
Critical Incident Procedure and Guideline for Halls of Residence

Procedure and guidance for Victoria Accommodation staff involved in responding to critical incidents

Responses to critical incidents often require judgement to take into consideration the particular circumstance of the incident. This document includes elements of procedure and guidance to support training of staff and response.

Use of 'Must and 'Should'

- Must = requirement that has to be complied with
- Should = recommended practice or approach, not mandatory, situational judgement required.

Approval

Rainsforth Dix

Director Student and Campus Living

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Contact

Stephanie Cottrill

Associate Director Student Living – Halls

Phone: 463 8285

INTRODUCTION

These procedures support staff involved in responding to critical incidents and emergencies when an incident occurs within a Halls of Residence, creates hall-wide disruption, or involves a current resident or Victoria Accommodation staff member.

A critical incident is an unanticipated, major, personal event with a widespread and traumatic effect on students at Victoria University. It is likely to have a highly stressful impact on the University community and will require immediate action since it may overwhelm the coping strategies of either an individual or group.

Critical incidents by their nature are unexpected and serious events that can occur on or off campus at any time of the day, week or year. They may affect one to many students, staff and/or the general public directly or indirectly.

These procedures are aligned with Victoria's university-wide safety and crisis response policies, plans and procedures including:

- Health and Safety Policy
- Crisis Management Plan
- Responding to a [Sudden Death of a Staff Member or Student](#)
- [Responding to Suicidal Behaviour by Students Policy](#)
- Critical Incident Response and Reporting Guidelines for International Students

The prompts, contacts and resources included support good decision-making while under pressure. Being prepared improves our capacity to manage calmly and appropriately, and to make a positive immediate and longer-term effect on the recovery of the people and community involved.

Immediate response actions aim to preserve life, prevent harm, prevent escalation, and protect property. This includes summoning assistance such as emergency services.

When the incident has been stabilised, the focus shifts to supporting the wellbeing and recovery of those involved, notifying and reporting within the University and to external stakeholders where required, and steps to prevent recurrence.

This document outlines

- Procedure/steps for responding to and recovering from critical incidents and hall-wide emergencies.
- Specific considerations for types of critical incidents that may occur
- Responsibilities by role
- Key contacts and resources

To ensure we provide a comprehensive and professional critical incident response at a time when people need us the most, all Victoria Accommodation staff who act as 'person in charge' must:

- Become familiar with the content and procedures outlined in this document; and
- Complete the compulsory critical incident training and education provided by Victoria

Our goal is to provide effective, timely and sensitive leadership during critical incidents, maximising support and minimising trauma and the emotional impact events like this can have on staff, students and others involved.

Thank you for your ongoing commitment and support of our University community.

Rainsforth Dix
Director Student and Campus Living

Stephanie Cottrill
Associate Director Student Living - Halls

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MANAGING BEHAVIOURAL RISK

The University does not tolerate any behaviour directed at staff or students that is threatening, offensive or causes trauma or fear. Staff should report incidents to their Head of Hall and AD Halls and seek advice and guidance from staff on the Risk Assessment Advisory Committee (RAAC) (in particular Security, Student Interest and Conflict Resolution, and Student Health and Counselling). Refer to [Staff Guide to Supporting Students](#) for further advice.

The goals of management are to prevent violence; minimise offence, fear and trauma; educate and skill build everyone involved; and review the system, policies and procedures. Provide assurance that controls to manage behavioural risks are implemented and functioning effectively.

Victoria has a commitment to restorative justice. This is embedded in the [Student Conduct Statute](#) and practiced in managing resident behaviour.

Residential life involves spending extended periods of time with students and staff, with diverse ages, levels of maturity, experience, health, and disability needs. Planning is required to promote behaviours that support everyone's safety and wellbeing. Behavioural expectations are based on the University's core values.

All Victoria Accommodation residents are under the jurisdiction of the University, whether under the direct or indirect supervision of University staff.

All students must conduct themselves in a manner consistent with the Student Conduct Statute. Note these key clauses:

“As members of the community, students are expected to conduct themselves safely, and in accordance with the University's core values of respect, responsibility, fairness, integrity and empathy.”

“Conduct that is detrimental to the safety or wellbeing of other people, the effective functioning of the University or to the reputation of the University” is misconduct under the Statute.

Staff must abide by the Staff Conduct Policy. Note this key clause:

“All members of the University Community are entitled to work, learn, study and participate in all aspects of the University's life in an environment of safety and respect.”

Key questions when managing behavioural risks

Triage the incident for the complexity of the situation. Guidance is provided under 'Code Black Threat Assessment' on the next page. For guidance contact the AD Halls (24/7) who will liaise with the University's Student Interest and Conflict Resolution Manager if required. Consider:

- What are the facts? who (target and person of concern), what, where, when, what was the information source?
- Who is leading the response?
- Who needs to know?

- Why? What are the underlying causes? Is it repeated behaviour or 'one off', consider it could also be presenting elsewhere at the University
- What are the risks? – harm to self, harm to others, property damage, social media?
- Who is managing each element of the risk?
- Coordination = full information
- What (if any) monitoring and ongoing review is required?

CODE BLACK THREAT ASSESSMENT PROMPT

Triage - Multiple Considerations

Triage for the complexity of the situation

- Triage the Person of Concern (POC)
- Triage the target
- Triage for organisational risk

Triage the person of concern - Key indicators of potential risk

- Suicidal threats
- Homicide threats
- Last resort statements
- Mental illness indicators
- Current substance misuse
- Known person of concern
- Access to or affinity with weapons

Aggression continuum

Skilled (ie. functioning well, no concerns)



Triage the person being targeted

- For signs of distress
- Possible trauma
- Protective capacity (eg. acts to correct problems or challenges, assertive, possesses the necessary energy, willing to seek help)
- Resilience (eg. ability to make sense of their experiences, supportive relationships)

RESOLVING DECISION-MAKING DILEMMAS

When making decisions to manage behavioural risks, dilemmas and conundrums must be made overt, and the latest research and best practice utilised.

Use risk assessment to inform decision-making

Risk assessment is a continuous and dynamic process to determine the likelihood a harm will occur and the impact or harm that could result (what exactly might happen, to what or whom, under what circumstances and why). Risk assessment involves:

- Accurate, reliable and fair assessment of risk using information from all relevant sources
- Day to day monitoring of information and conditions relevant to the risk assessment
- Reviewing the risk assessment if information or conditions change.

When facts are scarce, consider the risks a reasonable person would foresee.

Decisions made to manage risk must use a transparent process, be fair and proportionate.

Actions planned to manage risk must be achievable.

Assess and balance the best interests of the resident and the best interests of the university community

Decisions should balance all needs and strive to find outcomes that meet the best interests of the individual and the university community. Sometimes that will be a decision in favour of the community, but take care not to make a presumption in favour of the community which would cut across a proper assessment of the situation.

Assess if there are serious safety risks that override privacy

The Privacy Act guarantees privacy unless the disclosure is necessary to prevent or lessen a serious threat to public health or public safety, or the life or health of the individual concerned or another individual.

Where an incident only involves the wellbeing of the person concerned, care should be taken not to share their personal details beyond what is required for their care. This may include the RA, Head of Hall and the SSC.

Refer to [Guidance on Privacy and Sensitive Disclosures](#).

If criminal behaviour is alleged, seek advice from the Student Interest and Conflict Resolution Manager or General Counsel as soon as possible.

If criminal behaviour is alleged then the Police need to investigate the facts. It is also necessary to ensure safety on campus. The Student Conduct Statute can be followed in all cases where there is a suggestion that there has been conduct that is detrimental to the safety or well-being of other people, the effective functioning of the University or to the reputation of the University.

Meet with and consult/share decision-making with relevant colleagues and senior staff

- Call a meeting of the relevant people (get together in the same room) to ensure full information is considered, and a range of expertise is contributed.
- Assess whether there is a need for expert advice.
- Ensure decisions are made at the correct authority level.

CRITICAL INCIDENT RESPONSE GUIDELINE

First Person on Scene	*Onsite Person in Charge	Onsite Person in Charge	AD Halls with Head of Hall/SSC	Head of Hall	Head of Hall/AD Halls
Immediate actions to preserve life and prevent further harm	Limit impact and protect privacy	Who needs to know?	Wellbeing of affected staff and residents	Communications with the community	Post incident actions
~ first ten minutes		~ within first hour			~ within 24 hours
<input type="checkbox"/> Apply first aid (DRS ABCD)	<input type="checkbox"/> Verify safety	<input type="checkbox"/> Internal notifications <input type="checkbox"/> Who should be leading the response?	<input type="checkbox"/> Establish who might be affected	<input type="checkbox"/> Communications must be simple and clear	<input type="checkbox"/> Assess if resident can remain/return
<input type="checkbox"/> Summon Assistance Utilise bystanders	<input type="checkbox"/> Lead and co-ordinate the response	<input type="checkbox"/> Critical incident peer support	<input type="checkbox"/> Lead and co-ordinate a welfare plan	<input type="checkbox"/> Consider impact of Social Media	<input type="checkbox"/> Assess ongoing support needs of resident and affected people including responders
<input type="checkbox"/> Emergency Calls (if required) 1-111 and 0800 VIC 8888	<input type="checkbox"/> Secure the area – Restrict access, screen	<input type="checkbox"/> WorkSafe notification Phone 0800 030 040 (if required)	<input type="checkbox"/> Consider best interests of resident and community	<input type="checkbox"/> Refer Media enquiries to AD Comms & Mktg. Notify AD Halls	<input type="checkbox"/> Update StarRez <input type="checkbox"/> Post Incident Debrief if required
<input type="checkbox"/> Call Onsite Person in Charge	<input type="checkbox"/> Liaise with emergency services.	<input type="checkbox"/> Assess whether to call Emergency Contact	<input type="checkbox"/> Self-care	<input type="checkbox"/> Is a hall meeting needed to brief staff and students?	<input type="checkbox"/> Have we adequately controlled the risk? Refer RAAC if required
<input type="checkbox"/> Call the On Call Manager	<input type="checkbox"/> Escalate requests for private information <input type="checkbox"/> Identify witnesses and affected people <input type="checkbox"/> Task an RA to establish a quiet room if required	<input type="checkbox"/> Assess safety/best interests of student /privacy <input type="checkbox"/> Follow procedure for notifying an emergency contact	<input type="checkbox"/> Support for family of affected residents	<input type="checkbox"/> Respond to calls from parents	<input type="checkbox"/> Conduct investigations, share learnings, carry out remedial actions <input type="checkbox"/> Refresh relevant student safety key messages <input type="checkbox"/> Close the incident

The Onsite Person in Charge may be a Head of Hall (HoH), Deputy Head of Hall (Deputy HoH), Night Manager, or Residential Assistant (RA) (RA must immediately call for management support and hand over to On Call Manager)

IMMEDIATE ACTIONS

The following information enables any hall staff member to assist in an emergency situation in any hall.

Apply First Aid Training

Danger > Response > Send for help > Airway > Breathing > CPR > Defibrillation

Summon Assistance

Call for help Utilise bystanders within the hall to call the Onsite Person in Charge
Emergency Services 1-111 State name, address, directions and Onsite Person in Charge
Campus Safety 0800 VIC 8888 Request support to secure the scene and liaise with emergency services

Name of Hall RA Number	Details for Emergency Services	Key locations and resources
Boulcott Hall RA 463 4743 /021 285 4743 HOH 021 283 4742	47 Boulcott St 463 4740	Emergency folder: HoH office ground floor, blue. Emergency kit: Green bin level 2 storage and 4 x grab and go bags front office. Quiet room: Ground level labelled meeting room, labelled music room Hall meeting: Dining room level 1 Nearby shelter: Carpark building 37 Boulcott Street
Capital Hall 022 563 3720	143 Willis St 463 3720	Emergency folder: TBC Emergency kit: Grab and go bags x 9 and first aid kits in office Quiet room: Level 4 meeting room and recreation space Hall meeting: Dining room level 4 Nearby shelter: Local shops with overhang shelter
Joan Stevens Hall 463 6834 / 021 966 834	132 The Terrace 463 6900	Emergency folder: TBC Emergency kit: Quiet room: Hall meeting: Nearby shelter:
Katharine Jermyn Hall 022 563 9080	100 Boulcott St 463 9080	Emergency folder: Emergency kit: HoH office (incl. Satellite phone) Quiet room: study rooms x 2 Level 1, music room level 1 Hall meeting: Dining room level 1 Nearby shelter: Wilson carpark building Gilmour Terrace
University Hall 0800 Unihall	44 Kelburn Parade 463 4713	Emergency folder: various – refer separate list Emergency kit: Quiet room: Hall meeting: Nearby shelter:
Weir House 021 563 3700	Gladstone Tce 463 3700	Emergency folder: TBC Emergency kit: HoH Office (incl. Satellite phone) Quiet room: Meeting Room Hall meeting: Dining Room Nearby shelter: TBC
Willis St. Halls - Cumberland House 027 563 4770	237 Willis St 463 4770	Emergency folder: HoH office mezzanine Emergency kit: Civil Defence room Mezzanine offices Quiet room: Mezzanine Hall meeting: Level 1 social space Nearby shelter: 222 Willis Street

Willis St. Halls – Education House 027 522 9098	178 Willis Street 463 4770	Emergency folder: HoH Office mezzanine Emergency kit: Cumberland House Quiet room: Ground floor common room Hall meeting: Ground floor common room Nearby shelter: 237 Willis Street
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Partner Halls

222 Willis Street 0800 Unihall	222 Willis Street 463 4713	Emergency folder: TBC Emergency kit: Quiet room: Hall meeting: Nearby shelter:
Everton Hall 027 472 1026	10-12 Everton Tce 472 0655	Emergency folder: HoH office, plus spares with HOH and Res Life. Emergency kit: 8 x grab and go Quiet room: 1 x study room, 2 x music rooms Hall meeting: Main commons area Nearby shelter: Large hall
Helen Lowry Hall 027 240 2766	19 Blakey Ave 476 7698	Emergency folder: TBC Emergency kit: Quiet room: Hall meeting: Nearby shelter:
Unilodge: Stafford House 027 469 4620	40 The Terrace 463 2200	Emergency folder: TBC Emergency kit: Quiet room: Hall meeting: Nearby shelter:
Te Puni Village 027 563 9220	80 Fairlie Tce 470 9220	Emergency folder: TBC Emergency kit: Quiet room: Hall meeting: Nearby shelter:
Victoria House 027 440 9249	282 The Terrace 463 9040 (Matrina)	Emergency folder: TBC Emergency kit: Quiet room: Hall meeting: Nearby shelter:

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LIMIT IMPACT AND PROTECT PRIVACY

This stage could be ten minutes or two hours. Consider the scope of the impact for example an incident involving two residents compared with an incident that occurs off site.

