

HR33	CRITICAL INCIDENTS		
APPROVED	19 January 2022	EFFECTIVE	2021
AMENDED	New	NEXT REVIEW	2026

1. PURPOSE

To set out the Library's commitment to providing employees with assistance should they be involved in a traumatic or critical incident.

2. SCOPE

This policy applies to all Library employees.

3. DEFINITIONS

Critical Incident – An event—like an injury, fatality, or robbery—that causes emotional or psychological trauma in people exposed to the incident directly, or indirectly. It is a sudden, powerful event outside the range of normal experience and outside of the employee's control.

4. CRITICAL INCIDENTS

- a. The Library values its employees and is committed to providing employees with professional assistance should they be involved during their workday with a traumatic or critical incident. Support available includes an employee assistance program (EAP), and additional strategies to defuse, debrief, critique and review the incident.
- b. Should an employee(s) be directly involved during their workday in the following traumatic incidents, the employee's manager should notify the supervisor immediately:
 - i. Death or life-threatening injury of a Library employee or member of the public as a result of a workplace accident or incidence of violence in the workplace;
 - ii. Any incident with profound emotional consequences (robbery, hostage situation);
 - iii. Major and/or multiple trauma injuries;
 - iv. Incident of sexual harassment; or
 - v. Violence among workers resulting in physical or emotional injury.
- c. Should an employee be in doubt with respect to intervention or have any questions, they shall immediately contact their supervisor.
- d. The Chief Librarian shall set out written guidelines for critical incidence response, intervention and reporting.

RELATED POLICIES

Nil.