



## Procedures for Accident and Emergency Given to Parents of International Students

### PARENTS:

*This information sheet contains information about what you need to do in case of an accident or emergency involving your child. Please keep it in a safe place, e.g. on your fridge, on the family noticeboard, or by the telephone.*

### 1. Emergencies and accidents

#### Emergencies

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

#### Accidents

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

### 3. What to do

**In an emergency** act appropriately (e.g. remove the student from danger, apply first aid, call an ambulance) **then** phone the school's 24-hour contact person below:

**Then** contact the school's **24-hour contact person**:

|   |   |
|---|---|
| 24-hour contact person name and telephone number. | 1. Julie Oakford, International Student Coordinator: 021 161 6610 |
| 24-hour contact person name and telephone number. | 2. Craig McCarthy, Principal<br>Mobile: 021 771 635               |
| 24-hour contact person name and telephone number. | 3. Patsy Torrie, Deputy Principal<br>021 292 9978                 |

### 4. In case of accident or illness

If an international student is injured or unwell and **your level of concern is high** take the student to the nearest accident and emergency department or if appropriate dial 111 and ask for an ambulance. If **your level of concern is low or moderate** take the student to your GP, or if time permits call St Heliers School on 5758311 for advice during the day.

### 5. Medical Insurance

If the illness is not an accident and requires hospital treatment, ensure you contact your Medical and Health Insurance company to obtain prior approval before treatment. See the help of your agent or the International Student Coordinator to communicate with the insurance company to obtain this prior approval, if necessary.

If you are concerned for your child's well-being and unsure of what to do, call the student's emergency contact for assistance as it is better to be cautious.