Onsite Person in Charge

Verify safety

When the Onsite Person in Charge arrives at the scene, their first task is to verify safety. Check that immediate actions to preserve life and prevent further harm have been carried out.

Take care not to expose others to a distressing scene unnecessarily.

Check with those involved and if you can, find out from them what they think they need.

Lead and co-ordinate the response

The onsite person in charge takes the lead and co-ordinates with other responders including Campus Safety and emergency services when they arrive to site. Delegate tasks as required.

Ensure someone is assigned to support the affected individual/s.

Even if the site control transfers to the emergency services, maintain an overview and continue to lead the hall community as the University's key site representative until relieved by someone more senior. Refer to guidance for specific incidents.

If the onsite person in charge is an RA, that person must immediately contact the Manager-on-call, and contact Campus Security for support.

Secure the area - restrict access, screen

If a critical incident occurs in a public area and the affected person/people are unable to be safely moved to a more private location, get assistance to cordon/screen/restrict access by other people to protect the privacy of the individual and/or limit others being exposed to a distressing scene.

Privacy and Security

- Ensure someone is dedicated to the office phone and at the office door
- Consider what is required for site security
- Preserve the scene if there is likely to be a Police or WorkSafe investigation.

Liaise with emergency services

Follow emergency services instructions, provide information and support if requested.

Where there are requests or demands for private information about individuals by emergency services, refer to ['Grounds for disclosure of information - under University Privacy Notice and Privacy Act 1993'](#).

Identify affected people eg witnesses, roommates, friends

- Contact the Student Support Co-ordinator to ensure support is provided to those affected
- Gather names of those directly affected
- Assess if there are any immediate needs and address them
- Continue to monitor for others who may also be affected.

Task an RA to establish a quiet room if required

Identify a private space for affected residents.

WHO NEEDS TO KNOW?

Internal notifications

Internal notifications support management of the response and are more than a courtesy or a 'heads up'. Key information that mitigates risk needs to be conveyed to make sure ongoing response discussions are made in a planned and informed way.

Onsite Person in Charge

- Any critical incident must be notified to the Head of Hall and relevant Associate Director.

Privacy of Affected People

When notifying the facts of the incident to senior managers, care should be taken not to share personal details beyond what is required for their care. This may include the RA, the HoH and the SSC. University senior managers are not provided with identifying details.

Key Contacts

Stephanie Cottrill Associate Director – Halls	463 8285 / 022 564 8285	Stephanie.cottrill@vuw.ac.nz Room 104, 4 Waiteata Road
Sandie Dunsford Associate Director – Infrastructure and Services	463 5230 / 027 563 5230	sandie.dunsford@vuw.ac.nz Room 104, 4 Waiteata Road

AD Halls

- Assess the severity and ascertain what support the Onsite Person in Charge needs
- Notify the Director, Student and Campus Living (DSCL). Brief the DSCL; what are the facts, what are the risks and controls, what kind of support do you need?
- Make a recommendation on who should be leading the response.

Rainsforth Dix Director Student and Campus Living	463 6713 / 027 563 6713	rainsforth.dix@vuw.ac.nz Room 101, 6 Waiteata Road
If unavailable, contact Karl Whalen Associate Director, Victoria Recreation	463 6622 / 027 563 6622	karl.whalen@vuw.ac.nz Room 102, 6 Waiteata Road
Phil O'Connell Director Safety, Risk and Assurance	463 5906 / 027 454 2210	phil.o'connell@vuw.ac.nz Room 206, 6 Waiteata Road
If unavailable, contact Stephanie Cottrill Associate Director, Safety, Risk and Emergency Planning	463 6722 / 027 563 6722	stephanie.cottrill@vuw.ac.nz Room 204, 6 Waiteata Road
Katherine Edmond Associate Director Communications and Marketing	463 5539 / 027 563 5539	Katherine.edmond@vuw.ac.nz

The Director, Student and Campus Living will advise the Director Safety, Risk and Assurance (DSRA) and Director Student Academic Services (DSAS), and determine if the Risk Oversight Group is required.

Further notifications to the Chief Operating Officer (COO), Vice Chancellor (VC) and other relevant Senior Leadership Team (SLT) level are undertaken by the relevant Director.

AD Halls or delegate (Head of Hall/Deputy Head of Hall)

Critical Incident Support

- Advise other Heads of Halls of the critical incident
- Notify and arrange support from other parts of the University. Refer to 'Sudden Death' [AD Halls Checklist](#).
- Ensure responder welfare (arrange meals, breaks, support)
- Provide practical support as needed to ensure critical incident procedures and guidance are followed.

Assess whether to contact family/emergency contact

The following scenarios are considered serious and warrant consideration of whether an authorised emergency contact should be notified:

- if a student requires hospitalisation;
- if a missing person is not located following hall-based and University-wide checks, and with Police and hospitals (or immediately if there are serious circumstances);
- following any suicidal behaviour;
- if a person is subjected to a violent crime;
- following an arrest if the person has been detained for a period that could cause significant distress. In an arrest scenario the role the University may play will vary from case to case depending on the prior pastoral care relationship with the student, their level of need, and the seriousness of the alleged offence; not all students will want University involvement.
- any scenario where a resident's wellbeing is considered to be significantly impacted.

Contacting family/emergency contact of a student at risk

This is a complex issue that requires a carefully considered decision.

In general, the University is committed to ensuring the notification of family/significant others, and in general the student's consent should be sought.

Our overarching reason for involving an Emergency Contact is to reduce the risk to the health and safety of the student¹.

In principle students over the age of 18 have a right as adults to complete privacy in respect to their personal information and situation. This means that in normal circumstances their family and significant others have no right to personal information about them from any University staff member except with their express permission.

There are special provisions for residents under the age of 18 under both the Vulnerable Children Act 2014 and the NASA Code of Practice for the Pastoral Care of International Students. If an affected resident is under 18 years old refer to Student Counselling and/or Victoria International for guidance.

In the absence of consent

Victoria University has decided that it needs to act in what it believes is the student's best interests.

¹ The Privacy Act 1993 guarantees privacy unless the disclosure is necessary to prevent or lessen a serious threat to public health or public safety, or the life or health of the individual concerned or another individual.

In the case of students whose mental health is impaired and there is risk of serious self-harm or suicide, health clinicians and other staff have a responsibility to consider whether proactively contacting a student's family is in their best interests.

Victoria considers family/significant other involvement in the care of **any suicidal student** as being desirable regardless of the level of risk assessed.

Student Counselling can provide risk assessment and clinical guidance on factors affecting this decision, including specific knowledge of the student's personal or unique circumstances if they are a client.

A decision to contact an Emergency Contact against a student's express wish should be clearly documented in StarRez including the staff involved in the decision and the rationale for it. This documentation should be kept on the Student's Health and Counselling file as well, and if appropriate at Victoria International or other University service.

Procedure for notifying an emergency contact

Notifying an emergency contact enables the family member/significant other to:

- Support a loved one who may be in distress, (or arrange local support for them) and/or
 - Enable logistics if a resident needs extra support or to return home.
- If they are able to notify their emergency contact themselves, the affected person is usually the best person to make contact.

Where a participant is unable to call their emergency contact themselves

If a decision is made to contact the Emergency Contact, the Associate Director Halls must ensure the emergency contact is notified. The Head of Hall (or their Deputy Head of Hall) would usually make the call.

- Use the authorised Emergency Contact person provided on the Hall Residence Agreement. If you are unable to reach that person, the University may have alternative contacts, talk to the Student Interest and Conflict Resolution Manager if you don't have access to Student Records.

If a death occurs, notifying next of kin is the responsibility of the Police, and not the University. The University may be asked to provide next of kin details.

- The Director Student and Campus Living and Chief Operating Officer must agree who will follow up with the family, and ensure a single point of contact is in place for ongoing liaison.

Additional considerations for International Students

In a critical incident the Victoria International Associate Director International Services (or their delegate) must be notified. Their role is to ensure the additional wellbeing needs of International Students are met in keeping with Victoria's obligations under the NZQA Code of Practice for the Pastoral Care of International Students.

The role of Victoria International at the time of a critical incident involving an international student is to coordinate the appropriate services and provide support for the student(s) family, as appropriate. This may include, and is not limited to, liaising on the student or family's behalf with insurance, immigration, home Embassy, and other University departments including Victoria Accommodation.

Staff from Victoria International involved in responding to the incident act the way a family might in the student's home country. The role is adapted and adjusted to work with Victoria Accommodation and other university departments involved, to enable a culturally appropriate response to each situation.

Note that the term 'international student' covers an enrolled student who, under the Education Act 1989, is not a New Zealand resident or citizen (or specifically exempt). This definition is not dependent on the type of visa that a student holds (visitor, work or student visa).

WELLBEING OF AFFECTED RESIDENTS AND STAFF

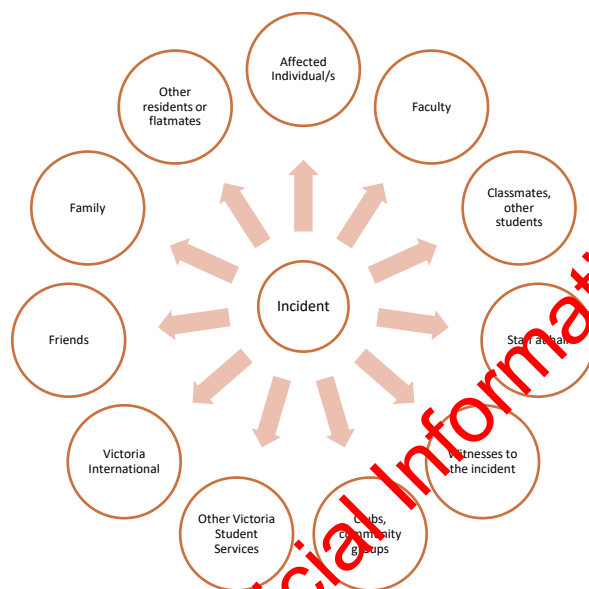
Establish who might be affected

Who do you need to communicate with or check up on?

Who may need referral to another part of the University for support?

Consider privacy and confidentiality of the people involved.

Influence of Incident



Lead and co-ordinate a welfare plan for those directly affected

A case management team will be established to co-ordinate the response and recovery. This team is made up of:

1. Head of Hall
2. Student Support Co-ordinator
3. AD Halls
4. Senior Mauri Ora staff member

Student Interest and Conflict Resolution Manager or Manager Staff Wellness may be included.

Contact the Student Support Coordinator and Student Counselling who will:

- Support the provision of a safe, caring environment
- Provide a counsellor onsite for as long as is needed
- Help triage approach to student and staff support
- Lead, advise on the initial critical incident debriefing (within eight hours)
- Supporting students with information and advice, including close friends
- Work with staff and students to normalise routines.

Contact the Manager Staff Wellness who will support affected staff, offer option for Employee Assistance Programme (Bennestar) support, and communicate with key stakeholders.

- Identify possible at risk students and refer promptly to Student Support Coordinator and/or Student Counselling
- Consider additional needs of International Students, students with a disability, under 18 year olds.
- Arrange Hall meeting if required:
 - Update the events factually
 - Advise on immediate and ongoing counselling services
 - Provide information on how to support peers and particularly those most at risk
 - Provide an opportunity to express grief, share impact and/or farewell the students
- Continue to monitor for impacts within the hall
- For incidents where participant's mental wellbeing may be affected, encourage and enable them to contact their support people at home.
- Is a risk oversight group required?
- Summarise and document the wellbeing plan that is in place. Note points that need to be revisited and if anything else/other risks come out of the wellbeing plan.

Post Vention meeting

The Student Interest and Conflict Resolution Manager or Student Health and Counselling will lead this if required.

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Support for residents following a traumatic event, or family of at risk residents

Use this information to help parents who are supporting young people at risk.

Strategies that help

- Recognise that they've experienced a traumatic event and it's normal to be affected by it.
- Listen and be helpful if they tell family members. Encourage them to seek supportive company if they feel stressed or anxious.
- Maintain normal routines as much as possible.
- Encourage physical activity. Rest more. Eat regularly. Avoid excessive use of alcohol and drugs.
- Remind them to be gentle with themselves. Reduce stress where possible.
- Help them access some professional help, either from Student Counselling, or through an external service if required.

Refer to Student Health and Counselling for specific advice tailored to a range of scenarios

<https://www.victoria.ac.nz/students/support/wellness/student-counselling/other-support>

Accommodation options

Near Airport Airport Motor Lodge	04 380 6044	3 Hobart Street, Miramar, Wellington
Near Wellington Hospital Adelaide Motel	04 389 8138	209-211 Adelaide Road, Wellington
Near Student Accommodation Park Hotel Lambton Quay	04 260 5000	101 The Terrace, Wellington

Support services for parents

Victim Support Contact Centre 24/7	0800 842 846	
Accident & Urgent Medical Centre	384 4944	17 Adelaide Road, Mount Cook, Wellington
Need to talk 1737 Call or text to talk to trained counsellors (24/7)	Free call or text 1737	
Mental health support Crisis Resolution Service (24/7)	0800 745 477	

Information for parents who are helping a young person access services at Victoria

Mauri Ora Student Health and Counselling	04 463 5308	Student Union Building
Victoria International	04 463 4350	Victoria-international@vuw.ac.nz
Student Interest & Conflict Resolution	463 5023	emma.mossman@vuw.ac.nz
VUWSA Student Advocate	463 6984	advocate@vuwsa.org.nz Student Union Building SU405
Te Pūtahi Atawhai Maori and Pasifika student support	463 6974	te-putahi-atawhai@vuw.ac.nz Level 2, Student Union Building
Disability Services If impairment related needs are impacting on studies or full participation in university	463 6070	disability@vuw.ac.nz

Self-care during and after a critical incident

A critical incident is by definition unexpected and high impact, so you will experience the feelings and reactions that go along with shock and trauma, even if you do not personally know the student(s) involved in the incident. Add to this the stress that may be involved in a sustained period of time in response and having to juggle other responsibilities and deadlines, and self-care becomes very important both during and following a critical incident response. The feelings and reactions you may experience include shock, inability to focus, numbness, immobility, anger/irritability, sadness and grief, helplessness, and distress. If you become tired and run down these will increase.

