

33. INTERNATIONAL STUDENTS EMERGENCY CRISIS INFORMATION

A. PROCEDURES FOR MANAGING INTERNATIONAL STUDENT 24 HOUR CONTACT

Each campus will have a designated person available 24 hours a day, 7 days a week to respond to a crisis.

A. Provision of an emergency contact number

- (1) The emergency contact number is 027 230 9785 (International Director) Senior Campus.
- (2) The emergency contact number will be made available to students and caregivers in the following ways:
 - a. On the card tied to the Lion Mascot presented and explained on arrival. (N/A in 2021).
 - b. On the school's website international page.
 - c. In homestay booklets provided to students and homestay caregivers.
 - d. By reminding students during interviews and checking they are aware of the emergency number.
 - e. On International noticeboards at Senior campus and Junior campus.

B. Staffing the emergency contact.

The emergency contact number is 027 230 9785

- (1) The emergency contact will be staffed by the following staff member(s):
Lara Buchanan – International Director
- (2) When on duty as the emergency contact, the staff member will keep the emergency phone on and within earshot at all times.
- (3) During holiday times a plan is made of who is available for support, although the Emergency number is still used.

C. Important information held by emergency contact staff members

- (1) Telephone numbers pre-loaded on the emergency phone.
 - a. Personal mobile number for the principal, associate principal, homestay co-ordinator, international administrator.
 - b. Personal mobile numbers for all members of the Senior Leadership Team.

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- c. Mobile number for the school counsellor.
 - d. Telephone number for the emergency services.
 - e. Telephone numbers for local taxi companies.
 - f. Mobile number for the Board chairperson.
 - g. Contact number for NZQA.
- (2) Staff members holding the emergency phone will also hold the following information in a shared google drive/enroller:
- a. Contact details for all current residential caregivers including parents if the school has students under 10.
 - b. Contact details of all current international students' natural parents.
 - c. Copies of all current international students' passports.
 - d. All current international students' insurance policy details.
 - e. Details of any medical conditions of all current international students.

D. In the case of an emergency phone call

- (1) The staff member on duty should call the emergency services if this has not already been done and is needed.
- (2) The staff member should take whatever other steps are necessary to assist the student/parent/residential caregiver.
- (3) The staff member on duty should notify the International Director immediately.
- (4) The International Director should notify the Principal, if deemed necessary.
- (5) The International Director should ensure that legal guardian are informed on the welfare of their child and have agreed in writing to decisions affecting their child.
- (6) If necessary, the school's critical incident procedures should be implemented.
- (7) The staff member on duty should arrange for a staff member to go to the hospital, in the event that an international student has been admitted.
- (8) When the emergency has been resolved, the staff member responsible should document what occurred in the school's response. This document should be stored in the student's electronic file.

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B. CRITICAL INCIDENT RESPONSE PLAN

Critically Ill or Death of an International Student

This document works alongside the school's Crisis Intervention plan. Staff who hear of a death, very serious injury or other serious trauma involving an International Student should contact either the Principal or Director of International Students immediately.

Verify Details:

- When, where, what happened, who was involved, how it happened.
- Is there an investigation; has the body been identified?

Two staff members will deal with the care of critically ill student:

- One to accompany the critically ill student to hospital eg Guidance Counsellor.
- One to deal with liaison and communications at the school eg Director of International students.

1. The appointed Critical Incident staff member accompanying the student eg Guidance counsellor

This person will accompany the critically ill student when they are transported by ambulance (or helicopter) and/or while in the Intensive Care Unit (ICU), prior to the parents/caregivers arriving. This person will be relieved if there is a need for night shift and day shift care.

This staff member will:

- Have the International Student Contact List, noting enrolment and medical insurance details etc.
- Have any medical information for the student and/or medication that the student is on. If they have been airlifted to another centre, the school contact to scan and fax/email this information to the ICU.
- Will keep written records in case of a Coroner's inquest (in the event of death) and/or review of processes.

The hospital staff will probably:

- Organise or suggest accommodation if student has been airlifted by air ambulance.
- Provide a letter to the airline to assist the parent(s)/caregivers to get on flights immediately and at a lower cost.

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- Provide a translator from staff (Note: This may be charged for – the school could also provide their own). It is crucial that the parents are briefed in their first language if they are not fluent English speakers.

