contact the relevant Dean(s) and course co-ordinators, and make appropriate arrangements with them.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Ensure that the student has any belongings that they require from their accommodation and that the accommodation, if not in the family home, is secure while they are hospitalised. It may be necessary to move the student's belongings out of their accommodation and arrange for their return to the family home, if the student is being repatriated. Otherwise, ensure that the student is comfortable when returning to his/her accommodation	<input type="checkbox"/>	<input type="checkbox"/>		
Communications				
Within the first 12 hours of the critical incident response, provide update to: PVC International/Student Services; advice from CER; Group Manager, Operation Services, Facilities Management; Manager, Admissions and Enrolments	<input type="checkbox"/>	<input type="checkbox"/>		
Media				
Do not speak to the media until you have consulted with the Corporate Affairs Manager, and completed the communication process.	<input type="checkbox"/>	<input type="checkbox"/>		
Contagious Disease				
Determine whether anyone else should be notified/ hospitalised.	<input type="checkbox"/>	<input type="checkbox"/>		
Identify others who may have been exposed to the illness by contact with the student.	<input type="checkbox"/>	<input type="checkbox"/>		
Establish a procedure for those at risk to see a health professional and get checked.	<input type="checkbox"/>	<input type="checkbox"/>		
Notify those at risk and ensure they follow this procedure at the earliest possible time and avoid situations where they may expose others.	<input type="checkbox"/>	<input type="checkbox"/>		

Medium Term Checklist (1-15 days, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Ensure the Comfort of the Ill/Injured Student				
Ensure that someone can deal with any urgent issues that the student may need to have attended to while they are incapacitated.	<input type="checkbox"/>	<input type="checkbox"/>		
Arrange to have any required belongings delivered to the student while in hospital.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the rest of the student's belongings are safe if the student will be away from the Halls of Residence, flat or home for a prolonged period.	<input type="checkbox"/>	<input type="checkbox"/>		
Check with the student that bills will be paid, whether any library books or other material needs to be returned, and whether any assessments are due.	<input type="checkbox"/>	<input type="checkbox"/>		
Determine whether the student will remain in Christchurch or return to their home to recover.	<input type="checkbox"/>	<input type="checkbox"/>		
If returning home, ensure the student is comfortable and has someone taking care of them. Maintain regular contact until student has fully recovered.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Determine whether the student will remain in New Zealand or return to their home country to recover.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Ensure that the student's insurance will cover their situation.	<input type="checkbox"/>	<input type="checkbox"/>		
In collaboration with Deans/course co-ordinators, establish the best option academically for the student, and ensure that all the necessary paperwork is completed.	<input type="checkbox"/>	<input type="checkbox"/>		
Contact the Disability Resource Service and establish what, if any, support will be available to the student during their recuperation.	<input type="checkbox"/>	<input type="checkbox"/>		
Family Matters				

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Establish that the family is aware of the situation and has contact details for the student (employ a translator to explain the situation if necessary).	<input type="checkbox"/>	<input type="checkbox"/>		
Find out whether the family plans to visit the student.	<input type="checkbox"/>	<input type="checkbox"/>		
Arrange accommodation for the family.	<input type="checkbox"/>	<input type="checkbox"/>		
Maintain contact with and support for family and friends of the ill/injured person.	<input type="checkbox"/>	<input type="checkbox"/>		
If the family is coming to Christchurch, arrange for someone to meet them.	<input type="checkbox"/>	<input type="checkbox"/>		
Keep parents informed.	<input type="checkbox"/>	<input type="checkbox"/>		
Media Releases				
In consultation with CER and their advice, decide on appropriate media releases if necessary.	<input type="checkbox"/>	<input type="checkbox"/>		

Long Term Checklist (15+ days, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Follow up on the most affected/at risk students after things quieten down. Ensure that they still have the contact details of appropriate staff members.	<input type="checkbox"/>	<input type="checkbox"/>		
If the student is unable to resume his/her studies for some time, then the student may choose to return home as soon as he/she is considered medically fit to travel. Any scholarship may be suspended or terminated on the grounds of illness or incapacity.	<input type="checkbox"/>	<input type="checkbox"/>		
Keep parents informed of developments.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Establish a time for the process to be reviewed. The Student Success Manager, or someone else who was not directly involved in the team should lead the review. If necessary, alterations should be made to the Student Emergency Response Plan. Ensure that the amendments are distributed appropriately.	<input type="checkbox"/>	<input type="checkbox"/>		
Write a report on the review and file it with all the records kept.	<input type="checkbox"/>	<input type="checkbox"/>		
If liability is an issue, ensure the University is prepared for legal proceedings.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the members of the Student Emergency Response team have support if necessary.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the necessary thanks and acknowledgements go to people who have helped and offered to lend assistance.	<input type="checkbox"/>	<input type="checkbox"/>		

Verification

Signature:

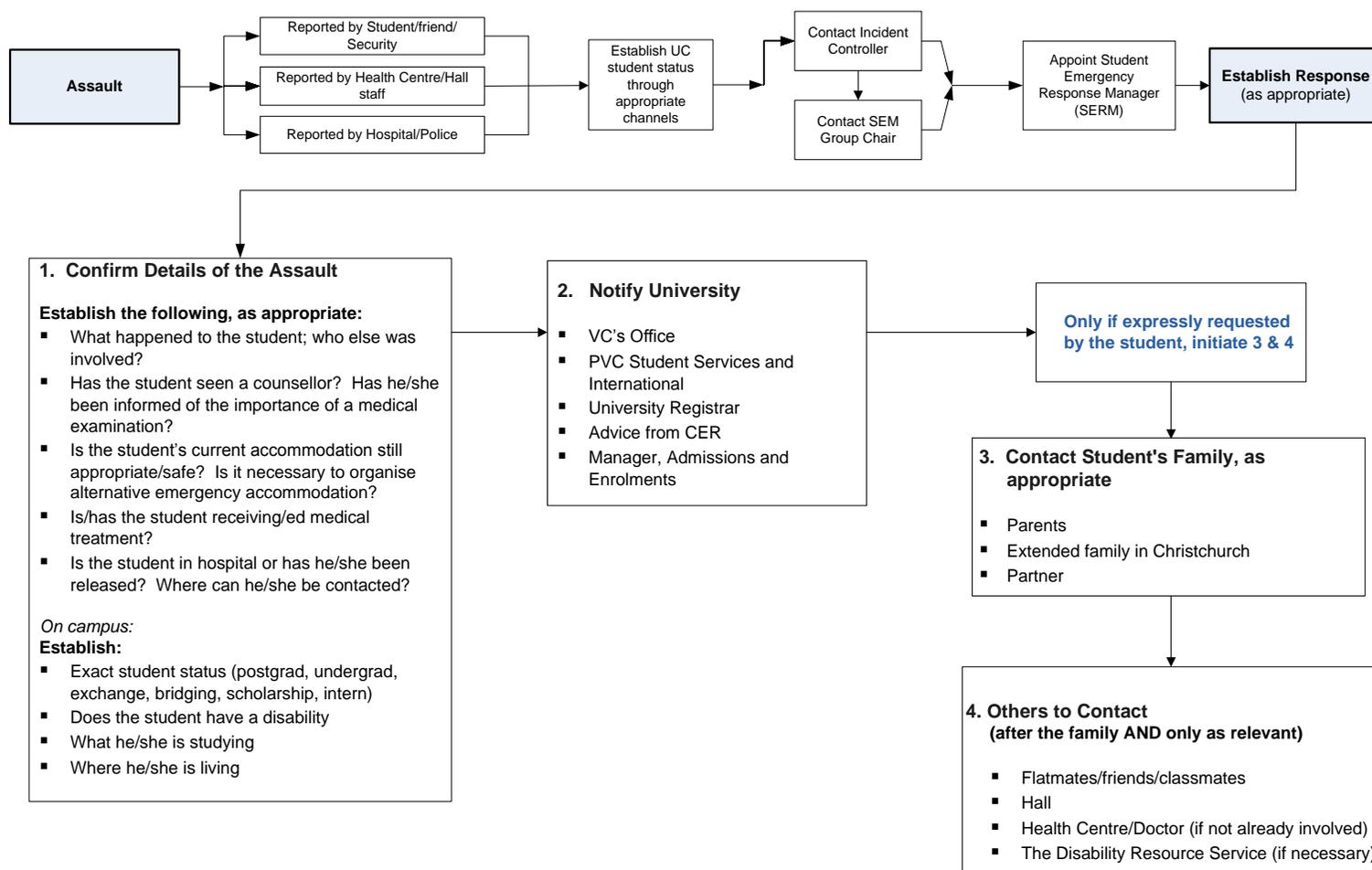
Date:

Action: File Checklist in office of the SERM and send a copy to PVC, Student Services and International

ASSAULT OF UC DOMESTIC STUDENT

An assault can be physical, verbal, or even a threat or display of violence towards a victim. This can affect the victim physically, emotionally, and/or psychologically. The assault may be of a sexual, violent or threatening nature. In such cases, a student may be concerned with maintaining anonymity. Such situations should be handled with sensitivity, especially if the student is not keen for family and friends to be notified.