Soon after hearing of the incident

There may be a natural pause before you can take action; if not, make a pause for yourself. Attend to the following:

1. Look at your calendar. Block out the next few days, put in apologies for meetings that are not essential, delegate what is important, and put an out-of-office message on your email. Give yourself a few days when rescheduling appointment – the incident may take longer than you expect to deal with, and then there may be your fatigue to manage.
2. Think about your physical needs for the day – have you got food handy? Drink plenty of water – stress is dehydrating.
3. Identify your support person, and let them know that you are dealing with a critical incident and you would like to talk with them at times while you deal with it.

During the response period

- Talk regularly – even if briefly – with your support person. Discuss the facts – what happened and what you are doing; your feelings; and your reactions. This is time for you to debrief, so you need someone skilled who will listen. If you don't have a workplace person/mentor that you can talk to, arrange an EAP appointment with Bunnestor (call 0800 360 364 to book an appointment).
- Make sure you take care of yourself in the usual ways:
 - Deal with the incident response during usual office hours, unless it is absolutely essential
 - Eat good food, drink lots of water, be moderate in consumption of caffeine, alcohol and tobacco
 - Do your usual exercise routines, and try to add in some more if your adrenaline is high
 - Relax and ground yourself regularly
 - Try to get good night's sleep

After the response period

It is important to debrief after involvement in a critical incident response. A debriefing process provides a format in which those involved can discuss their feelings and reactions, which may help reduce the stress that results from exposure to a critical incident.

A formal debrief may be arranged – talk with the AD Halls, Manager Student Counselling, or Staff Wellbeing Manager about options.

MANAGE COMMUNICATIONS

The communications required will depend on circumstances, the hall involved and university calendar timing. The following guidance is provided for first year halls, and may be more than is necessary in other hall environments. The Head of Hall is expected to use their experience and knowledge of their hall to make a judgement, and to consult with the AD Halls and/or SSC if it is unclear.

Contact [Communications and Marketing](#) for support.

Students are advised through the hall registration process how they will be communicated with in an emergency. For a critical incident it will be through the hall's closed Facebook group. Communication processes are reviewed at the beginning of each calendar year.

Communications must be simple, clear and accessible

In times of distress anyone's cognitive ability can be temporarily impaired. This heightens the need for communication to be proactive, simple and as clear as possible.

In addition residents with disabilities may have additional communication and support needs:

- Invite students to make staff aware of any disability needs they have that need to be addressed.
- If communication is provided verbally, ensure the information is accessible for students with hearing impairments by: facing the audience, using a microphone or simply speaking up. Ideally also provide the information in written form.
- Be aware that some students with disabilities may be more seriously affected by distress (e.g. those with mental illness) and may need an individual discussion.

Consider impact of social media

The prevalence of social media on mobile devices means that hall management may find out about an incident after others already know, particularly in first year halls. This means communications are most likely to be responsive. The University is not able to control private communications, however it may be necessary to contact the Senior Advisor Communications and Marketing or Student Interest and Conflict Resolution to monitor social media.

If there is a critical incident that requires a hall meeting, be aware of screen shots that are shared with the media.

- Don't post any details on social media, only use the closed Facebook group for the hall and only promote the meeting time and venue.

Refer media enquiries to the AD Halls

- Secure the building from the media and notify Communications and Marketing. Refer any enquiry to the AD Halls.

Be aware that in some instances the media and Police may arrive simultaneously. Ideally media should be approached by the Police Officer in Charge of the investigation or the AD Communications and Marketing.

Do not speak to the media, even if you believe the comments are off the record. Tell them you have "no comment" and direct them to a member of the communications team, or if they are not available, to the most senior member of staff available.

Do not provide information or speculation over the phone. If concerned family members call, take their name, number and, if it is a university-wide event, tell them student information is provided on the

University Facebook page, direct email to staff and students and the University website. If necessary, find an appropriate person to call them back.

Do not identify victims/affected (or potentially affected) people to anyone. That role belongs to the Police and, where appropriate, the coroner.

If you accidentally give someone information which you shouldn't have, let the Communications team know as soon as possible.

University or region-wide crisis - align with University-wide communications

For University-wide emergencies, the central communications and marketing team will provide updates for all students and staff via text message and on the University main Facebook page. All hall communications will align with this.

- The HoH/Deputy HOH should share central messaging and any specific hall instructions to their hall Facebook group page. For Victoria managed halls, check if the Communications and Marketing Senior Advisor has already done this.

Liaison with Victoria's Incident Management Team ([refer 'Earthquake'](#))

Briefings for staff and students

- Consider if a hall meeting is needed to provide verbal information to residents.

If the incident was a death, serious accident, or car accident, a hall meeting is likely to be appropriate. Do not call a hall meeting if a sexual assault or other personal crisis has occurred where more sensitivity is required and the objective is to limit information.

Depending on the nature and complexity of the critical incident, and experience of staff involved, the Head of Halls may wish to discuss a plan for the meeting with the Manager of Student Counselling in advance. An example 'Calling a Hall Meeting' is provided below.

Respond to calls from parents

- Communication with parents is responsive rather than proactive.

A call from a parent may provide information that you were previously unaware of (and may need to act upon), or they may be concerned about a resident's welfare (not necessarily their own family member). Be mindful of members of the public or the media attempting to gain restricted or private information. Refer to [Privacy Guidance](#).

The AD Halls will agree key messages with Communications and Marketing, (to be signed off by DSCL).

If the Onsite Person in Charge, Head of Hall or SSC is not available, take the parent contact details and let them know they will be called back by the Head of Hall when they are next on duty (use your judgement if more urgency is required). If the person making contact is not the authorised Emergency Contact provided by the resident on their Hall Residence Agreement, refer the query to the AD Halls.

The Head of Hall will clarify what the parent needs, and may provide general information to reassure concerns. Such as:

- What is being done to support residents
- Encourage them to support their young people. Refer to advice under [Support for Family of at Risk Residents](#)

Calling a Hall Meeting - example

Promote the meeting as soon as possible using a Facebook post on the closed group for the hall. This is the only place to notify the meeting. For example:

“A hall meeting will be held at 6pm in the dining room to discuss a critical incident that occurred in the hall.”

Depending on the incident, consider the following staff or their representative to attend the meeting:

Head of Hall, AD Halls, SSC, Head of Counselling.

Hall meeting verbal update to include:

- Instruct privacy to be respected. Ask those attending for support in maintaining the dignity of the person/people affected.
- Sensitivity is expected around this topic
- There is not a lot of information that we can share, but what we can share is:
 - Nature of incident that occurred
 - What response took place
 - They are safe now, not here now.
- We appreciate that people are processing this at different speeds.
- Our priority is to support residents, staff and others directly affected, the recommendation we have from the counselling team is to continue with the day as planned.
- Support is available. Invite them to seek help if they need support. It is the student’s responsibility to seek help. (This is particularly important for those with impairments who may be disproportionately affected). Hand out the Māori Ora resource ‘Coping with grief and distress following critical incidents’ <https://www.victoria.ac.nz/students/support/wellness/student-counselling/other-support/advice-pages/grief>
- If a planned event is imminent “Under the guidance of Counselling, events will still go ahead as planned. Or/ We don’t know if this may go ahead or not, there will be a meeting later in the day and we will let you know at X time.”
- Advise them of the next step or communication. For example:
- We are looking to have:
 - a memorial
 - blessing of the building (not just the room, for some cultures only blessing the room is not enough) and the people who want to take part in that.
- Your parents may hear about it so you may like to contact them and share the information we have passed on to you today.
- There is a meeting tomorrow morning at 10am and we will update you at 11am.

POST INCIDENT ACTIONS

Following a critical incident a resident may be experiencing grief, stress, embarrassment or physical impairment. Consider whether a 'cooling off' period is required, and if there are other practical needs to assist their recovery.

Head of Hall/Deputy Head of Hall

Assess if resident can remain in/return to hall

Can the resident return to the hall?

It may be apparent by the nature and impact of the incident that a resident cannot return to the hall. If interim action is required to remove a student, discuss this with the AD Halls.

Consider relocation or return home.

Refer to [Decision Makers Guide – Student Residential Status](#) for an example process.

Assess ongoing support needs of resident

What support do they need?

Injured people are vulnerable to further injury and mental illness as they cope with their impairment

- Assess what support they need now, (for example delivery of meals, water, a mechanism to call for assistance) and review their needs regularly.
- Check any specific hospital discharge requirements

If they are mobility impaired, make accessible arrangements

- accessible room / individual bathroom if required
- extra measures in case of emergency evacuation do not include them in drills. Ensure RAs and the student are aware of protocols for evacuation of a person with a disability in an emergency. Refer [Fire](#).
- encourage them to liaise with their ACC Case Manager to access mobility support/taxi vouchers.

Ensure academic continuity arrangements are in place

- Liaise with the SSC who may coordinate arrangements for the resident

This support must also be offered to RAs that responded to the incident whose study may be impacted because of post-traumatic stress.

- Ensure they have contacted their Course Co-ordinator for support with academic arrangements.

Note if the resident has an impairment where they may disproportionately experience stress. If there is a temporary or ongoing impairment and there is going to be an impact on studies, or they need help with attending lectures, completing assessments, tests/exams.

- Refer to Disability Services for support and advice

If an affected resident or RA misses an assessment—or performs poorly in one—due to circumstances beyond their control, they may be eligible for an aegrotat.

- Refer them to Student Health and Counselling to connect to academic aegrotat arrangements <https://www.victoria.ac.nz/students/support/wellness/student-counselling/other-support/advice-pages/aegrotat>

If an assessment is made that a student cannot remain in the hall

Consider the arrangements with the resident or their Emergency Contact for belongings to be collected/returned, and how they leave the community.

Following a temporary recovery period away. Refer to decision maker guidance on [Readmission to a Hall](#)

Assess ongoing support needs of affected people including responders

Heads of Hall should be mindful of the ongoing impacts of a critical incident and continue to monitor affected people. Affected residents or RAs may struggle to keep up with the academic programme following a critical incident, ensure support is in place.

Update StarRez

Have we adequately controlled the risk?

Refer to [Managing Behavioural Risk](#)

Refer to Risk Assessment Advisory Committee (RAAC) if required

RAAC coordinates responses to any situation involving a student who appears to pose a risk to any other member of the University Community.

The Risk Assessment and Advisory Committee (RAAC) is chaired by the manager of Student Counselling and meets regularly throughout the year. Its members include key Campus Security staff, faculty managers, Student Academic Services staff, the Student Interest and Conflict Resolution Manager and staff from each of Victoria's campuses.

The Committee's role is to coordinate responses to any situation involving risk of harm to staff or students by students or others within the University. Any staff member can confidentially advise a committee member of a situation or student causing concern. Cases discussed include students stalking, harassing and intimidating others or students appearing mentally unwell to the extent that their behaviour is negatively impacting on others within the University.

The Committee's role is also to identify recurrent issues (such as security lighting and patrols), which affect staff or student safety, and to find solutions.

Staff should make themselves familiar with the University's [Student Conduct Statute](#) that sets out student behaviour that may constitute misconduct or serious misconduct, and the processes and sanctions that may be applied to reach a resolution.

Student Counselling Manager (RAAC chair), extension 5310

Student Interest and Conflict Resolution Manager, extension 5023

Security Manager, extension 6660

Investigation and remedial actions

Following a critical incident, a Health and Safety investigation must be carried out to ensure the root causes have been identified and rectified so similar incidents do not recur. Contact Victoria's Safety, Risk and Assurance team for assistance. Ensure co-ordination so that affected students are not interviewed by multiple parties. Do not conduct a 'Police investigation'.

If the incident is found to be work related, for example if a staff member is involved, WorkSafe may also investigate. Note that WorkSafe Inspectors have wide powers and it is unlawful to obstruct their work.

- Follow through with appropriate corrective actions once the information is received and assessed.
- Ensure any building safety or security systems affected have been restored to full function.
- Implement restorative process or disciplinary action under the Student Conduct Statute if required.

'Close' the incident

The Head of Hall may need to liaise with Security and Safety, Risk and Assurance before an incident can be closed. Provide information to the AD Halls for their incident summary and review report.

Incident Summary and Review

For critical incidents the Associate Director – Halls must document an incident summary report for the Director Student and Campus Living including the timeline of response and capture any learnings. Ensure any learnings are updated in the Critical Incident Procedure and staff training. The Incident Report should include the following:

1. Brief statement of facts (including current risk status)
2. Timeline summary
3. What went well?
4. What needs improvement?
5. Improvement Plan
6. Monitoring
7. Summary

□ Refresh student safety messaging

Remind students of safety messages relevant to the incident, and ensure resources are available and current. Take care not to criticise or blame the people affected. Use approved safety messaging and talk to Safety, Risk and Assurance or the SSC if you can't find what you need.

- What to do in an emergency - check Victoria's [Health and Safety website](https://www.victoria.ac.nz/healthandsafety/safety/students) <https://www.victoria.ac.nz/healthandsafety/safety/students>
- Wellbeing and self-help resources, sexual violence - check Victoria's [Mauri Ora website](https://www.victoria.ac.nz/students/support/wellness/student-counselling/other-support) <https://www.victoria.ac.nz/students/support/wellness/student-counselling/other-support>.

Example of appropriate messaging following a student being assaulted off campus:

Tips for staying safe at night

Use these safety tips to get yourself to and from the University and home safely.

- **Plan ahead** - Work out how you're going to get home before you head out for the day or night.
- **Be alert** - Listen, look and notice what's happening around you.
- **Stick with your friends** - It's safer to walk with others.

Campus Emergency Line: 0800 VU 8888 (0800 842 8888).

Remind residents that it is their responsibility to seek help if they need support. Staff are there to help.

PERSONAL CRISES

[Missing resident](#)

[Serious injury/accident in a hall](#)

[Serious physical assault](#)

[Sexual violence and assault](#)

[Suicidal behaviour](#)

[Sudden death](#)

Released under Official Information Act 1982

MISSING RESIDENT

In the event that a resident is reported missing by the Police, parents, other residents, or via security, the AD Halls must be notified as soon as possible after completing hall-based checks.

Whilst all reports of missing students are taken seriously, take care to undertake initial checks with discretion, to avoid unnecessary alarm or distress.

