

Critical Incidents can take a variety of forms, some involving injury or abuse, while others are an emergency situation of a different type. Use the prompts and questions below to record information that applies to the current situation.

### INITIATION OF THE EMERGENCY RESPONSE PROCESS

This form presumes that a call has been received asking for Emergency Response Process activation, and that it has been decided to activate the process.

Call date and time: \_\_\_\_\_

Call taken by: \_\_\_\_\_

Decision to activate ER Process made by: \_\_\_\_\_

Generally, this person then becomes the ER Coordinator. Note here if a different person is ER Coordinator.

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### DETAILS OF THE CRITICAL INCIDENT

What has happened?

Where has it happened?

What time did it happen?

Who was involved?

Who else has been contacted other than the ER Coordinator?

What is the current state of the situation? Is it stable? Is it safe?

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### TEAM LEADER AND CONTACT ADDRESS

What program does this critical incident relate to:

Who is the Team Leader for this program:

Program Location:

Location of the critical incident:

Primary phone contact:

(If this is dictated to you, you should repeat it back to double-check)

Other contact (other phone, mobile):

Second contact person (in case this is needed):

Number of participants:

Age range of participants:

Number of Team Members:

## NAMES OF INJURED OR DECEASED AND EMERGENCY CONTACT DETAILS FOR NEXT OF KIN

Complete as applicable

| Name of injured or deceased | Next of kin | Contact details of next of kin (phone & address) | Details of injured or deceased condition |
|-----------------------------|-------------|--|--|
|                             |             |  |  |

Details of the location of the injured or deceased (hospital, police station etc. Include phone contact)

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### EMERGENCY SERVICES RESPONSE

Check with the Team Leader that Emergency Services have already been called (this should occur prior to calling the Emergency Response Team).

Which emergency services were called and what response has occurred?

Ambulance  Fire  Police  Other

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### NEEDS ASSESSMENT

What's happening with rest of the group (Team and participants)? (Details of group evacuation if necessary):

How is the Team Leader coping?  
(Offer a supportive statement as appropriate)

How are the rest of the team handling the situation?

How are the participants coping with the situation?

Is this a situation where individual counselling is likely to be of assistance?  
How many do you think will need some immediate individual counselling?

Do any of the participants need to be taken home?

If yes, name, address and phone (so counsellor and organisational representative can meet them and their caregivers)

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### MEDIA

What level of media activity is occurring?

Ask the Team Leader if they can pass on the names and phone contacts of any media personnel at the location

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### NEXT PHASE PLANNING FOR THE EMERGENCY RESPONSE TEAM

Is this a situation where sending an Emergency Response Director to the location would be useful and practical?  
If so, note their needs in relation to transport, food, accommodation, clothing, and anything else the ER Director needs to take to the site.

Should a counsellor or team of counsellors also travel to the site? If so, who should go, when and how?  
How will the ER Team take over responsibility for managing the critical incident and what should happen to assist the Team Leader and the rest of the program?