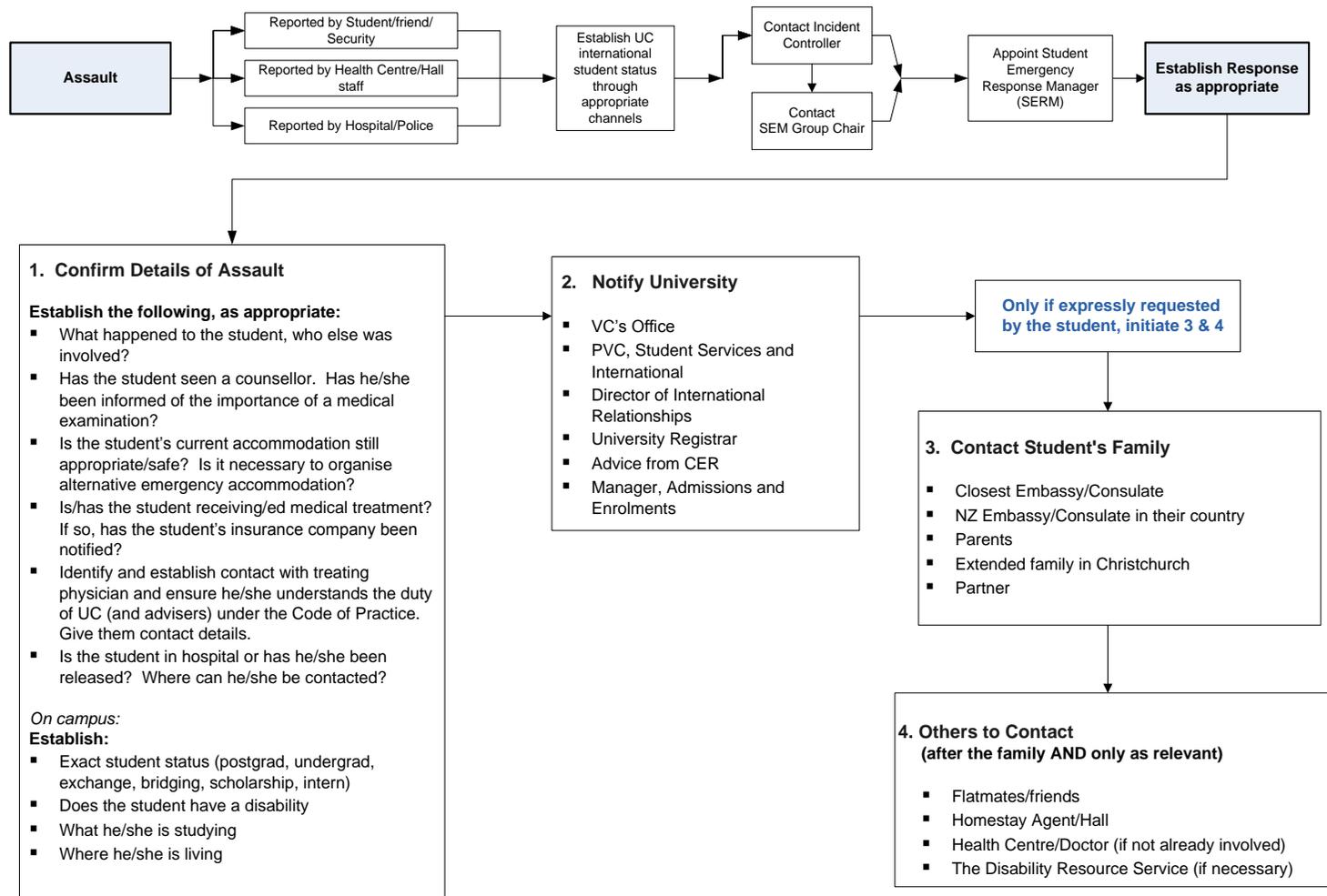
Information/Communication Flow Chart



ASSAULT OF UC INTERNATIONAL STUDENT

An assault can be physical, verbal, or even a threat or display of violence towards a victim. This can affect the victim physically, emotionally, and/or psychologically. The assault may be of a sexual, violent or threatening nature. In such cases, a student may be concerned with maintaining anonymity. Such situations should be handled with sensitivity, especially if the student is not keen for family and friends to be notified.

Information/Communication Flow Chart



Assault of a Student

Checklist for Student Emergency Response Manager			
<i>Title:</i>	<i>First Names:</i>	<i>Surname:</i>	
<i>Student ID#</i>			<i>Date of Death:</i>
<i>Department/School:</i>			

Immediate Checklist (within 24 hours, as appropriate)				
<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Obtain Emergency Assistance for the Student				
Ensure that the assault victim is provided with immediate, appropriate and ongoing support – this can include advisors, counselling and Whanau support. Make an emergency appointment with a counsellor. If the student does not wish to go, the appointment can be cancelled.	<input type="checkbox"/>	<input type="checkbox"/>		
Confirm who the victim is, what happened to them, how it occurred, what condition they are in, and, whether they want to report the incident to the police. Only answer questions about these details if asked by people authorised to know.	<input type="checkbox"/>	<input type="checkbox"/>		
Be very aware of Privacy Act obligations to protect and respect personal information.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
If the student has a disability then use the disability status code located in the SMS, in conjunction with the information in Appendix Three, to ensure an informed response and advise DRS staff of the situation.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the assault victim feels entirely safe in their current accommodation situation. If not, then ensure that an alternative, safe accommodation situation is provided.	<input type="checkbox"/>	<input type="checkbox"/>		
Consult the Communication Flowchart	<input type="checkbox"/>	<input type="checkbox"/>		
If the assault is a rape, then collaborate with the appropriate counsellor to ensure that the student is aware of the importance of a medical examination, and raise the issue of whether or not they will press charges. Ensure that the student is appropriately supported during and after the examination process.	<input type="checkbox"/>	<input type="checkbox"/>		
Remember that the student is probably traumatised and may be reluctant to report the incident immediately. Nonetheless, ensure that they do what is necessary for their own wellbeing, and also for what may be required for an investigation.	<input type="checkbox"/>	<input type="checkbox"/>		
If the student does want to report the incident to the police, then ensure that they are able to do so and provide support if they require it. Ensure that you provide appropriate support for any language or cultural difficulties that may inhibit the victim from obtaining needed assistance or the related criminal investigation.	<input type="checkbox"/>	<input type="checkbox"/>		
If the student does not wish to report the incident, then be mindful and considerate of the student's wishes. Ensure that they are aware of all their options. Do not make any attempt to persuade or force them to report the incident to the police or their family if they are reluctant or unwilling to do so. Ensure that they know that they will continue to be supported, whatever decision they make.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
If the student is hospitalised, then ensure that an advisor is available to support the student and help them apprise the treating doctor of the circumstances.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student:</u> Is student is hospitalized, ensure release of information forms are signed by the student and that the hospital is informed of student' insurance company in order to obtain verification of coverage for treatment.	<input type="checkbox"/>	<input type="checkbox"/>		
Establish if the treating doctor considers it medically necessary that a family member is with the student. If the doctor does consider this necessary then liaise with the family to ensure this happens.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student:</u> Ensure that the treating doctor is aware that the student's insurance company must be informed if the doctor considers it medically necessary that a family member is flown to Christchurch to be with the student.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student:</u> If the doctor does consider this necessary, then ensure that a claim form is faxed to the insurance company with a letter stating the necessity from the treating doctor as soon as possible. Maintain liaison with the insurance company and family to ensure that this happens.	<input type="checkbox"/>	<input type="checkbox"/>		
Establish a Student Emergency Response Team				
Read the Student Emergency Response Team part of the Plan	<input type="checkbox"/>	<input type="checkbox"/>		
Confirm membership and availability of Student Emergency Response Team members.	<input type="checkbox"/>	<input type="checkbox"/>		
Meet with the whole team within 24 hours to explain their roles and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>		
Thereafter, it is no longer necessary for the entire team to meet – members will come to meetings as necessary.	<input type="checkbox"/>	<input type="checkbox"/>		

Requirement	N/A	Action	Date	Notes
Keep members updated, allocate tasks and give support. Regular meeting times are ideal.	<input type="checkbox"/>	<input type="checkbox"/>		
Notifying the Family				
Establish whether the student wants their family to be notified. The student may want to speak to family members themselves.	<input type="checkbox"/>	<input type="checkbox"/>		
Dealing with Friends/Flatmates (ongoing)				
The student may choose to inform flatmates and friends in their own time, or not at all. It is important to be respectful of their wishes, and provide them with support if they require it.	<input type="checkbox"/>	<input type="checkbox"/>		
Identify which friends may be at risk and need support; inform counsellors and chaplains as relevant.	<input type="checkbox"/>	<input type="checkbox"/>		
Accommodation/Academic Arrangements				
Ensure that the student is comfortable returning to his/her accommodation.	<input type="checkbox"/>	<input type="checkbox"/>		
Find out whether the student needs to make alternative academic arrangements.	<input type="checkbox"/>	<input type="checkbox"/>		
Ongoing Support				
Strongly encourage the student to see a Counsellor. Explain that a counsellor's letter will support any application for special consideration/aegrotat/retrospective discontinuation.	<input type="checkbox"/>	<input type="checkbox"/>		
Find out whether the student needs to make use of any other University services.	<input type="checkbox"/>	<input type="checkbox"/>		
Communications				
Within the first 12 hours of the critical incident response, provide update to: PVC International/Student Services; advice from CER; Group Manager, Operation Services, Facilities Management; Manager, Admissions and Enrolments	<input type="checkbox"/>	<input type="checkbox"/>		
Media				