Person receiving notification that a student is missing:

If information has come via the student's family, advise that we will check the University's systems for their location and call them back as soon as practical with an update of progress.

- Escalate to the Onsite Person in Charge.

Hall-based checks

Onsite Person in Charge

The context is important. If there are unusual or suspicious circumstances, or a specific safety concern, contact Campus Security straight away. Security will source information and liaise directly with Police.

- Attempt to contact the resident and gather information on their last location**

Try to call the resident.

- If they answer, check their wellbeing and ask them to contact the person that reported them missing. If the resident does not want to make contact with family, let them know you will speak to the person who reported them missing to convey that the resident is safe.
- If there is no answer, leave a message (voice and text) asking them to contact you as soon as they can to confirm their safety.

Check their room for belongings, any evidence or wallet, personal items missing. Only the Onsite Person in Charge may enter to check the room. The Onsite Person in Charge must be accompanied by another staff member who can provide backup if required. Leave a note asking them to contact the Onsite Person in Charge.

If the resident's location is still unknown, those who had close contact with the resident should be asked if they have had any recent contact. Details that are important include:

- when the resident was last seen
- general emotional or physical state
- any indication of possible destination.

Search Facebook or other social media for any indication of recent activity and send a private message to the resident. (Not public on wall)

Check the catering and building access swipe systems for any recent activity, note last swipe and any patterns.

Check with the Student Support Co-ordinator if they have any relevant information.

- Escalate to Campus Security if hall based checks do not locate the resident**

University-wide checks

AD Halls/Head of Hall/Student Interest and Conflict Resolution Manager

- Contact Campus Security, update them with checks already undertaken in the hall and ask them to gather further information including reviewing:
 - security footage

- cardax activity
- any specific Risk Assessment Advisory Committee (RAAC) or Security knowledge
- liaise with Police if the student is not found following internal checks.

- Inform the AD Halls including steps already taken.
- If the student is an International Student, advise Victoria International at this point.

Associate Director Student Living - Halls

- Notify the Director Student and Campus Living once Police are involved.
- Gather/Co-ordinate information from other internal departments. Refer [Key Contacts](#). Include:
 - Faculty (may be more than one)
 - Student Academic Services
 - Student Interest and Conflict Resolution Manager
 - VUWSA Student Advocate
 - Student Health and Counselling
 - Disability Services
- Agree who will be the single point of contact for the family/person who reported them missing.
- If the family is not aware, agree who will liaise with the family. Contact family if the student cannot be traced by normal means, if there has been unusual behaviour, and there is a genuine concern for their safety.

Victoria International

- Notify third party providers as soon as the search escalates to Police involvement
- Liaise with Embassy and Immigration New Zealand to check if the student has left the country
- Advise and arrange if any language support is needed to liaise with family

External checks

Police

Police will follow their internal processes which may include:

- Checking hospital and other external locations
- Leading the search in liaison with the family

After the student is found

Head of Hall

- Make sure all the persons involved or questioned are told the student has returned.
- Note all activity and progress in StarRez
- Monitor wellbeing – arrange for SSC to check wellbeing of student.

If the student is not located within 24 hours

At this point the Police and family are leading the search, with the University in a support role as required.

Student Support Co-ordinator

- Monitor and address wellbeing needs of hall residents and friends

SERIOUS ACCIDENT/INJURY IN A HALL

Whilst 'all practicable steps' are taken to prevent harm from occurring, illnesses and accidental injuries do occur as part of social and sporting activities, and residential life. All Victoria Accommodation staff receive first aid training to respond to such incidents, and most injuries can be managed as part of business-as-usual without becoming 'critical'.

All halls are a 'work place' under the Health and Safety at Work Act 2015. In a work place, an injury or illness is 'serious' if it requires, or would usually require, the person to be admitted to hospital for immediate treatment. In the hall setting however, not all injuries are work related and therefore not all 'serious' injuries are required to be notified to WorkSafe. Use the WorkSafe tool (below) to identify if an injury is notifiable.

Guide to severity – when does an injury become a critical incident?

Under Victoria's Crisis Management Plan, a level 4 critical incident requires a wide university response including a health and safety investigation. A range of specific injuries (for example, loss of sight, amputation, spinal or head injury) meet the University threshold, in general a critical injury involves:

- a student or staff member being admitted to hospital for more than 48 hours
- the injury will require the injured person to be away from study or work for 5 or more days
- an external investigation takes place by a regulator (for example WorkSafe)
- an external party takes control of the site (for example NZ Police or WorkSafe)
- the nature and circumstances of the injury impact the entire hall/wider University community.

First Person on the Scene

Apply [immediate actions to preserve life and prevent further harm](#).

Onsite Person In Charge

If the injury is serious, preserve the accident site, only disturb the scene to prevent further harm or to effect rescue.

Advise [internal escalations](#) of what has occurred. Advise Safety, Risk and Assurance.

Post Incident

Refer to [assess ongoing support needs of resident](#) for guidance on supporting injured people.

Additional steps if a staff member was involved or the accident was related to work

The University needs to notify WorkSafe 'as soon as possible' if a serious injury, illness or incident happened to a person or people carrying out work, or as a result of work that the University (hall) is responsible for.

The 'Notify WorkSafe' tool <https://worksafe.govt.nz/notify-worksafe/> guides you through a series of questions to assist you with providing all of the information WorkSafe requires.

If someone has died as a result of work, call WorkSafe immediately on 0800 030 040 (24/7).

Investigation - [Victoria's Safety, Risk and Assurance unit](#) provides specialist support for managing the aftermath of a serious accident or near miss. Ensure Safety, Risk and Assurance is notified.

SERIOUS PHYSICAL ASSAULT

An assault may occur in the Halls of Residence, on a campus, or outside of campus. It may be witnessed or reported. Some assaults we may not hear about. Each incident differs in the circumstance and level of injury, including the very rare risk of death from an assault.

Any alleged or witnessed physical assault on a student, staff member, visitor or contract worker is considered a critical incident. There are legal, ethical and privacy obligations to consider.

It is not a hall staff role to take a Police statement, nor to provide medical help or therapy; our role is to assist the student to access as many of these services as they need or want, through referral to the Student Support Co-ordinator.

Our role may also be to protect the student's right to not talk to others until they are ready to.

Immediate Considerations

- If an assault is in progress, call the Police.
- Arrange for appropriate medical attention including admission to hospital if required
- Contact Security for support
- Inform the Student Support Coordinator for immediate and ongoing support of affected person and alleged offender (if a student / staff member)
- If the other party is in the hall, how does the affected party want this handled?
- If an alleged offender is on site it may be necessary to relocate them to alternative accommodation while an investigation takes place.
- [Establish who is affected](#)

Legal / Privacy

- Secure all documentation
- Respond to the injury if a resident returns to the hall following an assault off site. Ask the resident if they want to lay a complaint with the Police. Note that reporting to Police is the residents choice if the assault occurred offsite.

Post Incident

Head of Hall

Refer to [Managing Behavioural Risk](#)

- Has the risk been managed? Is it general or targeted?
- Based on preliminary investigation, if it is serious, refer to the Student Interest and Conflict Resolution Manager.
 - Non-injurious assault including bullying requires behavioural management by hall staff.
 - Targeted harassment or bullying is serious and has strong links to suicidal behaviour, seek Student Interest and Conflict Resolution Manager assistance to manage it.
 - Where more than first aid is required for response, and in any case of concussion, treat the assault as serious misconduct.
- Follow through with appropriate discipline or restorative justice procedure once the facts have been received and assessed.

- Arrange critical incident debrief

SEXUAL VIOLENCE & ASSAULT

The University does not tolerate any form of sexual violence. A draft Policy and guidance is currently under review to promote the development of an environment in which sexual harassment is known to be unacceptable and where individuals have the confidence to complain about such behaviour should it arise, in the knowledge that their concerns will be dealt with appropriately and fairly. The University is committed to taking steps to prevent this behaviour from occurring and to protecting the rights of all members of the University Community to work, learn, study and participate in all aspects of the University's life in an environment of safety and respect.

Central point for disclosures by students

The Student Interest and Conflict Resolution team receives all sexual harassment complaints made by students. While the Policy and guidance is under review, Heads of Hall and Associate Directors must consult with the Student Interest and Conflict Resolution Office (MSICR) about the appropriate protocol.

Difference between disclosures and complaints

Students and staff members should make a disclosure (rather than a complaint) of sexual harassment if they do not want the University to investigate or to take any specific action in response to the incident.

Students and staff members who choose to make a disclosure of sexual harassment may later decide to make a complaint to the University about the same incident. The University will provide guidance about how to make a complaint.

Person receiving disclosure of sexual violence or sexual harassment:

- Clarify your role, check the [Roles for Staff](#) section of this document.
- Any disclosure made to an RA must be referred to the SSC or Head of Hall straight away.

Onsite Person-In-Charge

The person receiving the disclosure first confirms immediate safety. Are they at risk of harm from others/themselves and do they feel safe?

If not at immediate risk...

- Provide information and options for support. Let them know "I need to check in with the SSC that I have provided you with the right support and guidance."
- Inform the SSC or H.O.H. Ask permission from the disclosing resident to inform the SSC so ongoing safety and welfare can be managed. If the disclosing resident does not give permission to share their information, and they and others are not at risk of harm, inform the SSC without disclosing their details and they will determine if further action is required (this can be done through a case discussion with MSICR without disclosing identifying details)
- Pass information to the Head of Hall within 24 hours confirming that the above actions have occurred.

If there is an identified risk, or if you are unsure about risk...

- Immediately escalate to the Head of Hall. "I'm so worried about you we need to talk to someone else to make sure you are safe".
- Head of Hall to consult with AD or MSICR regarding whether actions are required to address risk.
- If the risk is related to mental health escalate to Te Haika, SSC or Counselling and notify AD Halls.

Head of Hall

Refer to detailed role in [Roles for Staff](#) section.

- Ensure an appropriate staff member meets with the disclosing resident to:
 - Complete a welfare check “do you feel safe?” “are you worried someone else is in danger?” Contact Te Haika/Emergency Service/HELP as necessary and facilitate warm referral (see steps 1-4)
 - Ask what they need “What do you think needs to happen now, to ensure you feel safe and that you are feeling supported”. And/or you are able to make a complaint to Police and/or the University.
 - Outline how they can access further information around psychological, and academic support and reporting to police and/or the University. - see [responding to a disclosure](#)
 - Gain permission from the disclosing resident for the SSC to contact them to ascertain needs/complete a warm referral. Refer to the SSC.
- Determine whether there is any risk to the hall community, for example if the alleged respondent lives on site or there is a possible perpetrator in the Wellington community. If there is potential risk, escalate.
- Notify the AD Halls and MSICR (without disclosing identifying details if necessary). Serious sexual violence and serious risk must be notified to the AD Halls as soon as possible.

AD Halls and MSICR

- Case coordination by MSICR
- Risk oversight and community management by AD Halls, MSICR who may escalate to RAAC, police or the Risk Oversight Group.
- If police are involved note the police officers’ name and phone number. The Security Manager is the University police liaison officer and will handle all communications with Police.

Receiving a disclosure of a recent (<7 days) incident, additionally:

All staff must escalate to the Head of Hall. Advise the disclosing resident “I need to get some advice on how best to support you, we will do this together and you can decide which options you choose to access”

- If they are considering reporting to police, ensure evidence is not contaminated (this includes not taking a shower, preserving clothing in a plastic bag, and not disturbing the scene where the incident is alleged to have occurred) – the disclosing resident can be supported through this process by HELP.
- Ensure the disclosing resident is aware of the need to treat any medical concerns (STIs, potential pregnancy, injuries, etc)

Disclosing resident

Steps to support the disclosing resident:

- notifying the MSICR to coordinate response and support
- assign an SSC to support the disclosing resident
- Support staff for disclosing resident and alleged assailant to be different, and where possible for meetings with disclosing resident to be coordinated to ensure no contact
- Consideration must be immediately given as to where they live. Any relocation is at the University’s expense and must take account of the disclosing resident’s view, safety of the community and the needs of the alleged assailant. This decision will be made by the AD Halls
- their confidentiality must be respected, they have a right to privacy
- the incident must be reported to the convenor of RAAC if there is a risk of further assault.
- When a student discloses to another student, information and resources are provided to the friend.

Alleged Assailant

Where the alleged assailant is also a student living in the hall it is vital that the halls management responds promptly but carefully to ensure the safety of all concerned. The AD Halls will make decisions about how this will be managed. This could be done through RAAC and in coordination with MSICR. Do not make any assumptions that you can notify the alleged assailant of the report.

Steps to support the alleged assailant include:

- notifying the MSICR to coordinate response and support
 - assign an SSC to support the alleged assailant
 - Support staff for the disclosing resident and the alleged assailant must be different, and where possible for meetings with disclosing resident to be coordinated to ensure no contact
 - Consideration must be immediately given as to where they live. Any relocation is at the University's expense and must take account of the disclosing resident's view, safety of the community and the safety needs of the alleged assailant. This decision will be made by the AD Halls
 - their confidentiality must be respected, they have a right to privacy
 - the incident must be reported to the convenor of RAAC if there is a risk of further assault.
- Refer to [how to respond to a disclosure](#) steps for details implementing the following steps.
1. Ensure an appropriate environment
 2. Establish immediate safety
 3. Listen to the disclosing resident and show empathy
 4. Discuss support and reporting options
 5. Provide resource to disclosing resident which outlines support and reporting options
 6. Report the disclosure/complaint to the University
 7. Debriefing and practicing self-care

Checklist for responding to sexual assault

- Confirm your role (refer [Staff Roles](#))
- RAs must refer to HoH or SSC
- Onsite Person-In-Charge – review this checklist and [responding to disclosures](#) steps.
- Is anyone in immediate danger – risk to self/risk to others (“do you feel safe?” “are you worried someone else is in danger?”)
- If there is an identified risk, or if you are unsure about risk - escalate to Head of Hall. “I’m so worried about you we need to talk to someone else to make sure you are safe”.
- Are there medical needs that require attending to – Emergency Department, After-Hours medical clinic, GP?
- Are there forensic needs? Contact HELP for advice and support
- Do they want to report to police? HELP can support them through this
- Do they want to report to the University? MSICR can support them through this
- Do they feel safe and comfortable remaining in the residence?
- Do they want to contact HELP for advice and information about their support options?
- Gain permission for SSC to contact them to ascertain their support needs or provide information on support
- Write up the Incident
- SSC or HoH to have case discussion with MSICR to check protocols followed correctly

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SUICIDAL BEHAVIOUR (IDEATION, THREATS, ATTEMPTS)

Suicidal behaviour is any behaviour in which the student threatens or attempts suicide, or engages in efforts to prepare to commit suicide or expresses a preoccupation with suicide.