Keep written records in case of a Coroner’s inquest (in the event of a death) and/or review of processes:

- Day-to-day log of events/actions/conferences with medical staff
- Phone calls – who, time, why

2. The appointed Critical Incident staff eg Director of International Students:

This person can provide background information on the student and/or their previous health, maintain contact with international department staff, the homestay host family etc. and initiate the James Hargest College’s Crisis Intervention Plan.

Contact immediately:

- Parents/legal guardian. Ensure a first language interpreter is available for this.
- Homestay parents or Designated Caregiver. Secure deceased student’s room/belongings.
- Agent (if applicable).

Contact the insurance company as soon as is practicable:

- Provide the insurance policy number, policy type and expiry date.
- Provide a clear, concise summary of what happened.
- Provide the contact details for the hospital (and for the ward eg ICU).

The insurance company will e-mail the insurance claim forms through. They will also contact the underwriters to confirm the costs of treatment, daily allowances for the family etc.

On the Death of a student:

Contact the Police. Interpol will inform the parents. James Hargest should **not** make the first contact in this situation.

Contact the appropriate Embassy – support for parent/family and any regulations that may need to be followed especially with returning the body or ashes to the home country.

Contact the family (after Interpol has informed parents). The family will need to decide whether the funeral will be held in New Zealand or in their country of origin.

Note any religious or cultural considerations.

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Contact the undertaker – the hospital staff can provide contact details of local undertakers.

- A death certificate is required.
- Family to be advised re either cremation or burial.
- Organisation of travel of body/ashes home.
- Check any provisions around the transport of human remains with the particular courier company (via the airline). Some countries e.g. Germany will not allow the family to carry ashes into their country. The undertaker will need to organise this.

Notify the insurance company as soon as practicable.

- They will want to know details of what the family has decided.
- They will clarify what they will/will not pay for (in writing).

Also:

- Put special support in place for other International students.
- Arrange support for host family.
- Ministry of Education – Traumatic Incident Team: 0200 TI TEAM (0800 848 326).
- Code of Practice Office personnel: 0800 697 296
- Info.code@minedu.govt.nz
- New Zealand immigration Service (termination of the visa)
- www.immigration.govt.nz
- Arrange the appropriate refund of school fees to the family when appropriate.
- Monitor Facebook/Instagram.

Keep written records in the event of a Coroner’s inquest and/or review of processes:

- Day-to-day log of events/actions/conferences with medical staff.
- Phone calls – who, time, why

Attend to the Student’s belongings:

- If there are other international students in the home, remove the student’s belongings while they are at school to prevent further upset. Liaise with the insurance company regarding sending these home.

Consult with the Principal to determine other appropriate school provisions (as with a domestic student) e.g. memorial service, note in newsletter, school magazine, etc.

Refer to Critical Incident Response Plan Check List for International Students

Enclosed

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CRITICAL INCIDENT RESPONSE PLAN CHECKLIST FOR INTERNATIONAL STUDENTS

Death of a Student

First Name:	Surname:
Date of Birth:	Date of Death:
Student ID:	Programme/Course:

Requirement	Date/Time	Notes
1. Communicate effectively and efficiently about the deceased student.		
a) Before notifying anyone, confirm who has died, their full name and identifying details, and details surrounding the death.		
b) Do not give unnecessary details about how the student died unless they are asked for and the NZ Police have given clearance to communicate this information.		
c) Determine if the death is due to school activity or James Hargest College led activity. If so, notify the Health and Safety Officer.		
d) Identify any religious or cultural considerations.		
2. Initiate the JHC Crisis Intervention Plan.		
a) Meet team within 24 hours to explain roles and responsibilities. Thereafter, it is not necessary for the whole team to meet (only as required).		
b) Manager to report regularly to relevant senior Management personnel within instruction		
c) Deal with NZ Police. Identify and get details of appropriate contact.		
3. Notify the family.		
a) Establish that the family has been notified.		
b) Facilitate visas for family where required (via MFAT/NZ Police).		
c) Provide support to the homestay family.		

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4. Dealing with student friends/classmates, etc.		
a) Decide on the appropriate way to notify students of the death, when this should occur and when the death should be formally announced. (Due to social media students are often first to know).		
b) Gather affected students together with International counsellor.		
c) Identify which friends may be badly affected/at risk and need support. Refer to counsellor/s.		
5. Media		
a) Principal briefed.		
b) Media response developed and agreed.		
6. Security of the deceased student's room		
a) Ensure security of the deceased student's room and belongings if it is not part of a NZ Police investigation.		