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Ensure that the media is dealt with minimum fuss.	<input type="checkbox"/>	<input type="checkbox"/>		
In the event that the media is already involved, it is important to ensure that the student and their privacy are fully protected. From the point at which UC is notified of the situation, CER will deal with the media.	<input type="checkbox"/>	<input type="checkbox"/>		

Medium Term Checklist (1-15 days, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Ensure the Comfort of the Student				
Arrange for special consideration for the student if they have been academically impaired by the assault.	<input type="checkbox"/>	<input type="checkbox"/>		
Make ongoing counselling available if required.	<input type="checkbox"/>	<input type="checkbox"/>		
Advocate on behalf of the student if necessary, and provide them with support during police investigations or possible court cases.	<input type="checkbox"/>	<input type="checkbox"/>		
Determine whether the student will remain in Christchurch or return to their home region.	<input type="checkbox"/>	<input type="checkbox"/>		
If returning home, ensure the student is comfortable and has someone taking care of them. Maintain regular contact until student has fully recovered.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Determine whether the student will remain in New Zealand or return to their home country.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Determine if student's insurance will cover their situation.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that someone can deal with any urgent issues that the student may need to have attended if they are incapacitated	<input type="checkbox"/>	<input type="checkbox"/>		
Arrange to have any required belongings delivered to the student if hospitalised.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Ensure that the rest of the student's belongings are safe if the student will be away from the Halls of Residence, flat or home for a prolonged period.	<input type="checkbox"/>	<input type="checkbox"/>		
Check with the student that bills will be paid, whether any library books or other material needs to be returned, and whether any assessments are due.	<input type="checkbox"/>	<input type="checkbox"/>		
Family Matters				
With the student's consent, establish that the family is aware of the situation and has contact details for the student.	<input type="checkbox"/>	<input type="checkbox"/>		
With the student's consent, keep parents informed.	<input type="checkbox"/>	<input type="checkbox"/>		
Find out whether the family plans to visit the student.	<input type="checkbox"/>	<input type="checkbox"/>		
Arrange accommodation for the family.	<input type="checkbox"/>	<input type="checkbox"/>		
Maintain contact with and support for family and friends of the student.	<input type="checkbox"/>	<input type="checkbox"/>		
If the family is coming to Christchurch, arrange for someone to meet them.	<input type="checkbox"/>	<input type="checkbox"/>		
Media Releases				
In consultation with CER and their advice, decide on appropriate media releases if necessary.	<input type="checkbox"/>	<input type="checkbox"/>		

Long Term Checklist (15+ days, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Ensure that the student has the contact details of appropriate staff members, and that someone is providing ongoing counselling if required.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
If the student is unable to resume studying for some time, then ensure that necessary arrangements are made within their department.	<input type="checkbox"/>	<input type="checkbox"/>		
Keep parents informed of developments if necessary.	<input type="checkbox"/>	<input type="checkbox"/>		
Establish a time for the process to be reviewed. The Student Success Manager, or someone else who was not directly involved in the team should lead the review. If necessary, alterations should be made to the Student Emergency Response Plan. Ensure that the amendments are distributed appropriately.	<input type="checkbox"/>	<input type="checkbox"/>		
Write a report on the review and file it with all the records kept.	<input type="checkbox"/>	<input type="checkbox"/>		
If liability is an issue, ensure the University is prepared for legal proceedings.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the members of the Student Emergency Response team have support if necessary.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the necessary thanks and acknowledgements go to people who have helped and offered to lend assistance.	<input type="checkbox"/>	<input type="checkbox"/>		

Verification

Signature:

Date:

Action: File Checklist in office of the SERM and send a copy to PVC, Student Services and International.

PSYCHIATRIC HOSPITALISATION OF ANY UC STUDENT

Introduction

This critical incident can involve scenarios ranging from voluntary admission with comparatively minimal disablement and risk right through to involuntary committal under the Mental Health Act after incidents endangering or injuring themselves or others, sometimes involving arrest.

With this range of possibilities in mind, the following information is offered as guiding principles, rather than a set of precise instructions.

Whatever the circumstances, a student in this situation may not want their identity revealed, either to friends, staff, or the media. For this reason, incidents involving psychiatric hospitalisation should be dealt with as discreetly as possible, and with a minimum number of people involved.

Pre-hospitalisation

The following protocol begins at the point of hospitalisation. In practice, however, UC staff and community members often become involved in the process as it becomes apparent that the student may need to be hospitalised, but before the point of hospitalisation. This period, in which the student is in an unstable and unpredictable state, is a time of highest risk.

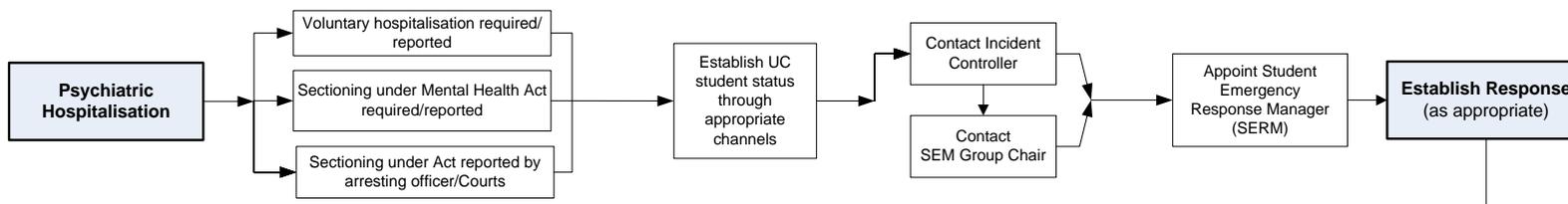
It is essential that it is managed as effectively and as rapidly as possible to minimise risk and distress on the part of the student. In the event that the hospitalisation is voluntary, the process is much more straightforward.

If the student does not wish to be hospitalised, the **Mental Health (Compulsory Assessment and Treatment) Act 1992**, defines the circumstances in which a person may be required to undergo compulsory psychiatric assessment and treatment. Under this Act, anyone can apply in writing to the Director of Area Mental Health Services to request that someone they believe to be experiencing ‘a mental disorder’ be psychiatrically assessed.

The Act defines ‘a mental disorder’ as ‘an abnormal state of mind of such a degree that it poses a serious danger to the health or safety of the person or of others, or seriously diminishes the capacity of the person to take care of himself or herself.’ The application must state the applicants relationship with the person in question, and be supported in writing by a medical practitioner. In the event that it becomes necessary for a member of the UC community to either make such an application, or to be involved in any way in such an application, it is essential that each stage of the process is managed with maximum sensitivity, that the privacy and dignity of the student is a paramount concern, and that they are adequately supported by an appropriate person through every stage of the process.

PSYCHIATRIC HOSPITALISATION OF UC DOMESTIC STUDENT

Information/Communication Flow Chart



1. Confirm Treatment and Diagnosis

Establish the following, as appropriate:

- What happened to the student; is he/she receiving adequate support?
- Was anyone else (friends, fellow students, flatmates, staff) involved? Are they receiving adequate support?
- Has the student been assessed and hospitalised?

Yes

If assessed and not yet hospitalised, is he/she receiving adequate supervision prior to hospitalisation?

No

Ensure that student is supported through process of assessment and hospitalisation (either through A&E or Psychiatric Emergency Services)

- Can the student be contacted?
- Does the student wish the family to be notified? If not, has the hospital deemed it necessary to notify the family, and have they done so?
- Will the student require ongoing care?