The University has a Policy on *Responding to Suicidal Behaviour by Students* which requires all staff to respond assertively to any behaviour indicative of suicide risk. This includes contacting the SSC who will help guide a supportive response for the student and ensure appropriate services are engaged.

Despite everyone's best endeavours attempted suicides can occur in the Halls of Residence and can be discovered by another student, a staff member, a contractor, or a visitor.

The following outlines the procedures to be undertaken to ensure this type of critical incident is handled seriously, professionally, privately and sensitively and in compliance with Victoria's policy and procedures including Responding to Suicidal Behaviour by Students and Readmission to Halls of Residence following a suicide attempt.

In-house specialist advice is provided by Student Health and Counselling with practical on-site support provided by Student Support Co-ordinators and the Mental Health Co-ordinator.

A suicide threat must be taken seriously.

First person on the scene

Immediate actions to preserve life and prevent further harm

Have someone (an RA or friend) stay with the person at all times until professional help is available
Make the environment as safe and provocation free as possible

Onsite Person in Charge

Limit impact and protect privacy

Assess and support

- Ensure appropriate actions have been taken
- Support Halls staff and take over lead role

Notify (as the situation warrants)

- AD Halls
- Mental health service (Contact Te Haika – they will communicate with the Crisis Resolution Service)
- Student Support Coordinator
- Authorised Emergency Contact (generally if a student is admitted to hospital then emergency contacts provided during halls registration will be advised, in sensitive cases discretion may be required – refer to guidance under [Contacting Family of a Student at Risk](#)).

Privacy and Security

- Ensure site privacy including placing a staff member (not involved in the incident) on site until no longer required
- Protect the privacy of the student's records in StarRez

Information collection and collation

For police and emergency personnel

- Authorised Emergency Contact details
- Name of the person first on the scene, the circumstances, and the time of discovery
- Specific religious/cultural considerations?

For AD Halls

- Factual briefing

Media and communications - Refer to [Managing Communications](#)

Post critical incident

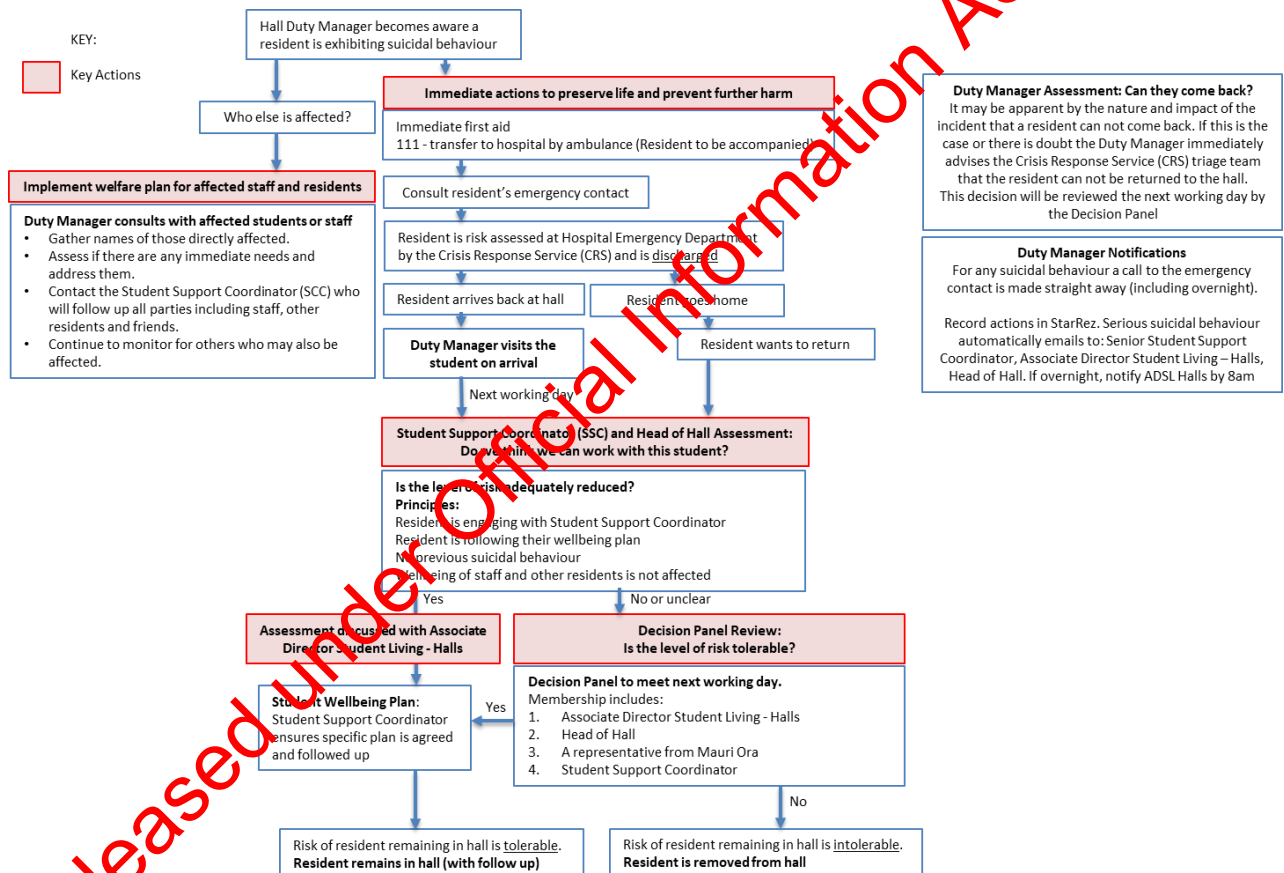
A support plan will be developed with input from the resident, SSC and hall staff depending on the situation that occurred.

Ongoing assistance is the responsibility of professionals, including the external emergency mental health team, which may be called by the Student Support Coordinator.

Ensure the wellbeing of other affected students and/or staff. Refer [Wellbeing](#) of Affected residents and staff.

A respite period may be agreed with the family and the resident, if this occurs follow the Procedure for Readmission to Halls Following Suicidal Behaviour.

Procedure for Readmission to Halls Following Suicidal Behaviour



SUDDEN DEATH

The first person on the scene of a sudden death in the halls could be a student, a staff member, a contractor, or a visitor. This person notifies the Onsite Person in Charge of the Hall who implements the processes outlined below.

The death of a student will involve many different parts of the University, which may include Counselling, Faculty, parts of Student Academic Services and other students etc. Clear lines of communication will be important to ensure we respond effectively. The overall co-ordination of this response is led by the Manager Student Counselling and the Student Interest and Conflict Resolution Manager, who will work in close liaison with the halls component of the response which is co-ordinated by the AD Halls.

Good note taking is important for any Coroner's request that may come through the University General Counsel at a later date.

Onsite Person in Charge check list

- [Immediate actions to preserve life and prevent further harm](#)
- [Limit impact and protect privacy.](#) Ensure Police are able to notify the family before others become aware.
- Call the Head of Hall (if not on duty) who comes in and assumes on site role
- Notify the AD Halls
- Information collection and collation
 - For police and emergency personnel
 - Next of Kin details. Name of the person first on the scene, the circumstances, and the time of discovery. Specific religious/cultural considerations
 - For AD Halls
 - Factual briefing. Information for Coroner and other legislative bodies
- Notification of student's next of kin. This is the role of the Police. Confirm with Police that this has been done.
- The body remains as found and will be removed on instruction of the police who notify the next of kin and arrange for the body to be identified. If a request is made for a staff member to identify a body and you are not comfortable to do so, discuss this with your manager.
- Make arrangements if other residents need relocation. Ensure [wellbeing of affected people](#). A suspected suicide has a particular level of sensitivity.

Post Incident

Blessings

Arrange for a ritual cleansing/blessing ceremony to be performed (ideally within 24 hours)

Memorials

Identify a memorial space in a quiet and private area within the hall for residents and staff to grieve
Make available grief management resources along with a memorial book that is presented to the family

Funeral Service / Memorial Service

A memorial service can enable the Hall staff and students to join together as a community
The service is conducted by the university's chaplains or other appropriate religious leaders
The University will assist in the provision of transport for hall staff and students to attend the funeral if practicable.

Incident Summary and Review

The Associate Director – Halls must document an Incident Report summary (refer [Post Incident Actions](#) for template) including the timeline of response and capture any learnings. Ensure any learnings are updated in the Critical Incident Procedure and staff training.

Anniversary

Arrange through the Chaplain Service to acknowledge the event with staff and students who remain in the Hall.

Investigation by the Coroner

If Police determine that the cause of death is 'unexplained' or 'suspected suicide', there will be a Coroner's Investigation. All communication with the Police/Coroner related to this investigation must be directed through the University Legal Counsel.

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Associate Director Student Living - Halls Checklist

Take the lead and co-ordinate tasks with the Head of Hall or Onsite Person in Charge

Immediately

- Assess who needs to know and make internal notifications
 - Consider external notifications - WorkSafe, Victim Support, Other?
- Brief and inform Director of Student and Campus Living and
 - Incident Management / Crisis Management teams as relevant
 - Coroner and other legislative bodies
- Notify the Deputy Director of Victoria International if an International Student is involved
 - International Students have insurance, details are held by Victoria International who may also act in place of family. They will contact the relevant Embassy/High Commission.
- Communications and Marketing team
 - Media management regarding responding to any media enquiries. Decide what facts are necessary and appropriate. Also consider how best to handle any offers of outside support.
 - Seek support for communications to hall community and families.
- Head of Counselling and Student Interest and Conflict Resolution Manager.
 - Request support. Ascertain whether the student is a client of Mauri Ora.
 - Confirm that the Head of Counselling will liaise with the Faculty Manager, Student and Academic Services to ensure other systems including locking files and removing resident's name from all University mail lists.
- Course Coordinators (if appropriate, usually through Head of Counselling)
 - To be mindful of other students response and possible need for support / counselling.
- University Chaplain
 - Blessing of the space when appropriate, (and memorial service later if required).
- Heads of other Halls
 - Of death and any other relevant information
 - Monitoring students, particularly friends of the deceased, and any students whose mental health is at risk
- Provide support for
 - Head of Hall including additional resources if needed.
 - The next of kin
 - Students and hall staff (Refer Staff Wellness Manager)
- Within 24 hours meet with the Head of Halls and staff to discuss ongoing coordination, anticipate areas of concern, check availability of resources, discuss any media liaison and communication with wider community.

Post Incident

- Formal Debrief/Support Meeting
 - Lead by a mental health professional, arranged through Student Counselling and undertaken 48-72 hours following a major event
- Media Management
 - All media enquiries are referred to the Police (if on site) or the Associate Director Communications and Marketing
- Next of Kin
 - Agree on a process to liaise with the family and ensure Police have already advised the death – ensure single point of contact.
 - Arrange for students belongings to be collected / returned (options of who packs/forwards?) Ask them what they need and what they would like us to do.
 - Consider accommodation if appropriate, or provide a list of nearby accommodation options.
 - Provide opportunity for parents to meet friends
- Respond to enquiries from others including other parents. Refer to [Managing Communications](#)

HALL-WIDE CRITICAL INCIDENTS

Impact of the incident may require mass evacuation of the hall
Notify both the AD Halls, and AD Infrastructure and Services

Overview:

[When does a building system outage become critical?](#)

[Emergency Welfare Arrangements and Contingencies for Essential Building Services](#)

[Accounting for People](#)

[Evacuation or Unavailability of a Hall](#)

Scenarios:

[Contagious Disease or viral outbreak](#)

[Fire](#)

[Earthquake](#)

[Bomb threat](#)

[Violent Incident/Active Threat](#)

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WHEN DOES A BUILDING SYSTEM OUTAGE BECOME CRITICAL?

Hall Managers must understand the dependency of all building services, systems, sub-systems their failure modes, and the recovery procedures required to ensure safe and continued operation of halls during a business interruption.

Electricity

- Identify availability of emergency generator including capacity, run time on full load, auto or manual start and critical systems protected. Who will start/refuel the generator?

Fire safety systems including thermal detector, smoke detector, audible and visual alarm

- Automatic fire detection and warning system unavailable
- Manual fire warning unavailable
- Is the system protected by a battery back up? How long does it last? _____

Security systems including access control and CCTV.

- Buildings not secure
- Unable to monitor activity within halls
- Is the system protected by a battery back-up or generator? How long does it last? _____

Lighting

- Unable to move around building safely in hours of darkness if emergency lighting is not available
- Is the system protected by a generator? How long does it last? _____

Emergency Lighting

- Unable to move around building safely in hours of darkness where emergency lighting is not available
- Is system protected by a battery back-up or emergency generator? How long does it last? _____

Lifts

Not critical if stairs are available. (Check any residents or staff that require mobility support.)

Mechanical ventilation (Fans)

- Air changes and quality below required standard [Confirm standards]
- Is alternative ventilation and heating available?

Cooking Facilities

- Becomes critical if no cold food available and/or need to boil water

Gas

- Identify if gas is supplied from mains or cylinders

Heating

- Not critical – comfort only
- Is alternative heating available e.g. electrical heaters?

Cooking

- Becomes critical if no cold food available and/or need to boil water

Water

- Identify if storage tanks are available, capacity and systems protected

Fire fighting water and sprinklers

- Automatic fire protection – suppression system unavailable
- Is water supplied from storage tank or main supply, sprinkler booster pump or mains supply?

Potable (drinking) water

- Critical if residents and staff remain in the halls
- Identify stored water and arrangements for its maintenance

Toilets – flushing and sanitation

- Identify storage tank and its capacity
- Is water supplied to the tanks from a pumped system?

Waste disposal

- If drains and sewers are damaged it will not be possible to flush toilets

Telecommunications

- Identify alternative communications methods that are available if the telephone network is down

Landline telephones

- Unable to communicate in an emergency.
- Less critical if underpinned by operational cell phone. Radio telephones (RT). Co-dependency is electricity and cell phone and/or RT network

AD Infrastructure and Services: Further hall specific analysis is required to determine exactly what services are provided and how they interact with each other to fully understand the circumstances around their potential unavailability. Also the reason that any system or part thereof is critical and any contingency, system redundancy or the ability to get help to restore it. To start with a schedule of assets is required for each hall to help determine where their failure is critical to safety, quality, environmental protection and the operation of the hall.