Requirement	Date/Time	Notes
1. Student Information		
a) Ensure that all information about the student is removed from Hargest web pages. Note that this may also need to include protecting the anonymity of other students impacted by the death.		
2. Family Matters		
a) Establish what the family wants to do with the body (repatriate or funeral).		
b) Liaise with the insurance company to facilitate and expedite approvals.		
c) Liaise with the funeral director.		
d) Organise a tapu lifting/religious ceremony for the site if appropriate.		
e) If family are coming to New Zealand, arrange airport pick-ups.		

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f) Arrange accommodation for family members.		
g) Maintain contact with and support for family and friends of the deceased.		
h) Keep parents informed.		
i) Respond appropriately to any cultural issues relating to the death of the student. Involve cultural advisors if needed.		
j) Facilitate and accompany family to visit the site of the incident.		
k) Establish whether it is appropriate to have a memorial service for the deceased.		
l) Communicate funeral/memorial details to classmates and staff.		
m) Organise letter/flowers of condolence to the family from JHC.		
3. Attend to deceased's belongings.		
a) 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.		
b) If the family wish to visit the accommodation, check to make sure that it is in a reasonable tidy condition.		
c) Arrange to have the deceased student's accommodation unlocked.		
d) Make an inventory of belongings. Have more than one person present for verification. Disturb belongings as little as possible.		
e) Money should be counted, kept in a safe place and returned to the next of kin.		
f) Take note of bank account details and close the account. If there is more than \$10,000 in the account a court order is needed to move funds.		

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g) Verify if any refund is due and organise for transfer of funds.		
4. Media Releases.		
a) Principal briefed as events unfold and facts are confirmed.		
b) Decide on appropriate media releases.		
c) All media communications should be logged.		
5. Information Sharing.		
a) Report regularly to other staff to keep them informed.		

Requirement	Date/Time	Notes
1. Follow up.		
a) Ensure thanks and acknowledgements go to people who have helped and offered assistance.		
2. Evaluate Plans, procedures and practice.		
a) Meet with all staff on the Student Critical Incident Response Team to evaluate within two to three weeks of the incident.		
b) Identify and follow up outstanding tasks and address concerns.		
c) Include recommendations to improve procedures (e.g. upskilling staff).		
d) Write a report on the review and file for future access.		

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C. International Students Emergency and Accident Procedures

Emergencies – Staff should be able to respond immediately.

In the case of an emergency or accident involving an International Student, the school’s major accident/emergency procedures should be followed and the appropriate interpreter should be contacted.

The Major Accident and Emergency procedures are as follows:

1. Reported to Student Administration



2. Two First Aiders go directly to emergency taking Ready Reaction Kit and assess situation sending information back to Associate or Deputy Principal or person in charge.



3. First Aid personnel to assess and to call ambulance (use 111) if necessary.



4. Inform Senior Leadership Team of outcome.

NOTE: Ready Reaction Kit is kept above the cupboard above the sink in Sick Bay.

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The following to be contacted/reassured if necessary:

- Parents/Guardians.
- Siblings at school.
- Teachers at scene of accident/involved in any way.
- The school in general, if it is considered necessary to avoid unnecessary upset/rumour.

Nationality of student:	Interpreter Name:	Interpreter Phone Number:
Korean	Curie Lee	021 353 574
Chinese	Sam Oh & Ivy Chan (Cantonese)	021 484 581 (Ivy) 021 562 288 (Sam)
Japanese	Karen Thomson	218 6640 or 027 221 2332
Thai	Kanya Ward	214 0186 or 021 0241 0897
German	Dr & Mr Richter	213 1128 or 027 433 9387
Japanese/Chinese	Cindy Sun (Cantonese)	021 0268 1901

Informing Teachers – Classroom teachers and teachers taking excursions outside the classroom should make themselves aware of any allergies or medical conditions prior to departure. This is done through the KAMAR student data base. They also need to be aware of contacting Lara Buchanan if an accident or emergency occurs with an International Student.

Contact with parents/caregivers of International Students – If a student is in a critical condition or has been killed, contact with the parents should be made by Interpol. If an accident or emergency situation where it is necessary to contact the parents and New Zealand caregivers of an International Student, this should be undertaken by the Principal or Director of International Students.

Homestay parents and/or classroom teachers are not responsible for contacting International Students’ parents.