On campus:
Establish:

- Exact student status (postgrad, undergrad, exchange, bridging, scholarship, intern)
- Does the student have a disability
- What he/she is studying
- Where he/she is living

2. Notify University

- VC's Office
- PVC, Student Services and International
- University Registrar
- Advice from CER
- Manager, Admissions and Enrolments
- UC Security

3. Others to Contact (ONLY at the request of the student or if necessary and as relevant and appropriate)

Internal

- Scholarships Office (if necessary)
- Homestay/Flat/Hall
- Relevant HOD (for postgraduates) or Dean (for undergraduates)
- The Disability Resource Service (if necessary)

External

- Flatmates
- Homestay Agent

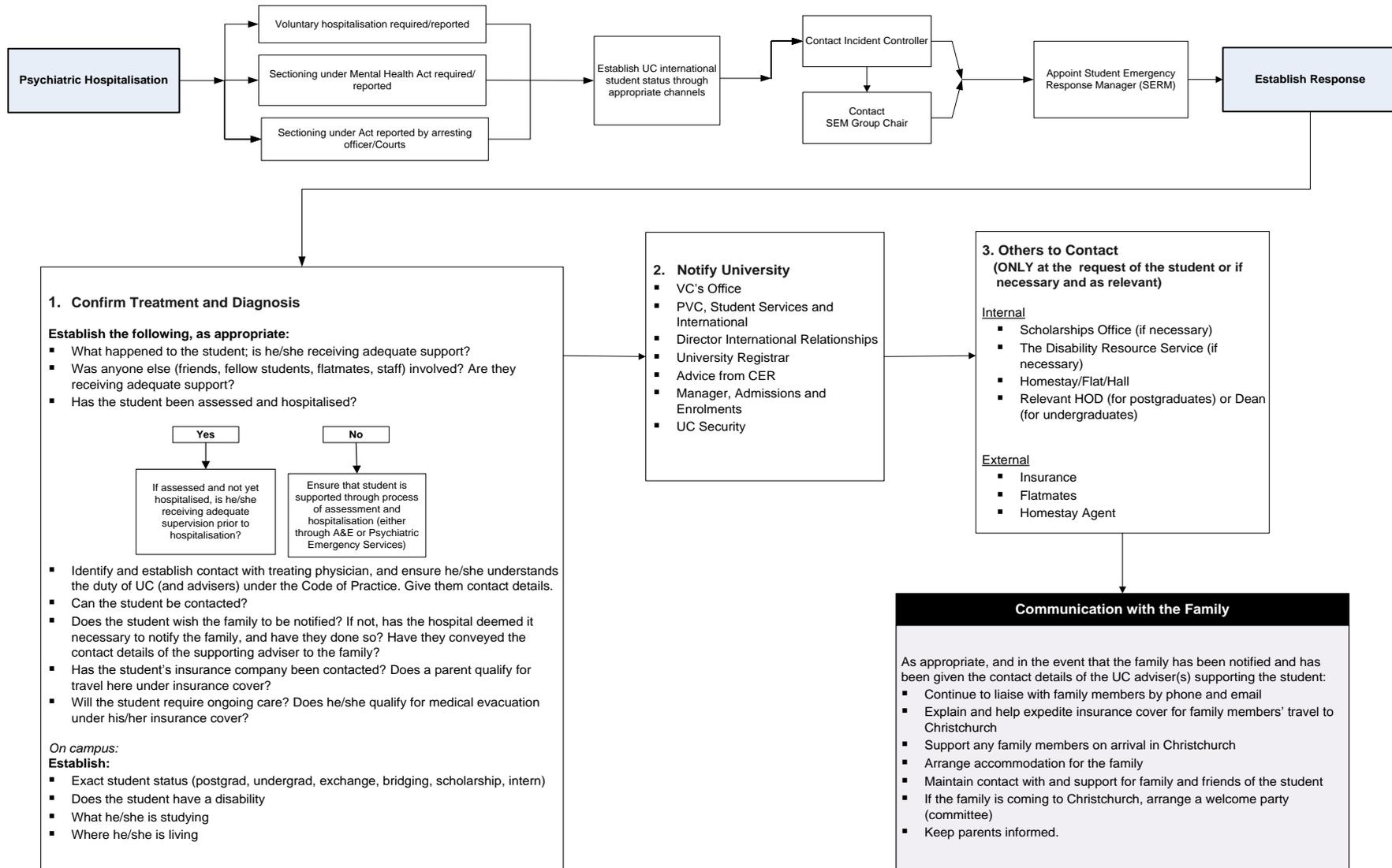
Communication with the Family

As appropriate, and in the event that the family has been notified and has been given the contact details of the UC adviser(s) supporting the student:

- Continue to liaise with family members by phone and email
- Support any family members on arrival in Christchurch
- Assist with accommodation arrangements for family if required
- Keep parents informed
- Maintain contact with and support for family and friends of the student

PSYCHIATRIC HOSPITALISATION OF UC INTERNATIONAL STUDENT

Information/Communication Flow Chart



Psychiatric Hospitalisation of a Student

Checklist for Student Emergency Response Manager			
<i>Title:</i>	<i>First Names:</i>	<i>Surname:</i>	
<i>Student ID#</i>			<i>Date of Death:</i>
<i>Department/School:</i>			

Immediate Checklist (within 24 hours, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Ensure that the Student is Safe and has Psychiatric Support				
If hospitalisation is due to an incident in which the student has harmed, or is likely to harm themselves or others, then ensure that someone calls medical/psychiatric support, and remains with the student until that support arrives.	<input type="checkbox"/>	<input type="checkbox"/>		
Confirm who the student is, what happened to them, how it occurred, what condition they are in, and whether any incident has occurred that has involved the police. Only answer questions about these details if they are asked by people who are authorised to know	<input type="checkbox"/>	<input type="checkbox"/>		
Be very aware of Privacy Act obligations to protect and respect personal information.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
If the student has a disability then use the disability status code located in the SMS, in conjunction with the information in Appendix Three, to ensure an informed response and advise DRS staff of the situation.	<input type="checkbox"/>	<input type="checkbox"/>		
When the student is hospitalised, ensure that the treating doctors are fully aware of the circumstances.	<input type="checkbox"/>	<input type="checkbox"/>		
Consult the Communication Flowchart	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Notify the student's insurer and tell the hospital who the insurer is.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Ensure that the treating doctor is aware that the student's insurance company must be informed if the doctor considers it medically necessary that a family member is flown to Christchurch to be with the student.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : If the doctor does consider this necessary, then ensure that a claim form is faxed to the insurance company with a letter stating the necessity from the treating doctor as soon as possible. Maintain liaison with the insurance company and family to ensure that this happens.	<input type="checkbox"/>	<input type="checkbox"/>		
Establish a Student Emergency Response Team				
Read the Student Emergency Response Team part of the Plan	<input type="checkbox"/>	<input type="checkbox"/>		
Confirm membership and availability of Student Emergency Response Team members.	<input type="checkbox"/>	<input type="checkbox"/>		
Meet with the whole team within 24 hours to explain their roles and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>		
Thereafter, it is no longer necessary for the entire team to meet – members will come to meetings as necessary.	<input type="checkbox"/>	<input type="checkbox"/>		
Keep members updated, allocate tasks and give support. Regular meeting times are ideal.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Notifying the Family				
Establish whether the student wants their family to be notified, and whether the doctors feel that this is necessary or appropriate. The student may want to speak to family members themselves.	<input type="checkbox"/>	<input type="checkbox"/>		
If the doctors deem it necessary to notify the family against the student's will, then ensure that they do this themselves and pass on the contact details of the advisors involved.	<input type="checkbox"/>	<input type="checkbox"/>		
Dealing with Friends/Flatmates (ongoing)				
The student may choose to inform flatmates and friends in their own time, or not at all. It is important to be respectful of their wishes, and provide them with support if they require it.	<input type="checkbox"/>	<input type="checkbox"/>		
Identify which friends may be at risk and need support; inform counsellors and chaplains as relevant.	<input type="checkbox"/>	<input type="checkbox"/>		
Accommodation/Academic Arrangements				
Ensure that the student has any belongings that they require from their accommodation and that the accommodation, if not in the family home, is secure while they are hospitalised.	<input type="checkbox"/>	<input type="checkbox"/>		
It may be necessary to move the student's belongings out of their accommodation and arrange for their return to the family home, if the student is being repatriated.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the student is comfortable when returning to his/her accommodation.	<input type="checkbox"/>	<input type="checkbox"/>		
Find out whether the student needs academic materials while in hospital, and whether he/she needs to make alternative academic arrangements. If so, then contact relevant University staff members as required.	<input type="checkbox"/>	<input type="checkbox"/>		
Communications				

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Within the first 12 hours of the critical incident response, provide update to: PVC International/Student Services; advice from CER; Group Manager, Operation Services, Facilities Management; Manager, Admissions and Enrolments.	<input type="checkbox"/>	<input type="checkbox"/>		
Media				
Ensure that the Media is Not Involved	<input type="checkbox"/>	<input type="checkbox"/>		
In the event that the media is already involved, it is important to ensure that the student and their privacy are fully protected. From the point at which UC is notified of the situation, CER will deal with the media.	<input type="checkbox"/>	<input type="checkbox"/>		