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EMERGENCY WELFARE ARRANGEMENTS AND CONTINGENCIES FOR ESSENTIAL BUILDING SERVICES

Shelter

Option 1: ‘Shelter in place’ is the preferred option when safe to do so.

Option 2: For scenarios when temporary relocation to an alternate hall is required, four catered halls with large gathering areas have been equipped with spare bedding and supplies. Double bunking may be necessary. These halls are: Capital Hall, Katharine Jermyn Hall, Te Puni Village, Weir House.

Option 3: Residents who are able to make their own temporary arrangements should be asked to do so.

Option 4: Consider temporary overnight shelter at other University buildings including the Hub and Te Herenga Waka Marae.

Security Arrangements

200 x Red Lanyard for guest swipe access located at Student Accommodation office

Water - Potable and Hygiene

All halls stock emergency water supplies. Bulk supplies can be accessed from ‘Bulk Water’.

Bulk Water Potable water delivery	Glen: 027 286 8098	bulkwater@xtra.co.nz
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Emergency Power

The following halls are equipped with a generator: None

The following halls are set up for portable generator connection: TBC

Generator Hire Suppliers

Diesel Agencies	04 227 3501	3 Kapuni Grove, Porirua
Generator Rental Services	0800 301 301	Auckland and Tauranga
Aggreko	0800 004 906 04 589 0860	Cr. Wareham Place & Barnes Street, Seaview, Lower Hutt
MRL Power Hire	0800 675 797	richard@mrlpower.co.nz 19 Gregory St, Naenae, Lower Hutt

Emergency Food Supplies

All catered hall hold 3 days food supply.

Communications

When the telephone network is unavailable;

- RT units are located at: All Victoria Managed halls.
- Satellite phones located at: Weir House, Willis Street Halls, Joan Stevens Hall, Boulcott Hall, Katharine Jermyn Hall
- Hall Staff are connected on WhatsApp chat group

Emergency Sanitation

If sewers have been broken or the water supply interrupted, do not use the toilets in buildings to prevent further contamination of areas around broken sewer lines.

- Consider the following and request support from the Associate Director - Infrastructure and Services.
 - How many toilets do you need?
The Building Act requires two toilets for 6 to 30 people, and above that add one toilet per 40 people.
 - How long do you need them for?
 - What are the daily cleaning and restocking arrangements?
 - Who will empty them when required?
 - Where are they going to be located? And who will be able to access them?

Portaloos

Option 1: Portaloos hire is the preferred short term option if a localised outage impacts a hall. Hire usually includes a delivery, cleaning, emptying and removal service.

Hirepool Wellington	04 801 7801	wellington@hirepool.co.nz
Hirepool Thorndon	04 473 1527	thorndon.branch@hirepool.co.nz
Superloo	0800 500 234	enquiries@superloo.co.nz

Option 2: For region wide emergencies where access to hire portaloos may not be readily available. The University owns eight drop-tank portaloos stored on Kelburn Campus. Each portaloos has a 246L capacity and four of the units have a urinal installed. Each unit also contains a start-up kit, which includes toilet paper, hand sanitiser, and a chemical deodoriser, so they can be rapidly deployed for immediate use. Instructions include portaloos, setup, maintenance and contacts for waste removal, replacement consumables and additional portaloos hire if required.

For the University owned portaloos, arrange for them to be cleaned and restocked with toilet rolls and hand sanitiser by the regular cleaning contractor if available. Advise them to report when waste tanks are nearly full so emptying can be carried out when necessary.

Portaloos emptying:

Dawson's Waste Services Peter Dawson	(04) 528 9909	jan@dawsonwaste.co.nz
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Emergency Composting Toilets

Option 3: These are a last resort for emergency welfare in a major region-wide crisis for short periods where residents are unable to go home. Victoria Accommodation has 44 composting toilet kits for servicing Halls of Residence. These would be deployed in existing bathrooms where possible. Full instructions for their assembly and use are located with each kit. Storage locations are as follows:

- Accommodation Service Office – x 2
- Boulcott Hall – x 4
- Joan Stevens Hall – x 5
- Katharine Jermyn Hall – x 12
- Weir House – x 10
- Willis Street Halls – x 3
- University Hall – x 8

ACCOUNTING FOR PEOPLE

A people reconciliation process is under development in 2020.

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EVACUATION OR UNAVAILABILITY OF A HALL

A number of critical incident scenarios result in residents and staff being displaced from their building for a period of time.

If the duration is likely to exceed four hours (for example bomb threat, fire, flood, Police investigation) the role of the IMT/ Onsite Person in Charge (depending on the scale and severity of the event) is to make welfare arrangements for displaced residents and staff. Welfare includes physical shelter and pastoral care/wellbeing needs that are specific to the critical event.

When determining priorities for sheltering or accommodating residents at an alternative location, prioritise those with specific disability requirements and/or limited access to local support.

- Assess conditions impacting the level of shelter/accommodation provided, if necessary make alternative arrangements in consultation with the AD Infrastructure and Services.**
 - Time of day/night impacting the number of evacuees and their level of preparedness eg. Sleep wear vs Street wear
 - Overlapping scheduled meal times
 - Adverse weather eliminating use of outdoor assembly areas
 - Time of year and University calendar impacting student wellbeing and ability to cope with adversity
 - Overnight duration requiring suitable sleeping alternative arrangements
 - Residents requiring special assistance.
 - Presence of resident's guests, and security considerations at the welfare location when the presence of unfamiliar faces may enable 'tailgaters' to go unnoticed.
 - Arrange alternative shelter at another hall managed by Victoria and located as conveniently nearby as possible. Consider aligning with existing catering arrangements if possible.

- Respond to requests to provide shelter and assistance to another hall during a critical incident, this may include arranging:**
 - Shelter - free up a large common area and provide tea/coffee
 - Sleeping arrangements
 - Catering if the evacuation is over a meal time, alternative arrangements for resident meals
 - Security (people and belongings)
 - Information - Use established communication channels to ensure residents are kept informed when the building is cleared for reoccupation

Re-entry to building:

If control with Police, FENZ or WorkSafe the building would be released to the AD Infrastructure and Services, Accommodation Property Manager or Head of Hall

Refer [Wellbeing of affected residents and staff](#)

Emergency Welfare Plan

Primary Emergency Welfare Sites and Resources

A detailed spreadsheet of emergency resources across all halls is held by the Associate Director - Infrastructure and Services, and a list of supplies and their locations for each hall are held at each site. A summary is provided below.

Name of Hall RA Number	Emergency Resources
Capital Hall 143 Willis St 463 3720 022 563 3720	Buddy Hall: Bedding: 300 Pillows, 300 Duvet inners Extra beds: TBC Food: level 5 store room Water: 80L water on each of 11 floors Toilets: None
Katharine Jermyn Hall 100 Boulcott St 463 9080 022 563 9080 Satellite phone 0088162 2434359	Buddy Hall Bedding: 320 set of fitted sheets, duvet covers, duvet inners, pillows, pillow cases, towels (stored levels 2,3,4) Extra beds: 6 guest mattresses and stretchers Food: Food and disposable plates/cutlery for 390 max for 3 days held in kitchen. Water: 3 x 250 LT emergency water tanks, located levels ground, 2 and 5. Toilets: 12 compostable toilets stored on levels 5, 10, and 12.
Te Puni Village 80 Fairlie Tce 470 9220 027 563 9220	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
Weir House Gladstone Tce 463 3700 027 563 3700 Satellite phone 0088162 1433565	Buddy Hall: TBC Bedding Extra beds Food: Caterer holds 3 days supply in kitchen plus emergency dried food quantity TBC Water: 2 x 200L tanks, plus 15,000L tank outside AB House and 5L containers in shed Toilets: 10 compostable toilets stored in linen cupboards of JH Wing and TW Block, and old phone booths in WW Wing

Secondary Emergency Welfare Sites and Resources

Name of Hall RA Number	Emergency Supplies
Boulcott Hall 47 Boulcott St 463 4740 463 4743 / 021 285 4743 Satellite phone 0088163 1448975	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
Everton Hall 10-12 Everton Tce 472 0655027 472 1026	Buddy Hall: TBC Bedding Extra beds Food Water Toilets

Helen Lowry Hall 19 Blakey Ave 476 7698 027 240 2766	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
Joan Stevens Hall 132 The Terrace 463 6900 463 6834 / 021 966 834 Satellite phone 0088162 1433563	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
Unilodge: Stafford House 40 The Terrace 463 2200 027 469 4620	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
University Hall 44 Kelburn Parade 463 4713 0800 Unihall	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
Victoria House 282 The Terrace 463 9040 (Katrina) 027 440 9249	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
Willis St. Halls – Cumberland House 237 Willis St 463 4770 027 563 4770 Satellite phone 0088162 1433564	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
Education House 178 Willis Street 4634770 027 522 9098	Buddy Hall: TBC Bedding Extra beds Food Water Toilets
222 Willis Street 463 4713 0800 Unihall	Buddy Hall: TBC Bedding Extra beds Food Water Toilets

CONTAGIOUS DISEASE OR VIRAL OUTBREAK

The impact of a contagious disease or viral outbreak during term time will be higher than during lower occupancy periods such as University breaks, particularly if staff or contractors that provide critical services are also affected.

Taking specialist advice and implementing hygiene practices early can significantly reduce the spread of infection and impacts on the residential community.

Victoria's Medical Director of Student Health is the:

- University specialist advisor on contagious disease or viral outbreak
- liaison point with the Medical Officer of Health (Regional Public Health) if a pandemic is alerted or declared or communicable disease is diagnosed
- prepares factual information for the Communications and Marketing team.

Onsite Person in Charge

- Advise the AD Halls
- Isolate the people affected:
 - Provide separate bathroom facilities for those affected to minimise spread of infection
 - Arrange for meals/water to be delivered
 - Provide means of contacting on-site staff
 - Provide information to ensure compliance with isolation procedures
- Support general communications
 - Photocopying
 - Distribution including electronic dissemination
- If the rate of infection escalates a halls response may require:
 - Re-housing of sick residents or well residents if a floor is dominated by those in isolation
 - Redeployment of staff to manage isolation of sick residents impacting on every day operations
 - Lower level of catering and cleaning availability

Associate Director Student Living - Halls – Immediate Actions

- Liaise with the Medical Director of Student Health
 - Provide relevant details
 - Follow instructions
- Advise Director of Communication and Marketing
- Advise Director Student and Campus Living
- Liaise with Communications and Marketing
 - responses to media
 - overall co-ordination
 - central messaging adaptations for halls including hygiene; social distancing; self-care and caring for others; staying safe; limiting spread; control interventions and accessing advice and help.
- Check StarRez for immunity status of the community if vaccine records are available, and work with student health to determine any follow up required for those who are not immune.

Post Incident

- Arrange critical incident debrief

FIRE

Response instructions for discovering a fire or hearing a fire alarm are located on the emergency instructions in each building, staff and residents must be well versed with what to do.

Treat ALL fire alarms as real.

Onsite Person in Charge

Upon hearing the fire alarm, evacuate the building, or upon discovery of a fire:

- raise the alarm (activate the nearest fire alarm call point by breaking the glass and pressing the switch down)
- call Fire and Emergency services on 1-111
- evacuate the building using the nearest emergency exit. Collect the emergency roll call as you go by
- call Campus Security on 0800 VIC 8888

The Onsite Person in Charge is the Building Warden and is responsible for:

- overseeing evacuation of the building and guiding occupants to the assembly area
- reporting any floors not cleared, persons needing assistance to evacuate, or people unaccounted for to Fire and Emergency NZ
- liaison with, and co-ordination of Fire and Emergency NZ requirements.

Be aware of secondary hazards including the risk of electrocution if the sprinkler system has activated.

Do not re-enter an evacuated building for any reason.

- Account for people (staff, residents, on site contractors, visitors)
- Call AD – Infrastructure and Services for further instructions. They will arrange further support to come to the site.
- Assess whether alternative shelter is required for evacuees.
- Refer to 'Evacuation or unavailability of a Hall'
- Call a neighbouring Hall Manager to find space to shelter displaced residents while the building is unable to be entered.

The scale of fire will indicate the recovery plan required by the University.

Associate Directors Student Living – Halls/ Infrastructure and Services

Considerations if a fire occurs:

- Arrangements for resident's destroyed property and insurance process. Note Student Hall Handbook states that insurance of personal items is not covered by the hall.
- Provisions for students who have lost/no access to personal belongings
- Support for people with disabilities
- Water damage and smoke damage

EARTHQUAKE

Response instructions for earthquake are located on the emergency instructions in each building, staff and residents must be well versed with what to do. During an earthquake 'Drop, Cover and Hold'.

In a significant event the University Incident Management Team (IMT) and SLT Crisis Team will activate.

All student accommodation buildings have high NBS (New Building Standard) ratings and are prioritised for post-earthquake engineering assessment. Refer below

Onsite Person in Charge:

Immediately following an Earthquake:

- Check staff and hall resident safety. Attempt to confirm the safety and whereabouts of all staff and residents (roll call).
- Contact and update AD Halls
- Notify the security control room and if immediate assistance is required call emergency services 111
- Use emergency equipment, first aid kits, fire extinguishers and the contents of Civil Defence Cabinets to aid others
- Notify Victoria's Emergency Operations Centre (EOC)
- Create safe gathering space in the hall for residents
- Do not evacuate a building unless:
 - You are advised to by the person in authority e.g. Police, fire or local authority
 - There is a fire alarm, real risk of collapse, other imminent threat to life e.g. gas leak
- use pairs of messengers if there is no other means of communication

Post earthquake:

Assume help will take some time to arrive

- Co-ordinate staff on site to manage the emergency locally:
 - Collect information about the situation to provide to the IMT
- State priorities including:
- Getting students back home if required
 - Accommodation priorities - arrangements
 - Contact with families – messaging
 - Food and drink requirements

New Building Standard (NBS) rating per hall

Hall	Current Score (% NBS)
Boulcott Hall	100
Capital Hall	100
Everton Hall	Various 51 - 103
Helen Lowry Hall	TBC
Joan Stevens Hall	>67
Katharine Jermyn Hall	100
Unilodge: Stafford House	172
Te Puni Village	>67
Victoria House (Wallis wing) others NYA	(69) TBC
Weir House	Various >67
Willis St. Halls – Cumberland House	70
Willis St. Halls - Education House	100

BOMB THREAT

Any bomb threat received by the University is classified as a level 5 event requiring immediate notification to the Police and Campus Security, and activation of both the IMT and SLT Crisis Team.