This is the responsibility of Lara Buchanan/Shellee Madden or the Principal.

Informing Student’s Insurance companies – In the case of an emergency, the student’s insurance company should be informed. Insurance company details are available on the students file.

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D. Emergency and Accident Procedures for Homestays

This sheet contains important background information about what you need to do in case of an accident, or emergency involving your International Student. Please keep it in a safe place, e.g. on your fridge, on the family notice board, or by the telephone.

Homestay caregivers need to ensure that everyone who takes care of the International Student is aware of these procedures:

1. ACCIDENTS AND EMERGENCIES

Emergencies

An emergency is a situation that requires immediate action. In a situation that requires immediate action, there is not usually time to look up procedures or refer to written information. It is vital that everyone is familiar with emergency procedures before an emergency occurs.

Accidents

An accident may or may not constitute an emergency. If the accident does not constitute an emergency, there may be time to look up procedures or refer to written information.

Homestay caregivers need to decide if a situation is an accident or an emergency and act accordingly.

- James Hargest College has responsibility** in the case of emergencies and accidents during and outside of school hours when the student is in a homestay situation. This means that James Hargest College should be contacted as soon as possible in these situations. James Hargest College will help and support you and make sure that all appropriate procedures are followed.
- What to do** in an emergency act appropriately (e.g. remove the student from danger, apply first aid, call an ambulance) then, if necessary, phone the interpreter:

Nationality of student:	Interpreter Name:	Interpreter Phone Number:
Korean	Curie Lee	021 353 574
Chinese	Sam Oh & Ivy Chan (Cantonese)	021 484 581 (Ivy) 021 562 288 (Sam)
Japanese	Karen Thomson	218 6640 or 027 221 2332
Thai	Kanya Ward	214 0186 or 021 0241 0897
German	Dr & Mr Richter	213 1128 or 027 433 9387
Japanese/Chinese	Cindy Sun (Cantonese)	021 0268 1901

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Then contact the school's 24 hour contact person:

24 hour contact person name:	Lara Buchanan	
24 hour contact person number:	027 230 9785 (cell)	2176129 ext 248 (School)

James Hargest College is responsible for contacting the International Student's parents, agent and insurance provider. You are not responsible for this and in an emergency or accident contact with the International Student's parents should be made by James Hargest College.

4. In the case of accident or illness

If an International Student is injured or unwell and your level of concern is high, take the student to the nearest accident and emergency department or, if appropriate, dial 111 and ask for an ambulance. If your level of concern is low or moderate, take the student to your GP or Victoria Avenue Medical Centre if time permits, call Shellee Madden on 217 6129 ext 307 during the day.

If you are concerned for your Student's wellbeing and unsure of what to do, call the school's emergency contact (above) for assistance as it is better to be cautious.

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IMPORTANT INFORMATION

E. Doctor - Hospital visits

- Keep a copy of your student's Insurance safe. They need to either take a photo or a copy, if they go out of town, in case they need medical treatment.
- If your student needs to go to the doctor or Hospital they need to take their:
 - Insurance Certificate
 - Passport
 - Visa
- The student needs to advise the health provider that they are an International Student at James Hargest College.
- If you have any concerns please phone JHC and we can guide you through the process.
- Our preferred Doctor is **Victoria Avenue Medical Centre** phone: 03 218 3282 – Dr Tyree.
- It is easier if the school make the appointment. We will forward copies of the name, contact details, insurance etc which saves time on arrival. If the student is required to pay, bring the receipt to JHC for us to make the claim. However, the invoice may be sent directly to the school. In this case we will pay and claim the payment back from their insurance.
- Take your student to the doctor if they need to go. Unless you are advised by the doctor, only go to the hospital if there is an Emergency or Accident. Treatment for non-residents at the hospital is very expensive. The doctor is definitely the preferred option.
- For the insurance to cover visits we need:
 - A letter of consultation from the Doctor/Hospital confirming the date of the visit and treatment received.
 - A copy of the Receipt.
 - Discharge form from the hospital.
- Always advise James Hargest if the student has been to the doctor or hospital so that the appropriate action can be taken to process an insurance claim on the student's behalf, in a timely manner.
- Normally accidents are covered by ACC and medical issues are covered by insurance.
- Pre-existing conditions are not normally covered unless they have been assessed and added to the Insurance Certificate.
- Should any correspondence be received by the homestay, bring it to school immediately.

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