Medium Term Checklist (1-15 days, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Ensure the Comfort of Student				
Arrange for special consideration or for complete withdrawal for the student if they have been academically impaired, or are not going to be able to complete their course of study due to their illness and hospitalisation.	<input type="checkbox"/>	<input type="checkbox"/>		
Advocate on behalf of the student if necessary, and provide them with support if they require it during police investigations or possible court cases.	<input type="checkbox"/>	<input type="checkbox"/>		
Determine whether the student will remain in Christchurch or return to their home region.	<input type="checkbox"/>	<input type="checkbox"/>		
<u>International Student</u> : Determine whether the student will remain in New Zealand or return to their home country.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
<u>International Student</u> : Ensure that the student's insurance will cover their situation.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that someone can deal with any urgent issues that the student may need to have attended to while they are incapacitated.	<input type="checkbox"/>	<input type="checkbox"/>		
Check with the student that bills will be paid, whether any library books or other material needs to be returned, and whether any assessments are due.	<input type="checkbox"/>	<input type="checkbox"/>		
If returning home, ensure the student is comfortable and has someone taking care of them. Maintain regular contact until student has fully recovered.	<input type="checkbox"/>	<input type="checkbox"/>		
Family Matters				
If parents and immediate family have been informed, then continue to liaise with them during developments.	<input type="checkbox"/>	<input type="checkbox"/>		
Find out whether the family plans to visit the student.	<input type="checkbox"/>	<input type="checkbox"/>		
Arrange accommodation for the family.	<input type="checkbox"/>	<input type="checkbox"/>		
If the family is coming to Christchurch, arrange for someone to meet them.	<input type="checkbox"/>	<input type="checkbox"/>		
Media Releases				
In consultation with the Corporate Affairs Manager, decide on appropriate media releases if necessary.	<input type="checkbox"/>	<input type="checkbox"/>		

Long Term Checklist (15+ days, as appropriate)

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
Follow up on the most affected/at risk students after things quieten down. Ensure that they still have the contact details of appropriate staff members.	<input type="checkbox"/>	<input type="checkbox"/>		

<i>Requirement</i>	<i>N/A</i>	<i>Action</i>	<i>Date</i>	<i>Notes</i>
If the student is unable to resume studying for some time, then ensure that necessary arrangements are made within their department.	<input type="checkbox"/>	<input type="checkbox"/>		
Keep parents informed of developments if necessary.	<input type="checkbox"/>	<input type="checkbox"/>		
Establish a time for the process to be reviewed. The Student Success Manager, or someone else who was not directly involved in the team should lead the review. If necessary, alterations should be made to the Student Emergency Response Plan. Ensure that the amendments are distributed appropriately.	<input type="checkbox"/>	<input type="checkbox"/>		
Write a report on the review and file it with all the records kept.	<input type="checkbox"/>	<input type="checkbox"/>		
If liability is an issue, ensure the University is prepared for legal proceedings.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the members of the Student Emergency Response team have support if necessary.	<input type="checkbox"/>	<input type="checkbox"/>		
Ensure that the necessary thanks and acknowledgements go to people who have helped and offered to lend assistance.	<input type="checkbox"/>	<input type="checkbox"/>		

Verification

Signature:

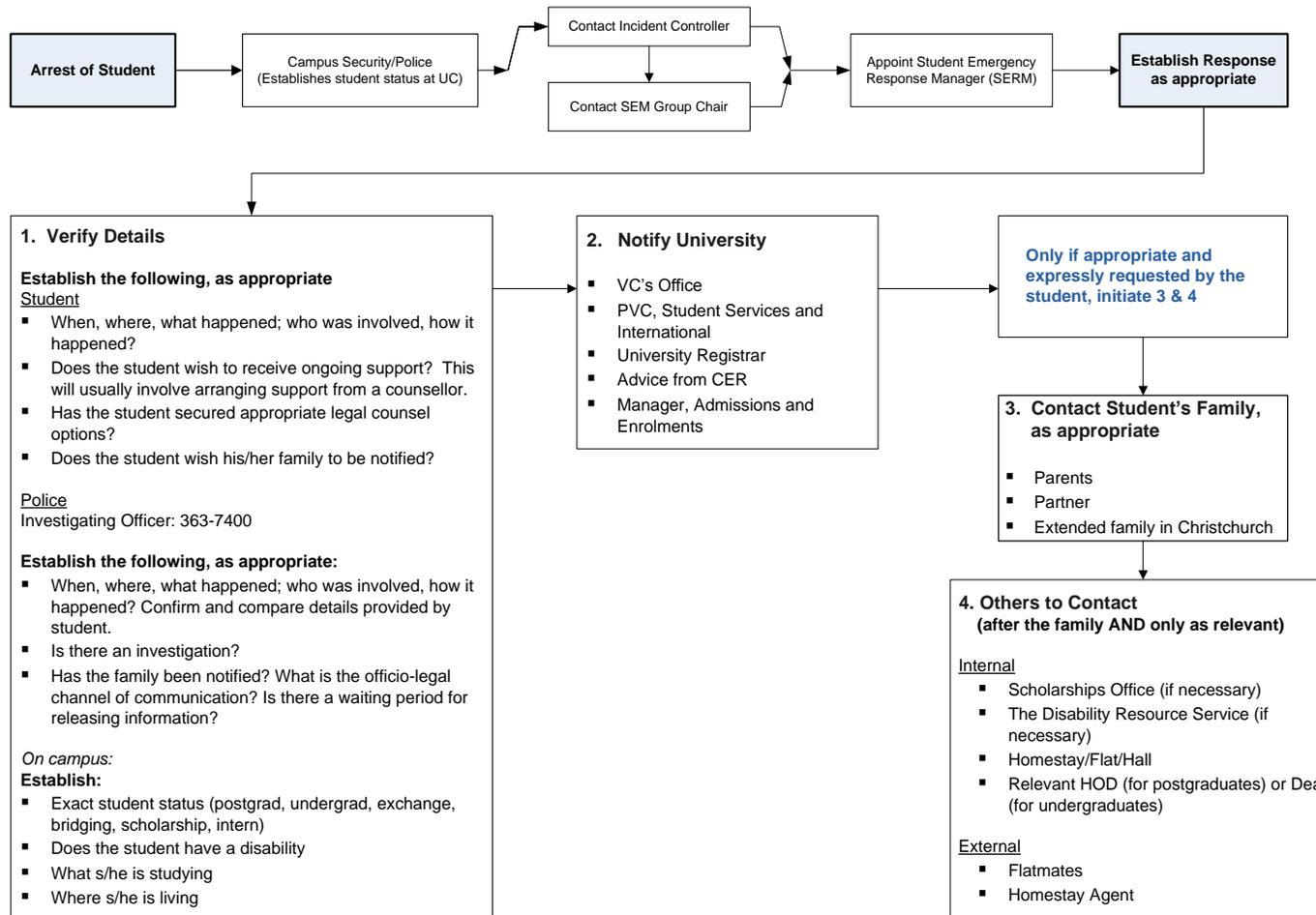
Date:

Action: File Checklist in office of the SERM and send a copy to PVC, Student Services and International

ARREST OF UC DOMESTIC STUDENT

The University plays only a limited role when a UC student is accused of having committed a crime and/or is facing charges. The University is responsible for providing basic pastoral support to the student, if required, throughout the judicial process. The University is not responsible for recommending, finding, or retaining legal counsel for students.

