



CRITICAL INCIDENT PROCEDURES FOR AGENTS

This sheet contains information about what to do in case of an accident or emergency involving your international student.

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

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

Note: Onehunga High School is responsible for informing the student's natural parents. Please do not contact them. Inform the school first, and we will notify the parents of what has happened.

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

Onehunga High School 24/7 Emergency Number	+64 22 021 1410
Nicole Grace - Director of International Students	+64 21 415 499

What happens in an Emergency?

1. The School receives information of a critical incident
2. The School Principal forms a critical incident team
3. The School Principal and the Team will plan and approve all responses and communications

All communication that comes to you **must** be referred to this team. Do not pass on any information to any other persons or to the media. If we need help with translation, we may ask you to help. We will include you in communication with the family. We will update you regularly and inform you of how you can support the family and school.

School Staff Contact Information

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