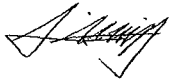
 <b>YMCA</b> We build strong <b>PEOPLE</b> strong <b>FAMILIES</b> strong <b>COMMUNITIES</b>	<b>Management Area:</b> CHILDRENS SERVICES	Pages: [05] Version No: [02] Date: [01/12/2009]
	<b>Sub section (if applicable):</b>	Signed: 
<b>Policy Title: CRITICAL INCIDENTS</b>		<b>Author: CHILDCARE TASKFORCE</b>

## 1. Scope

- 1.1. Staff, management, families & children

## 2. Policy Statement

The YMCA defines "A Critical Incident" as any event serious enough to cause people to experience unreasonable or unusually strong emotional and/or psychological reactions, and which exceeds the individual's normal coping mechanisms.

## 3. Related Policies & Procedures/Guidance Notes

- 3.1. Child Protection Policy
- 3.2. Accidents Policy
- 3.3. Emergency Procedure Policy
- 3.4. First Aid Policy
- 3.5. Occupation Health and Safety Policy

## 4. Responsibilities & Delegations


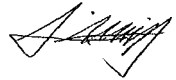
- 4.1. The Childcare Taskforce is responsible for the review of this policy.
- 4.2. The Childcare staff & management are responsible for the implementation of this policy.
- 4.3. The families and children are responsible for the support of this policy.

## 5. Considerations

- 5.1. Occupational Health and Safety Act
- 5.2. National standards
- 5.3. Q&A Principles
- 5.4. Workcover

## 6. Records Maintenance

- 6.1. This policy is to be reviewed annually.

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## PROCEDURES

### Initial Support Responses


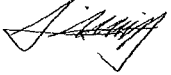
In the event of a Critical Incident, employees and volunteers on hand should:

- Assess whether there is any danger and take all necessary steps to remove the danger;
- Assess immediate and practical needs to stabilise the immediate environment;
- Check to see if any individuals or groups need immediate attention;
- As far as they are able, render first aid to any injured person and where a qualified first aid officer is available, that officer should provide assistance as soon as possible;
- As far as practicable having regard to the nature of the incident and the number of casualties, a first aid officer or other employee or volunteer should remain with the casualty until other medical personnel arrive;
- Decide on the range of supportive actions that can be offered to those affected by the incident including first aid and comfort and reassurance;
- Develop a profile of the incident, including what happened, who has been affected and how others might be affected;
- Evaluate and involve the individuals and organisations needing to be involved including:
  - Ambulance;
  - Fire;
  - Police; or
  - counselling services; and
- Decide on who needs to be contacted including:
  - parent, guardian or next of kin; and
  - Sydney YMCA Management.

### Post Incident Roles and Responsibilities

Employees and volunteers that are present when a critical incident occurs should, as soon as reasonably practicable after the critical incident:

- Collect information on the critical incident;
- Record details of critical incident in an Incident Report Form including:
  - Witnesses, names and addresses;
  - Date;

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- Time;
- What happened;
- Who was involved;
- Where and when; and
- Name of any attending Police or emergency services;
- Contact NSW WorkCover (see below); and
- Contact relief staff (as required); and

#### Post-Incident Monitoring


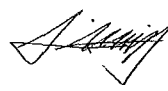
Employees, volunteers and others involved in a critical incident should be monitored to determine whether trauma counselling or other assistance is required.

#### WorkCover

Where there is an injury, including an injury to a person other than an employee attributable to the YMCA of Sydney's business at a premise, WorkCover must be contacted regarding a critical incident. WorkCover's Injury and Dangerous Occurrence Form must be completed and sent to WorkCover within 7 days of the incident. A copy of this Form can be found annexed to this Policy.

#### Media Contact

Under no circumstances should contact or comment be made with the media by any YMCA of Sydney employees or volunteers. If the media does become involved in the incident or requests comment, the media is to be referred to the Chief Executive Officer of the YMCA of Sydney.

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### Critical Incident Management - Contact Information

#### Police

- Police Attendance Tel: 000

#### Health and Hospital

- Public Hospital (switchboard) Tel: (02)
- Public Hospital (Emergency Department) Tel: (02)
- Public Hospital (General) Tel: (02)
- Mental Health Crisis Team Tel: (02)
- Child and Adolescent Mental Health Service Tel: (02)
- Poisons Information Service Tel: (02)
- NSW Alcohol and Drug Service Tel: (02)
- Hospital Unit Tel: (02)

#### Fire Brigade and Ambulance

- 000

#### WorkCover


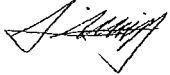
Tel: (02)

Fax: (02)

## Critical Incident Checklist

In the event of a critical incident the following steps should be taken immediately:

1. Nominated staff member would alert as many staff and volunteers on the premises.
2. Decide on the range of supportive actions that can be offered to those affected by the incident including first aid and comfort and reassurance.
3. Develop a profile of the incident, including what happened, who has been affected and how others might be affected.
4. Evaluate and involve the individuals and organisations that need to be involved including:

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- Ambulance;
- Fire;
- Police; or
- Counselling services.

5. Decide on who needs to be contacted including:

- Parent, guardian or next of kin; or
- YMCA of Sydney Management and staff.

Refer back to the Critical Incidents policy and follow the Post Incident Procedure.

#### 7. Version History

Version	Description of changes	Author	Effective Date
2	Review and update. New format	M. Rupnik	December 2009

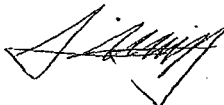
I endorse the Critical Incidents Policy.

Name: *Maryann Rupnik*  
 Childrens Services Program Manager

Signature: 

Date: 7 December 2009

Name: *Liam Whitley*  
 Group Manager

Signature: 

Date: 7 December 2009