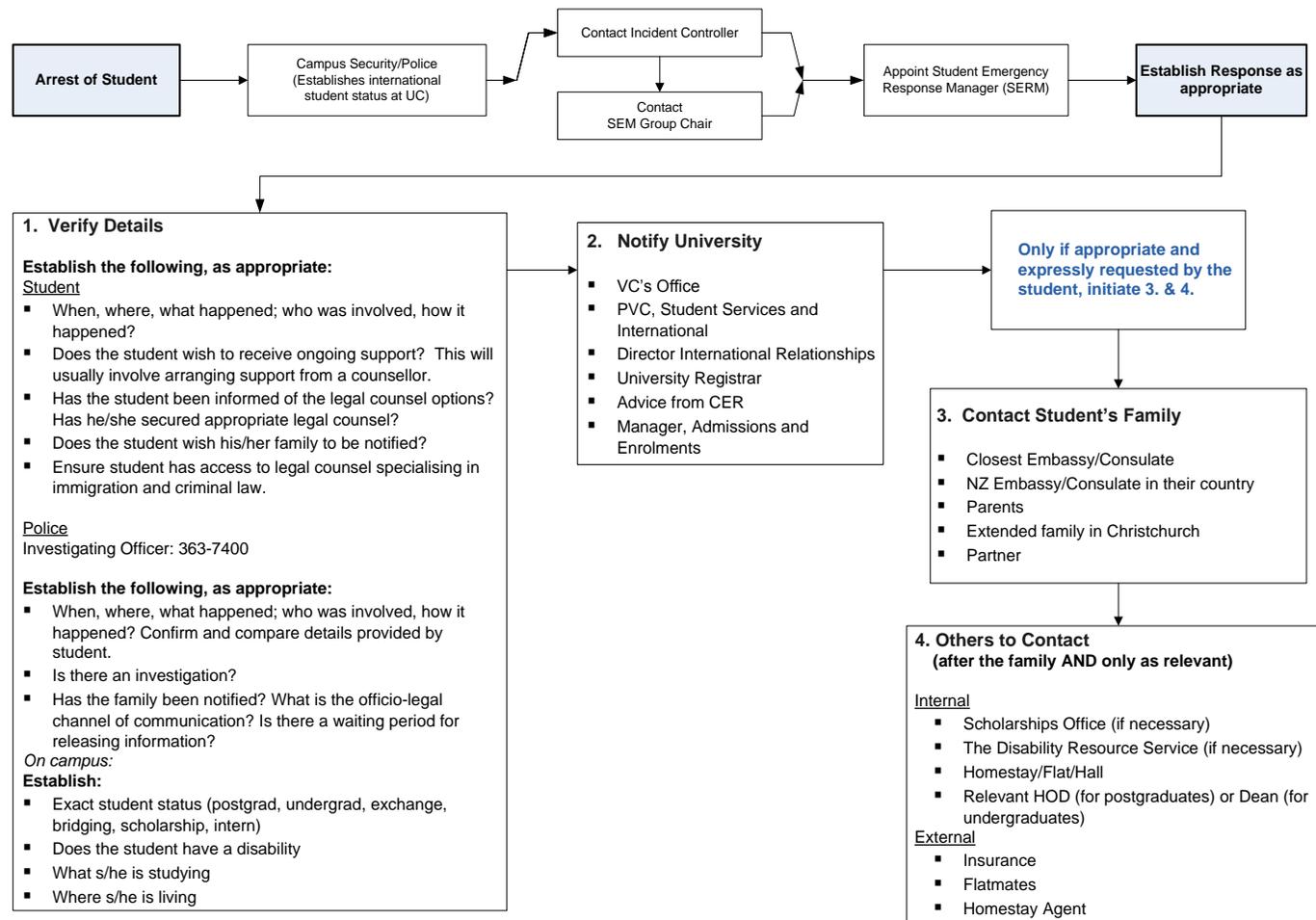
Information/Communication Flow Chart



ARREST OF UC INTERNATIONAL STUDENT

The University plays only a limited role when an international student is accused of having committed a crime and/or is facing charges. The University is responsible for providing basic pastoral support to the student, if required, throughout the judicial process. The University is not responsible for recommending, finding, or retaining legal counsel for students. However, the International Office can provide a list of lawyers specialising in immigration matters who can provide information on the consequences of a criminal conviction for the student.

Information/Communication Flow Chart



CIVIL OR FAMILY DISASTER IN STUDENT'S HOME AREA

A natural disaster is an unforeseen natural event that can adversely affect the people and property in a country. Some such events include earthquakes, tsunamis, hurricanes, floods, and avalanches, which can have a disastrous effect in a country.

An emergency could also be the result of an event that has affected the home of one student or affected the safety of an entire region or country. In such cases, the student is away from the actual disaster and may assume the worst for his or her family. It is the role of the Student Emergency Response Team to assist and offer full support to the students during such traumatic times.

Role of the Student Emergency Response Team

- Obtain facts and create a clear understanding of the situation as it stands
 - contact the Policy and Risk Manager for information about travel alerts and country risk status updates
- Plan an immediate response
- Plan ongoing strategies
- Obtain proper release authorisation
- Identify students and other affected by the disaster
- Contact students affected by disaster
- Offer counselling if needed
- Inform Head of Halls if necessary
- Inform relevant HODs if student's work will be affected

Appendix One: Student Emergency Contact List [confidential]

Confidential Document. Please see the Emergency Management website.

Appendix Two: Standard Operating Procedures

Death of a Student

The Student Emergency Response Team

The First Meeting

- Meet within 24 hours of the news of the death.
- Go through the information flowchart to ensure that all the necessary people have been contacted at this stage.
- Disseminate all the information collected so far to the team.
- Discuss any existing limitations on the release of information. Members of the University staff are professionally bound to silence, but friends and non-staff members only have an ethical obligation. This may affect the membership of the team.
- Ensure all contact details are correct and up to date.
- Decide who needs to know, how much they need to know, and who deals with media enquiries.
- Identify anyone else in danger/at risk.
- Identify a need for written records, and assign the appropriate duties to Administration Support.
- Allocate responsibilities (use duties below as a guide if necessary).
- Identify what cultural/religious information is required.
- Begin an enquiry to find out if the student has other family members in Christchurch.
- Identify reliable translators or allocate the task.
- Decide how often you need to meet as a team.

International Student:

- Begin an enquiry about insurance.

Suggested Duties of the Student Emergency Response Team Members

Student Emergency Response Manager

- Ultimately responsible for the University's response to the death of a UC student.
- Confirm/validate both the death, and that the deceased was a UC student.
- Establish whether the deceased was an international or domestic fee paying student.
- Assist in the identification of the body if necessary, and get an updated explanation of the death from the police.
- Contact the Student Emergency Response team.
- Coordinate and delegate tasks relating to the death of a student to appropriate members of the Student Emergency Response team.
- Ensure there is good communication among members of the Student Emergency Response team.
- Know, understand, and follow the Student Emergency Response Plan.

- Determine appropriate roles and people for the Student Emergency Response team.
- Follow up after the initial Student Emergency Response where necessary.
- Ensure that support is available to family and friends of the deceased.
- Ensure that the family of the deceased is treated with adequate respect and sensitivity.
- Meet the family and assist in making funeral arrangements.
- Ensure that all treatment of the body, including death rites, is culturally appropriate.
- Be a point of contact for family, friends, colleagues, police, insurers, etc.

Student Success Manager/Advisors

- Be available in case of an incident (See Student Emergency Response Plan Contact List).
- Confirm that the incident involves a UC student.
- Ensure that the appropriate person takes control of, and responsibility for, the University's response to the death of an international, domestic or disabled student.
- Assist the Student Emergency Response Manager in the process of notifying the appropriate people on campus about the death of the student.
- Research and advise the group about cultural etiquette and death rites.
- Find accommodation for the family if appropriate.
- Assist in the making of an inventory of the student's possessions.
- Liaise with the Library about any outstanding books the deceased may have out.
- Notify Admissions and Enrolments who will see that the student is withdrawn from all courses, full refund of fees is sent to next of kin with a sympathy letter, and will authorise a deceased sanction to be placed on the student.
- Assist in the identification of the body (if required).
- Finalize all administrative issues regarding the student's fees/refunds.
- Find reliable translators if required.
- Review the process after it has been completed and note necessary changes that should be made to the Student Emergency Response Plan.

Counsellor

- Be involved in the Student Emergency Response team as required.
- Give counselling to people who are finding it difficult to deal with grief/trauma.
- Assist in risk management.
- Provide group counselling or educative advice on grieving if required.

Family member/ Homestay agent or parent/Flatmates/ Residential Assistants

- Be included in the process and involved to the extent that they feel comfortable. Tasks to be delegated and coordinated by the Student Emergency Response Manager.
- Where possible, locally based family members should act as translators if required.

Advice from CER or Delegate

- Make appropriate media releases with respect to the death of the student, after the family have been informed.
- Involve VIPs for the funeral and airport meetings as appropriate.
- Advise the family if they have any dealings with the media.
- Write all official condolence letters, and inform the Student Emergency Response Manager of all correspondence entered into.
- Inform the switchboard of appropriate responses to queries, and where to redirect enquiry calls.

Chaplain

- Be involved in the Student Emergency Response Team as required.
- Provide spiritual support.
- Assist in dealing with the family if required.

UC Security Manager

- Provide a 24-hour contact.
- Record confirmation of death.
- Deal with Police if required.

Dealing with the Family of the Deceased

Notification of Death

- Do not contact the family before they have been notified through the proper channels.
- The NZ Police is responsible for notifying next of kin. If the next of kin are overseas, the NZ police use the local police force to notify the next of kin. This should happen immediately after a positive identification of the body has been made.
- Consult with the police if you have any concerns about the police in the deceased student's home country if it is outside of New Zealand.
- Note that informal channels can work faster than the official communications. University or Halls staff, or the Homestay, may be contacted by the parents.

First Communication; in each instance, as appropriate:

- Establish that family/next of kin speak English before contact. If in any doubt, employ a translator. Translators must indicate on whose behalf they are calling. University community members may be called on to translate.
- Before using a student from the same country to translate, ensure that there is no breach of confidentiality. If using a student, brief them on what to say and how to say it.

- On calling family, establish who is speaking, who you are, your position at the University, and how to contact you.
- Ensure that you express condolences; be prepared to answer questions about the death.
- Don't react defensively to abuse, anger, frustration, etc. They may need to vent emotions, even if the death was beyond your control. Take note – those concerns may need to be addressed later.
- Arrange a time to ring and discuss funeral arrangements, personal belongings, whether the family is coming over, and what can be done to assist them. List things that need to be organised, and ask whether anything can be done before you call back again.

International Student:

- Inform the family of the insurance benefits, the exclusions that may affect their eligibility and explain what is required to make a claim. Offer to help expedite this process and follow through as requested.
- Get a fax number for the family (and address details if necessary). Fax the necessary documentation like death notices, insurance policies, etc. for purposes of visa applications and travel arrangement.

- If unable to contact next of kin by telephone, contact at the address on record.

Between Calls; in each instance, as appropriate:

- An official letter of condolence should be prepared and signed by the VC or PVC Student Services and International. This should be sent between phone calls by registered mail or courier.

International Student:

- Before making the follow up call ensure that you have established the student's insurance company. Determine the life insurance entitlements, and eligibility for any benefits for family members who wish to travel to NZ, and any contribution required for funeral arrangements.