A bomb threat may be received via email, social media, a note left, posted letter, graffiti, suspicious package, in person or by phone.

Bomb Threats may be specific or non-specific. For example:

- Non-Specific Bomb threat - 'there is a bomb in the building'.
- Specific Bomb Threat - information/location/timeframe will be given about the device or a suspicious item/location.

Immediate Actions: Person receiving the threat

- Remain calm and treat all threats as genuine.
- If a suspicious object or note is found** leave it as it is.
- If the threat is received by phone** refer to the standard check sheet on the following page.
- Call the Police on 1-111, state you have received a bomb threat and provide as many details as you can.
- Call security using the University Emergency Number 8888 or 0800 VIC 8888, advise them you have notified police.
- Advise the AD Halls and tell them you have notified Police and Security. (The AD Halls will advise the Director Student and Campus Living who will activate the IMT and advise the Chief Operating Officer and Vice Chancellor)
- When the Police are dispatched to the scene, the directions and instructions given by officers are to be followed.

No one is allowed to return until the Police Officer in Charge, authorises re-entry and the Onsite Person in Charge who is in liaison with the Police and Security has given the all clear.

The information received from the bomb threat and discussions with the Police will determine how the building or complex should be evacuated.

If Police determine that a bomb threat evacuation is necessary, they will clear the building by 'sweeping' each floor before bringing in the specialist dog squad. Building occupants will usually be instructed to take their coat, bag/wallet with them, and whether to lock their rooms.

The fire alarm must not be used to evacuate a building unless there is a fire. The Police will liaise with Campus Security if they need assistance with the evacuation.

- Assess whether alternative shelter is required for evacuees. Refer to ['Emergency Welfare Plan'](#)

Check sheet: Person receiving a bomb threat by phone

Keep calm. Do not hang up. A dialogue with the caller is important as information that may be gleaned from the caller can help assess the current situation and help police with further inquiries. Let the caller talk, ask the questions as the opportunity arises and avoid being confrontational.

Questions		Answers	
When is the bomb going to explode?			
Where is the bomb?			
What does the bomb look like?			
What kind of bomb is it?			
What is the explosive type and quantity?			
Why did you place the bomb?			
What is your name?			
Where are you?			
What is your address?			
Exact wording of the threat:			
The Caller			
Sex:		<input type="checkbox"/> Male <input type="checkbox"/> Female	
Estimated age:			
Any speech impediment (specify):			
Accent (specify):			
Voice- loud – soft etc:			
Speech – fast – slow etc:			
Manner, calm emotional etc:			
Did you recognise the voice?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If so who do you think it was?			
Was the caller familiar with the area?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Threat Language			
<input type="checkbox"/> Well spoken	<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by caller	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Incoherent	<input type="checkbox"/> Taped	<input type="checkbox"/> Abusive	
Any background noises?			
<input type="checkbox"/> Street noise	<input type="checkbox"/> Aircraft	<input type="checkbox"/> Music	<input type="checkbox"/> Vehicle
<input type="checkbox"/> House noise	<input type="checkbox"/> Voices	<input type="checkbox"/> Machinery	<input type="checkbox"/> Other: _____
Call taken			
Date: __/__/__	Time:	Length of call:	Number called:

VIOLENT INCIDENT/ACTIVE THREAT

Initial actions for individuals should focus on:

Escape, by taking cover but trying to leave the area as soon as possible

See, gather as much information as possible about what is happening around you

Tell, pass the information on to police and security

Act (if you cannot escape), by securing the area, keeping people out of public areas and barricading

Where possible remove yourself and others from the vicinity of the offender

Find a place of safety, in an out-of-sight hiding place or behind a lockable door

If confronted, do exactly as instructed, be submissive, avoid eye contact

Use opportunities to escape if presented

From a safe location call Campus Security on Ext 8888 (0800 VIC 8888) or (04) 463 9999 giving as much detail as possible (description, location, direction of travel of the offender)

Alert other staff and students when able to do so

IF SAFE TO DO SO, provide First Aid to affected people

Follow instructions from Campus Security who will take control of the scene in conjunction with the NZ Police

Do not return to the scene or building until the 'all clear' has been given

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Key Contacts

External

Emergency Services Ambulance, Fire, Police	1-111	
Accident & Urgent Medical Centre Medical Officer on Duty	384 4944	17 Adelaide Road Mount Cook Wellington
Te Haika 24/7 mental health crisis service	494 9169	tehaika@ccdhb.org.nz
Crisis Resolution Services 24/7 Crisis Line	0800 745 477 494 9169	Kenepuru Hospital Raiha Street Porirua
1737 Free Counselling service Call or text 1737 to speak to a qualified counsellor, available 24 hours 7 days	1737	National service
Emergency Department Wellington Hospital	385 5999	Riddiford St Newtown Wellington
HELP Sexual Abuse Foundation 24/7 Crisis Line	499 7532	Level 2, James Smith Building 55 Cuba Street Wellington
Suicide Crisis Line	0508 828865	
NZ Police	381 2000	41 Victoria St Wellington
Victim Support Contact Centre 24/7	0800 842 846	
Regional Public Health Medical Officer of Health	570 9002 RPH@huttvalleydhb.org.nz	Level 1, Community Health Building, Hutt Hospital, High Street, Lower Hutt
Sexual Assault Assessment and Treatment Service	805 0522 (8-5pm) Coordinator: 027 666 8865 Manager: 027 279 2166 Cathy Stevens: 021 078 6835	
Benestar Employee Assistance Programme	0800 360 364	https://www.benestar.com/
National Poison Centre	0800 764 766	
WorkSafe Reporting a Notifiable Event	0800 030 040 (24/7)	https://worksafe.govt.nz/notify-worksafe/
Hosayy Properties Services Ltd Commercial Cleaning	Managing Director C.L. Ang (Tom): 021 084 55019	c.l.ang@hotmail.com

Victoria University specialist crisis support contacts

Campus Security	Emergency line: ext 8888 / 463 9999 / 0800 VIC 8888	CRO24Hours@vuw.ac.nz 4 Waiteata Road, Kelburn
Matt Sclater Security Manager	463 6660 / 022 842 8888	Matt.sclater@vuw.ac.nz
Communications & Marketing Katherine Edmond, Associate Director Sarah Boyd, Communications Manager Laura McNeur, Senior Advisor SCL	463 5539 / 027 563 5539 463 6105 / 027 563 6105 463 6385/ 022 308 6385	katherine.edmond@vuw.ac.nz sarah.boyd@vuw.ac.nz laura.mcneur@vuw.ac.nz
Student Counselling Claire Doonan, Manager TBC, Mental Health Co-ordinator	463 6011 / 022 563 6011 463 5310	Claire.Doonan@vuw.ac.nz
Student Health Gill Mark, Medical Director Kevin Rowlatt, Associate Director SH&C	463 5308 (reception) 463 6690 / 027 563 5308 463 6441 / 022 563 5308	gill.mark@vuw.ac.nz kevin.rowlatt@vuw.ac.nz
Victoria International Kirsty McClure, Deputy Director	021 585 727	kirsty.mcclure@vuw.ac.nz
Student Interest & Conflict Resolution Emma Mossman, Manager Malia Stagg, SICR Adviser Kirsten White, Student Disputes Advisor	463 5023 / 027 563 5023 463 4725 / 021 031 4943 463 5167	Emma.mossman@vuw.ac.nz Malia.stagg@vuw.ac.nz kirsten.white@vuw.ac.nz
VUWSA Student Advocate Erica Schouten	463 6984/ 022 563 6984	advocate@vuwsa.org.nz Student Union Building SU405
Te Pūtahi Atawhai Maori and Pasifika student support	463 6974	te-putahi-atawhai@vuw.ac.nz Level 2, Student Union Building
Disability Services Rachel Anderson-Smith, Manager	463 6070 463 6077	disability@vuw.ac.nz rachel.anderson-smith@vuw.ac.nz
Human Resources Trish Knight, Manager Staff Wellness Alice Lau-Young, Senior HR Advisor SCL	463 6845/ 027 563 6845 463 9728/ 027 442 5421	trish.knight@vuw.ac.nz alice.lauyoung@vuw.ac.nz
Anglican Chaplaincy John Dennison Pastoral care and site blessing	463 5499 / 022 104 2986	Ramsey House 8 Kelburn Parade, Kelburn John.Dennison@vuw.ac.nz
Safety Risk and Emergency Planning Jeff Munn, Senior Advisor	463 6071/027 563 6071	Jeff.munn@vuw.ac.nz
Legal matters and Privacy Officer Simon Johnson, University General Counsel	021 898 187 (after hours call AD Halls)	Simon.johnson@vuw.ac.nz
Emergency Operations Centre Satellite phone	463 6767 0088162 1433562	6 Waiteata Road, Kelburn
Victoria Accommodation Satellite phone	463 5896 0088162 1433562	4 Waiteata Road, Kelburn

Other accommodation and emergency shelter

Nearby preferred options if a student is removed from a hall, or a hall becomes unavailable and other student accommodation is not available. If rehousing residents from a catered hall, consider proximity/access to another catered hall.

James Cook Hotel Grand Chancellor 147 The Terrace, Wellington	499 9500	0.7 km from Victoria University of Wellington
Grand Mercure Wellington 345 The Terrace, Wellington	385 9829	0.5 km from Victoria University of Wellington
Mercure Wellington Abel Tasman Hotel 169 Willis Street, Wellington	385 1304	0.5 km from Victoria University of Wellington
Te Herenga Waka Marae Emergency shelter overnight Number of persons that can be accommodated TBC	463 7423 After hours TBC	Kelburn Parade

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RECEIVING A DISCLOSURE OF SEXUAL VIOLENCE OR SEXUAL HARASSMENT

Check the [Staff Roles](#) section to ensure appropriately trained staff support any disclosing resident.

HOW TO RESPOND TO A DISCLOSURE

1. Ensure an appropriate environment

- Take the disclosing resident to an appropriate space where they feel safe and comfortable and can have a confidential conversation.
- Ask them if they would like a friend or support person present
- outline the limits of confidentiality. “Your privacy needs are important to us, however if there are immediate risks to anyone’s safety we may need to talk to someone else”. This should be done in collaboration with the disclosing resident and could include HELP, Te Haika, police or the AD Halls.
- If you are unsure about immediate safety contact Te Haika, HELP or the AD Halls for advice and support.

2. Establish immediate safety

Identify whether the disclosing resident or someone else is in any immediate danger, or if they need immediate medical attention. Immediate risks could include danger from the alleged perpetrator, or an immediate physical or mental health emergency. If this is the case, talk to the disclosing resident about the best course of action “this is really serious and I am worried about your/someone else’s safety. We need to talk to a trained specialist to make sure that everyone is safe”.

Options include calling:

- HELP to have them talk the disclosing resident through the process of accessing forensic examination or medical attention. Warm referrals. HELP can assist with all police reports 24/7
- 111 and reporting the incident to emergency services, make sure the disclosing resident is supported through this process by Head of Hall/Deputy Head of Hall. It is not appropriate for an RA to provide support through police reporting
- Te Haika Crisis Resolution Service 24/7 for mental health emergencies – 0800 745 477
- Student Counselling 463 5310
- Campus Security on ext 8888 or 0800 842 8888

Notify AD Halls if you suspect there is risk to the safety of the community through the alleged perpetrator.

Interim action can be taken by the AD Halls and could include removing the alleged perpetrator from site or assisting the disclosing resident to access alternative accommodation within our halls or offsite where they feel safe and comfortable.

3. Listen to the disclosing resident and show empathy

When someone discloses sexually based assault or harassment the first response is very important to their recovery and decisions about what they want to do next.

Your role is not to investigate and any information or details you receive should be written into an incident report later. Please note that trained professionals will take any formal reports, and should you receive detailed information this could complicate prosecution and not be in the interests of the disclosing resident.

At this stage you should offer to contact HELP so a trained professional can talk them through their options. If they do not want to access this service:

Your role is to listen and support them to access the services they need. "I'm here to listen to what you need and help you access services of your choice"

Remain calm and provide an empathetic response. Allow them space and time, silence is okay.

Reassure them that you take their disclosure seriously. "The University takes sexual violence or harassment seriously and want to make sure we can assist and support you through this".

Inform the disclosing resident that they are in control of what happens next. "My role is to provide you support and information to help you decide what you want to do"

If you need more information about what support and reporting options are available contact HELP, Student Interest and Conflict Resolution (463 5023), Student Counselling (463 5310).

It is important that the disclosing resident remains in control of what happens next. They need to feel supported and empowered to make their own decisions and take back control.

Tips

- Focus on listening carefully and responding warmly rather than asking too many questions about the incident. Use open body language, minimal encouragers, and don't feel the need to fill silence.
- Do not ask any questions that could be interpreted as blaming the disclosing resident, for example "what were you wearing?" or "how much had you been drinking?"
- Ensure that the disclosing resident is physically and medically safe and collect only what information is needed to facilitate access to medical, counselling or police support as outlined in step 3.
- Listening well, remaining calm and being compassionate can assist the disclosing resident to begin to feel safe and build trust in you, which will help them to begin the process of working out what they want to have happen next.
- Remember sexual assault and harassment is an abuse of power and control by one or more people using sexual means over another person. It is a traumatic incident that overwhelms a person's capacity to cope. They are likely to be highly emotional and distressed.
- Supporting someone who discloses a sexual assault can have a major influence on their recovery.

4. Discuss support and reporting options

It is important that the disclosing resident has information and access to support services including medical, counselling, and legal advice.

It is also important they are aware of their options for reporting to the police and through the University.

We will not make police or formal reports without the consent of the disclosing resident. The disclosing resident may want to speak with a specialist service provider over the phone to learn more about their options. If this is the case they can call:

Wellington Sexual Abuse HELP – 24 hour crisis support and on-site support workers. If you find yourself needing to talk to someone, they're there to listen and help, 24 hours a day, seven days a week. HELP can also arrange doctor or counselling appointments if needed, talk to the disclosing person about medical and forensic needs, as well as their options for reporting to police.

Just call: 04 801 6655 and push '0' at the menu.