Follow Up Call; in each instance, as appropriate:

- It is important to reiterate condolences to the family and convey the University's best wishes to the family in their time of grieving.
- Determine what the family is planning to do: Come to NZ? Come to Christchurch? Have the body repatriated? Funeral arrangements?
- If the family intends to visit NZ or Christchurch:
 - offer to make travel and accommodation arrangements for them;
 - establish what documentation is needed and send it to them.
- If the student's family lives overseas and no family members intend to come to NZ:
 - establish any preferences regarding burial, cremation, or repatriation. If burial, establish where they would prefer. In the case of cremation, ask what they would have done with the ashes;
 - request written authorisation for an individual of their choice to make the necessary arrangements for:
 - *funeral directors*
 - *visitation and funeral service in NZ*
 - *repatriation of the body or ashes.*

- Request a written authorisation that allows the designee of their choice ‘power of attorney’. This should include any limits on that power and specific instructions on what the person may do. This would entitle someone in NZ to act on the behalf of the family to:
 - cancel credit cards;
 - cancel phone or electricity contracts;
 - close bank accounts;
 - make funeral arrangements.

Meeting the Family

Before the Family Arrives; in each instance, as appropriate:

- Ensure that accommodation has been arranged in a hotel or motel where staff speak the same language as the family (or provide a translator to help them settle in).
- Arrange a prepaid cell phone for the family, and a rental vehicle or driver (if necessary).
- Ensure that the body is available for viewing in an environment that indicates to the family that we care, and that is culturally appropriate.
- Organize a welcoming committee for the airport. This may include (where appropriate, at the discretion of the Student Emergency Response Team Manager):
 - any family members in Christchurch, or friends of the family;
 - VIPs from the University;
 - VIPs from the community of Christchurch (MPs, city Counsellors, preferably of the same or similar ethnic backgrounds);
 - translators (number depending on how many family members expected).

Upon Arrival; in each instance, as appropriate:

- Allow VIPs to express their condolences, and offer help if appropriate.
- Establish whether the family wants to see the body first, or settle into their accommodation.
- If the family wants to view the body first, ensure that they have the space for intimacy and expression of grief, i.e. dismiss any unnecessary members of the party.
- Ensure the family’s needs are met in terms of food and accommodation, and (if claiming from insurance) that they keep their receipts.
- Ensure that you are in regular contact with the family up to the point of their departure.

Departure; in each instance, as appropriate:

- Ensure that at least some VIPs are available for their departure from the airport.
- Keep in contact with the family after their arrival in their home country. This may be important in terms of settling accounts and finalising some matters.

Media; in each instance, as appropriate:

- If approached by the media for an interview with the family, inform them that there will be no interviews until after the funeral, and only then on condition that the family wish to speak to the

media. After the funeral the family has had more time to grieve and come to terms with their loss. They may then wish to talk about the deceased.

- If the family agrees to an interview, especially if it is a TV or radio interview, CER should first advise the family on media practice in this country. The family should be supported at all times during any media interviews by an advisor, who will be able to step in, in the event that the media ask inappropriate questions in an attempt to evoke a particular response, or an emotional or dramatic interview.

Serious Illness or Injury of a Student

The Student Emergency Response Team

The First Meeting

- Meet within 24 hours of the news of the illness/injury.
- Go through the information flowchart to ensure that all the necessary people have been contacted at this stage.

International Student:

- Ensure that the relevant insurers have been contacted.
- Disseminate all the information collected so far to the team, ensuring that all contact details are correct and up to date.
- Discuss any existing limitations on the release of information. Members of University staff are professionally bound to silence, but friends and non-staff members only have an ethical obligation. This may affect the membership of the team.
- Decide who needs to know and how much, and who deals with media enquiries.
- Identify anyone else at risk, and if the student has other family in Christchurch.
- Identify a need for written records, and whose responsibility they will be.
- Allocate responsibilities (use duties below as a guide if necessary).
- Identify relevant required cultural/religious information.
- Identify reliable translators or allocate the task.
- Decide how often you need to meet as a team.

Suggested Duties of the Student Emergency Response Team Members

Student Emergency Response Manager

- Be ultimately responsible for the University's response to the illness/injury of a student, and know, understand, and follow the Student Emergency Response Plan.
- Determine appropriate roles/people in the Student Emergency Response team, contact the team, ensure good communication among them, and coordinate and delegate tasks relating to the illness/injury of a student to appropriate members.
- Confirm/validate the illness/injury of the student, confirm that it was a UC student, assist in the follow up care and comfort of the student if necessary, get frequent updates on the progress of the student.
- Be a point of contact for family, friends, colleagues, etc, and ensure that support is available to family and friends of the ill/injured person.

Student Success Manager

- Be available in case of an incident (See Student Emergency Response Contact List)
- Confirm that the illness/injury involves a UC student, and ensure that the appropriate person takes control of, and responsibility for, the University's Student Emergency Response to their illness/injury.

MASTER Student Emergency Response Plan

- Assist the Student Emergency Response Manager in the process of notifying the appropriate people on campus about the illness/injury of the student.
- Review the process after it has been completed and note necessary changes that should be made to the Student Emergency Response Plan.

Counsellor/Chaplain

- Be involved in the Student Emergency Response team as required.
- Provide support to people who are finding it difficult to deal with the event.

Student Support Advisor

- Provide ongoing support for the student and their family.

International Student:

- Liaise with medical teams and insurers to ensure that, if eligible is confirmed and a family member is flown out, in a timely manner.
- Liaise with relevant Dean(s) to ensure that College(s) are aware of the student's situation.
- Arrange counselling support for the student during convalescence, if necessary.
- Research and advise the group about cultural etiquette.
- Find accommodation for the family should they decide to visit the student.
- Assist in ensuring that no one else is at risk from contagious illness.
- Liaise with landlord/flatmates/head of residence to ensure that the student's possessions are safe and that all outstanding bills are dealt with.
- Finalise all administrative issues regarding the student's fees/refunds should withdrawal from study be necessary, and/or the student be required to return home.

Family Member/Homestay Agent and/or Parent/ Flatmates/Residential Assistants

- Be included in the process and involved to the extent that they feel comfortable committing to. Tasks to be delegated and coordinated by the Student Emergency Response Manager.
- Where possible, locally based family members should act as translators.

CER or Delegate

- Make appropriate media releases with respect to the illness/injury of the student.
- Advise the family if they have any dealings with the media.
- Inform the Contact Centre of appropriate responses to queries, and who to forward enquiry calls to.

Assault of a Student

The Student Emergency Response Team

The First Meeting

- Meet within 24 hours of notification of the assault.
- Go through the information flowchart to ensure that all the necessary people have been contacted at this stage.
- Identify if anyone else is at risk.
- Disseminate all information collected so far to the team. Discuss any limitations on the release of information, if any exist. University staff members are professionally bound to silence, but friends and non-staff members only have an ethical obligation. This may affect the membership of the team.
- Ensure that all contact details are correct and up to date. Decide who needs to know, how much they need to know, and who deals with media enquiries.
- Identify a need for written records, and whose responsibility they will be.
- Allocate responsibilities (use duties below as a guide if necessary).
- Identify what cultural/religious information is required.
- Identify reliable translators or allocate the task.
- Decide how often you need to meet as a team.
- Decide who will deal with the police investigation should one occur.

Suggested Duties of the Student Emergency Response Team Members

Student Emergency Response Manager

- Be ultimately responsible for the University's response to the assault of a UC student.
- Determine appropriate roles and people for the Student Emergency Response team, and contact them. Coordinate and delegate tasks relating to the assault of a student to appropriate members of the Student Emergency Response team, ensuring maximum confidentiality, and that there is good communication among members of the Student Emergency Response team.
- Know, understand, and follow the Student Emergency Response Plan.
- Ensure that support is available to the support, and follow up after the initial response where necessary.
- Be a point of contact for family, friends, colleagues etc.

International Student:

- Be a point of contact for the student's insurers.
- Ensure a security follow up if the attack occurred on campus, and ensure that there is no further danger to other students.

Student Success Manager

- Be available in case of an incident (See Student Emergency Contact List).

MASTER Student Emergency Response Plan

- Confirm that the assault involves a UC student.
- Ensure that the appropriate person takes control of, and responsibility for, the University's response to the assault of a UC student.
- Assist the Student Emergency Response Manager in the process of notifying the appropriate people on campus about the assault of the student.
- Review the process after it has been completed and note necessary changes that should be made to the Student Emergency Response Plan.
- Research and advise the group about cultural etiquette.
- Ensure that the student is happy about returning home and has the necessary follow up support.
- Finalise all administrative issues regarding the student's fees/refunds should the student decide to withdraw.

Counsellor/Chaplain

- Be involved in the Student Emergency Response team as required.
- Be available to support the student throughout the process and for as long as is needed.
- Be available to support family members, Homestay agent or Flatmates/Residential Assistants.
- Be included in the process and involved to the extent that you feel comfortable committing to. Tasks to be delegated and coordinated by the Student Emergency Response Manager.
- Where possible, locally based family members should act as translators.

CER or Designate

- Make appropriate media releases with respect to the assault of the student ONLY if required.
- Inform the switchboard of appropriate responses to queries, and who to forward enquiry calls to.