Student Interest and Conflict Resolution - (business hours only). The Student Interest and Conflict Resolution Team is available to talk to students about their options for medical and counselling support, reporting to police and both informal and formal reporting through the University.

5. Provide resource to disclosing resident

Give them the resource on support services.

Ask them if they would like to talk through it now, take some time to read through it later, or be contacted by an assigned support staff to talk through it.

Sexual violence can be confusing and traumatic. Sometimes a disclosing resident might find it hard to retain information, or be overwhelmed by too much information. This resource can be helpful for them to consider their options.

6. Report the disclosure/complaint to the University

You are not required to breach the disclosing resident's trust by reporting the matter to the University without their permission, except where there are concerns for safety or risk.

There are many reasons why a disclosing resident may not give their permission, they may be worried about not being believed, fear of reprisals, not wanting family or others to know, humiliation, shame and lack of faith that in the police and justice system, or they may have made a positive decision to protect their privacy. In any case, no judgment should be made where a disclosing resident does not give permission to release their details.

Request permission from the disclosing resident to release their name and contact details to the Manager Student Interest and Conflict Resolution. They will contact the disclosing resident regarding their support needs. If the student does not give their permission you must not release their name and contact details unless there is a serious threat to the life, health or safety of the individual or others.

If the disclosing resident does not want their details disclosed you can still call HELP or the Manager Student Interest and Conflict Resolution to talk about the disclosure without releasing any of the disclosing resident details. This will ensure that you passed on the correct information and provided appropriate support options.

Notify MSICR so ongoing coordination and support can be implemented.

Notify AD Hall so any risks to community can be managed.

7. Debriefing and practicing self-care

Receiving a disclosure of sexual violence can be difficult and you may experience vicarious trauma, anger, sadness, or changes to your beliefs about the world. It is important that you also receive support to ensure you are okay.

Without disclosing any details of the disclosing resident you can debrief with a Manager, AD Halls, MSICR, Staff Wellness Manager or the Employee Assistance Program:

Manager, Student Interest and Conflict Resolution – Emma.Mossman@vuw.ac.nz

Staff Wellness Manager – Trish.knight@vuw.ac.nz

EAP - <https://intranet.wgtn.ac.nz/staff/human-resources/health-wellbeing/emotional-and-social-wellbeing/counselling-and-support>

ROLES FOR STAFF

Risk Assessment Advisory Committee (RAAC)

RAAC will assess possible risk and create risk management plans with consideration of individual and community safety, reputational risk, and individual and community wellbeing. Sexual violence or harassment assessed as medium (or higher) risk to be referred to RAAC.

Risk Oversight Group (ROG)

Director of Student and Campus Living and the Director of Student Academic Services to provide risk oversight in cases where there is a serious risk identified. Sexual violence or harassment assessed as high risk (or serious critical incidents) to be referred to ROG through AD Halls or MSICR or RAAC.

Associate Director - Halls (AD Halls)

- To be notified and provide oversight
- To have oversight of risk through coordination with RAAC/MSICR
- To consider use of interim action
- Provide oversight for Head of Hall

Head of Hall (HoH)

The role of the Head of hall is to check that disclosure protocols have been followed with the staff member who first managed the disclosure, that medical support has been offered to the resident and any other immediate risks are being managed.

- The Head of Hall is the primary incident manager and if they are not on site at the time of the disclosure, it is expected that they come on site within no more than 24 hours of the disclosure being made. In their absence they may elect to ask the SSC to do this on their behalf. They may also request the SSC to come on site with them. If the incident is suspected to be a serious sexual assault the Head of Hall must come on site as soon as possible.
- The Head of Hall or if appropriate, the staff member first on the scene must complete an incident report via StarRez as soon as practically possible, but no later than 24 hours after the incident notification. Sexual assault is a critical incident and categorised as a level 4.
- The incident description should not be written as an investigation document and should not contain the details of the assault. It only needs to acknowledge that an incident has occurred and that protocols for managing the incident have been initiated. Include the following information:
 - who has been notified
 - course of action the resident has requested
 - if the alleged assailant is a resident in the hall that resident cannot be named in the incident report (TBC)
 - the incident report is automatically sent to the AD Halls escalation list embedded in Starrez.
- The Head of Hall is not the assigned support staff, this is the role of the SSC or other allied health professional
- While the Head of Hall can complete check-ins, it is very important that it is made clear to the disclosing resident who their assigned support staff is
- Head of Hall to monitor impact on community, monitor behavioural or risk concerns regarding disclosing resident and/or alleged assailant
- Head of Hall to communicate with MSICR to ensure coordinated support

Role of RA

- It is not the role of the RA to provide wellbeing support
- It is not the role of the RA to support the disclosing resident through the reporting process
- The RA should escalate to the Head of Hall as soon as possible
- RAs who receive disclosures or have involvement in incidents will be assigned an SSC or other staff member to provide support
- MSICR to be notified when RAs have received a disclosure or been involved in an incident to ensure coordinated support.
- Head of Hall can consider whether RA may need some time off

Role of Student Support Coordinator (SSC) – assigned to disclosing resident or alleged assailant

An SSC will be assigned to the disclosing resident and or alleged assailant as well as any other impacted students

- make clear to disclosing resident and/or alleged assailant that they are the assigned staff member who will be providing support and completing ongoing check-ins
- liaise with MSICR to ensure coordinated support
- ensure psychological, academic, accommodation, financial etc needs are managed
- escalate any risk to AD Halls/MSICR/RAAC/Head of Counselling

Role of Manager Student Interest and Conflict Resolution (MSICR) - Coordination of response and support

- Ensure the disclosing resident has an assigned support person (SSC or counsellor) who will communicate with MSICR to ensure coordinated support
- ensure that the disclosing resident is linked in with other support as required such as GP, counselling or external services
- in partnership with the disclosing resident or assigned support person create a support plan for management of their recovery
- Ensure the alleged assailant has an assigned support person if the matter has been reported
- Monitor risk and escalate to AD Halls/RAAC as needed
- Liaise with AD Halls regarding impact on hall community and need for any interim action.
- Check-ins with disclosing resident and/or alleged assailant to be coordinated by MSICR at 6 weeks and 6 months.
- Coordinate and communicate with police where appropriate, if another staff member such as Campus Security is liaising with police, co-ordinate together to ensure only one staff member is the police liaison point.

GROUNDS FOR DISCLOSURE OF INFORMATION - UNDER UNIVERSITY PRIVACY NOTICE AND PRIVACY ACT 1993

The Privacy Act places limits on the release of personal information. Principle 11 requires agencies holding personal information not to disclose it other than for the purpose for which it was collected. However an agency [may release personal information on request](#)² if one of the exceptions applies.

Victoria Accommodation is included in the University's [Privacy Notice](#)³ which describes how the University collects, uses and shares personal information and explains the rights of people whose information has been collected in relation to those activities. Health information held by Mauri Ora (our Student Health and Student Counselling services) or Disability Services is managed in accordance with the [Health Information Privacy Code](#)⁴ and any specific Privacy Notice relating to that information. Victoria's Privacy Notice does not apply to that information.

Internal Expertise

The following section outlines guidance on releasing personal information to Police and law enforcement agencies under the University's Privacy Notice and the Privacy Act 1993.

If the Head of Hall is unsure of whether to release information, refer requests to the University General Counsel (also the University's Privacy Officer) or the Manager of Student Interest and Conflict Resolution. If a request occurs after hours, the Head of Hall must contact the AD Halls for guidance.

Requests for health information must be referred to Mauri Ora. If Mauri Ora is unsure whether to release information, they must escalate the request to the University Privacy Officer. The University Privacy Officer will determine whether the request should be complied with. The actual release of information will still be made by Mauri Ora.

Grounds for Disclosure of Information - Under University Privacy Notice and Privacy Act 1993:

The University collects personal information for specific purposes (as outlined in the Privacy Notice). Staff only access residents' personal information when they have a genuine need to access it for a work purpose.

The starting position is that this information will not be disclosed to anyone outside of the University. However, there are exceptions to this rule.

The University Privacy Notice states:

There are circumstances where we share some specific categories of personal information with external people and organisations. However, we only do this where it is strictly necessary for our Purposes (see above) or it is permitted or required by law (including the Privacy Act 1993 and Education Act 1989). We do not pass on all information that we collect – only the absolute minimum required in the particular context.

The Privacy Notice also clearly states that information may be disclosed to

Law enforcement agencies and emergency services;

² <https://www.privacy.org.nz/assets/Files/Reports/October-2017-Final-Guidance-on-releasing-personal-information-to-Police-and-law-enforcement-agencies-Principle-11f-and-ei.pdf>

³ <https://www.victoria.ac.nz/site-info/privacy>

⁴ <https://privacy.org.nz/the-privacy-act-and-codes/codes-of-practice/health-information-privacy-code-1994/>

Under the Privacy Act, it outlines when a release of information may be permitted or required.

In relation to the context of Halls of Residence, the University will not voluntarily release personal information unless it believes on reasonable grounds that the release of information is necessary 'to avoid prejudice to the maintenance of the law by a New Zealand public sector agency, including the prevention, detection, investigation, prosecution, and punishment of offences'. Or, the University might voluntarily disclose personal information if the release is 'necessary to prevent or lessen a serious threat to public health or public safety, or the life or health of the individual concerned or another individual'.

Two ways an organisation, such as the Police, could request information about a student in the Hall:

Has there been a *request* for release of information?

If so, are we *compelled* to release, or do we have *discretion* to voluntarily release it?

1/ Is the University compelled to release the information under statutory powers?

For example, has the Police come to us with a production order outlining a request for information? Or a search warrant requiring access to a location/room/scene?

- If so, then we'll need to release the information.
- When you release the information, make sure you only release what has been requested.
- If you think the request for information is too broad, ask for clarity around the request. If in doubt, check with the University General Counsel.

2/ Is the request for disclosure of information made under the Privacy Act?

If it is, then we have a discretion as to whether we voluntarily release the information or not.

For example, the Police cannot force us to release information about a student under the Privacy Act. However, we can choose to release it if one of the grounds under the Privacy Act are satisfied.

If requested as a voluntary disclosure under the Privacy Act, we must believe on reasonable grounds that the information release is *necessary*.

- We should only release the minimum amount of information necessary for the purpose.
- When the University discloses information under the Privacy Act, it must be able to *justify* that release.
- If the purpose of the request is not clear, ask for clarification of why the organisation is requesting it.
- If the University isn't compelled to release the information, and there is no justification for disclosing information under the Privacy Act, then you can decline the request.

University can decline requests for personal information

- The University is the guardian of our students' information they provide us.
- If the University isn't compelled to release the information, and there is no reasonable basis or justification for disclosing information under the Privacy Act, then you can decline the request.

Which Principle 11 exception may apply?

The two most common grounds under the Privacy Act that Halls will get a request are likely to be:

- 11(e)(i) "to avoid prejudice to the maintenance of the law"
- 11(f) "to prevent or lessen a serious threat to health or safety"

Principle 11(e)(i) - avoid prejudice to the maintenance of the law

You may release personal information about a student if you reasonably think that the disclosure of information will avoid prejudice to the maintenance of the law by any New Zealand public sector agency

(which includes the Police), including the prevention, detection, investigation, prosecution and punishment of offences.

For example, if a crime has been conducted by a student and Police request information about the student as part of its investigation, assess whether the information will be necessary for furthering this investigation. If it will assist, you can release the necessary information.

Also, if you think on reasonable grounds that there has been a crime conducted in a student's room (eg assault/sexual assault), you may proactively contact Police and disclose information to the Police under this exception.

Questions to ask yourself before releasing under this exception:

- what would the effect be if you don't release information about a student?
- would releasing the information prevent an investigation commencing or continuing?
- are there circumstances that mean an investigation would be prejudiced without access to the information sought?

Remember, you need to be satisfied that there is a direct connection between the disclosure and prejudice to the maintenance of the law that would otherwise arise.

Principle 11(f) - prevent or lessen a serious threat

You may release personal information about a student if you are satisfied that a serious threat exists (either to the person themselves, or to another person) and you reasonably believe that by disclosing the information it will prevent or lessen that serious threat.

For example, if a student is threatening another student in the Hall, you'd be able to call the Police, have the Police come around and intervene. In that situation, by disclosing information about the individual, you may reasonably be able to lessen the serious threat.

Similarly, if you think that a person is likely to harm themselves (whether through excess consumption of drugs/alcohol etc) then you could call emergency services to come and assist with the student. Again, in that situation, it's fine to release information about the student if the information is necessary to assist emergency services in reducing the harm to that student.

A further example may be if a student has returned to the hall and requires medical attention. If you assess that they will suffer more harm either to themselves or another person then you may proactively call emergency services and ask for them to come and address the person. In doing so, only release the minimum necessary information about the person in order to reduce the harm.

Remember to only disclose information to the agency that is able to prevent or lessen the threat. And only disclose the minimum amount of information necessary for this purpose.

Questions to ask yourself:

- Do I have a reasonable belief that there is a serious threat to an individual's health or safety?
- Is the release necessary?
- Is the release to the appropriate person/agency?
- Would there be harm if the information was not released?

The student should be advised of the release and why the disclosure was made, unless there is a risk that telling the student may interfere in a Police investigation.

Requests for access to a resident's room

If a room becomes the scene of a criminal act, the above principles will still apply. E.g., Are the Police requesting access to the room under statutory powers (such as a search warrant), or are they requesting access on a voluntary basis. If voluntary, then consider whether an exception may apply (to avoid prejudice to the maintenance of the law, or to reduce harm).

If the Police have a search warrant, they will be entitled to access the room, even if the affected person refuses.

If no search warrant, and the affected person refuses Police access, assess whether it's necessary to request Police to issue a search warrant or production order.

The items that a student has in their rooms are not necessarily information that is collected by the University, so the Privacy Act wouldn't come into play here. The University does not treat student rooms as a private space, they are not similar to a person's home.

Under the Search and Surveillance Act, there is a provision where Police can search a space/building without a search warrant if they have reason to believe that the room may contain certain illegal drugs, that an offence has been committed, or being/about to be committed, and it's not practicable to get a search warrant (because the drugs might be removed etc).

Heads of Hall should escalate to the AD Halls if the decision to enable access is unclear.

Room access by an enforcement agency should be supervised by the Head of Hall.

Record your decision and reasons in StarRez

Once you have made a decision, and informed the law enforcement agency, keep a record of your decision and the reasons for it in StarRez. If you have decided to release information, keep a record of what information was released.

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