Psychiatric Hospitalisation of a Student

The Student Emergency Response Team

The First Meeting

- If hospitalisation is required, and the SERM deems a meeting necessary, it should take place within 24 hours of first notification.
- Ensure that assessment and hospitalisation are carried out appropriately, if required.
- Ensure that the student is adequately supported at all times.
- Ensure that SERT members supporting the student are not put at risk, especially in the early stages of treatment.
- Ensure that the appropriate people have been contacted.
- Identify anyone associated with the student in danger or at risk.
- Disseminate all information collected so far to the team. Discuss any limitations on the release of information, if any exist. University staff members are professionally bound to silence, but friends and non-staff members only have an ethical obligation. This may affect the membership of the team.
- Ensure all contact details are correct and up to date. Decide who needs to know, how much they need to know, and who deals with media enquiries.
- Identify the need for written records, and whose responsibility they will be.
- Allocate responsibilities (use duties below as a guide if necessary).
- Identify what cultural/religious information is required.
- Identify reliable translators or allocate the task.
- Decide how often you need to meet as a team.
- Decide who will deal with the police investigation should one occur.

International Student:

- Liaise with insurer, as relevant.

Suggested Duties of the Student Emergency Response Team Members

Student Emergency Response Manager

- Be ultimately responsible for the University's response to the psychiatric hospitalisation.
- Determine appropriate roles and people for the Student Emergency Response team, and contact them. Coordinate and delegate tasks relating to the hospitalisation to appropriate members of the Student Emergency Response team, ensuring maximum confidentiality, and that there is good communication among members of the Student Emergency Response team.
- Know, understand, and follow the Student Emergency Response Plan.
- Ensure that support is available to the student, and follow up after the initial response where necessary.

- Be a point of contact for family, friends, colleagues etc. Ensure appropriate translations, as needed.
- Ensure a security follow up if the hospitalisation involved an incident on campus, and ensure that other students are not at risk.

SAS or ISS Manager

- May have the above duties devolved to him/her.
- Be available in case of an incident (See Student Emergency Contact List or SRDU Phone Tree).
- Confirm that the psychiatric hospitalisation involves a UC student.
- Ensure that the appropriate person takes control of, and responsibility for, the University's response to this hospitalisation.

International Student:

- Liaise with insurer, as appropriate.
- Review the process after it has been completed and note necessary changes that should be made to the Student Emergency Response Plan.
- Research and advise the group about cultural etiquette.
- Ensure that the student has the necessary follow up support when leaving hospital, whether they return to their family via medical evacuation or to study at the University.
- Finalise all administrative issues regarding the student's fees/refunds should the student decide to withdraw from study.

Counsellor/Chaplain

- Be involved in the Student Emergency Response team as required.
- Be available to give support to the student throughout the process and for as long as is needed.
- At the express wish of the student, family members, Homestay agent, flatmates or Residential Assistants may be included in the process and involved to the extent that they feel comfortable committing to. Tasks to be delegated and coordinated by the Student Emergency Response Manager.
- Where possible, at the express wish of the student only, locally based family members may act as translators.

Corporate Affairs Manager or Designate

- Make appropriate media releases with respect to the student's psychiatric hospitalisation only if required.
- Inform the switchboard of appropriate responses to queries, and who to forward enquiry calls to.

Arrest of a Student

Under the circumstances of an arrest, the Student Emergency Response Manager should ensure that the student:

- receives appropriate pastoral support, including counselling, and continues to do so throughout the judicial process;
- understands the judicial process;
- is aware of his or her rights;
- has appropriate legal representation – the distinction between privately funded counsel and legal aid needs to be explained carefully, and the student should be given the choice;
- has been formally briefed from his or her legal counsel on the consequences of the charge and possible conviction;

International Student:

- has been formally briefed on the consequences of the charge on his/her immigration status and possibilities of deportation.
- has access to relevant agencies, if necessary.
- is able to contact his or family if requested.

International Student:

- is able to contact his/her embassy if requested.

Resources might include: legal aid, community constable, advisors, counsellors.

Only at the expressed wish of the student and only if appropriate, notify the family

- Ask the student if they have any family/next of kin they would like to have notified.
- Identify yourself to the family and state that you are calling on the request of the individual.
- Inform them that the student has been arrested and provide the information that is appropriate and as requested by the arrestee.
- Inform them of the dates of the first appearance, preliminary trial, or trial if known.
- Provide your name, address, phone, and fax number, as well as the contact details of the prosecutor and the police officer handling the case.

Rights of a Person Arrested or Detained

The following is taken from the New Zealand Bill of Rights Act, 1990, Section 23:

“23 Rights of a person arrested or detained

- (1) Everyone who is arrested or detained under any enactment
 - (a) Shall be informed at the time of the arrest or detention of the reason for it; and
 - (b) Shall have the right to consult and instruct a lawyer without delay and to be informed of that right; and
 - (c) Shall have the right to have the validity of the arrest or detention determined without delay by way of habeas corpus and to be released if the arrest or detention is not lawful.
- (2) Everyone who is arrested for an offence has the right to be charged promptly or to be released.

- (3) Everyone who is arrested for an offence and is not released shall be brought as soon as possible before a court or competent tribunal.
- (4) Everyone who is-
 - (a) Arrested; or
 - (b) Detained under any enactmentfor any offence or suspected offence shall have the right to refrain from making any statement and to be informed of that right.
- (5) Everyone deprived of liberty shall be treated with humanity and with respect for the inherent dignity of the person.”

Legal Aid

- While a person is under arrest at a police station, the Legal Aid Scheme allows for a duty solicitor to be called to the police station for assistance.
- Defendants who cannot afford a lawyer to represent them in court can apply for legal aid. They will be required to disclose financial information. The seriousness of the offence is also taken into account by the Registrar in granting or declining an application for free legal aid. If legal aid is granted then the court assigns a lawyer.
- Contact the Christchurch Community Law Centre.
- Contact UCSA for legal referral.

Immigration Consequences for the Arrestee

International Student:

- The student needs to be made aware of the possible immigration consequences of their arrest. This could include deportation, loss of study visa, etc
- Provide/ensure support through litigation process.
- Provide translators, as necessary.

Media

- It may be necessary to deal with the media. Ensure that nothing is reported without a release from the investigating officer.

NB

- Be aware of who the victims of the crime are. In the event that they are also University students, then, to ensure there is no perceived conflict of interest, ensure that they have an advisor assigned to support them who is not involved in any way with supporting the arrested student.

Civil or Family Disaster in a Student's Home Area

Role of the Student Emergency Response Team

- Obtain facts and create a clear understanding of the situation as it stands
 - contact the Policy and Risk Manager for information about travel alerts and country risk status updates
- Plan an immediate response
- Plan ongoing strategies
- Obtain proper release authorisation
- Identify students and others affected by the disaster
- Contact students affected by disaster
- Offer counselling if needed
- Inform Head of Halls if necessary
- Inform relevant HODs if student's work will be affected

Appendix Three: SMS Codes for Identification of Students with Disabilities

A01	Autistic Spectrum Disorder	F01	Mental Health
A02	Aspergers	F02	Anxiety
A03	Autism	F03	Bipolar Disorder
A04	Semantic Pragmatic Disorder	F04	Borderline Personality Disorder
A05	Tourette Syndrome	F05	Depression
A06	Other (Specify)	F06	Obsessive Compulsive Disorder
B01	Blind	F07	Post Traumatic Stress Disorder
C01	Deaf	F08	Psychosis
D01	Hearing Impaired	F09	Psychological/Psychiatric disability
D02	Meniere's disease	F10	Schizophrenia
D03	Tinnitus	F11	Other (Specify)
D04	Other (Specify)	G01	Mobility Impairment
E01	Medical Condition	G02	Amputee
E02	Fractured Arm	G03	Cerebral Palsy
E03	Fractured Collar Bone	G04	Multiple Sclerosis
E04	Fractured Finger	G05	Muscular Dystrophy
E05	Fractured Hand	G06	Osteoporosis
E06	Fractured Leg	G07	Paraplegia
E07	Severed Tendons	G08	Quadraplegia
E08	Sprain Strain	G09	Tetraplegia
E09	Arthritis	G10	Other (Specify)
E10	Asthma	H01	Specific Learning Disability
E11	Back Condition	H02	Dyscalculia
E12	Brain injury	H03	Dysgraphia
E13	Cancer	H04	Dyslexia
E14	Chronic Fatigue Syndrome/ME	H05	Dyspraxia
E15	Crohns disease	H06	Other (Specify)
E16	Coeliac Disease	I01	Speech Impairment
E17	Cystic Fibrosis	J01	Temporary Impairment
E18	Diabetes	K01	Vision Impairment
E19	Epilepsy	K02	Albino
E20	Fibromyalgia	K03	Cataracts
E21	Heart condition	K04	Colour Blind
E22	Hep C	K05	Diabetic Retinopathy
E23	HIV positive	K06	Glaucoma
E24	OOS	K07	Irlen Syndrome
E25	Parkinsons	K08	Macular Degeneration
E26	Stroke	K09	Other (Specify)
E27	Other (Specify)	L01	Other (Specify) Text Box