**CRITICAL INCIDENT POLICY**

*St. Fiacc’s* aims to protect the well being of its students and staff by providing a safe and nurturing environment at all times. This is reflected in or mission statement: St. Fiacc’s emphasises compassion, care, good work ethos, striving for excellence and respect for all, irrespective of race, religion or social status.

The Board of Management, through John Brennan*,* has drawn up a critical incident management plan as one element of the school’s policies and plans.

Our aim is to establish a Critical Incident Management Team (CIMT) to steer the development and implementation of the plan.

**Review and Research**

The CIMT should consult resource documents provided to schools as well as publications listed in the resources section of this book.

These include:

*When Tragedy Strikes: Guidelines for Effective Critical Incident Management in Schools*

(INTO/Ulster Teachers Union 2000)

*Responding to Critical Incidents; Guidelines for Schools (NEPS 2007)*

*Guidelines for Schools on How to Respond to the Sudden Unexpected Death of a Student*

(ASTI 1997)

*Suicide Prevention in Schools: Best Practice Guidelines* (IAS, National Suicide Review Group 2002)

The staff and management of St. Fiacc’srecognise a critical incident to be “an incident or sequence of events that overwhelms the normal coping mechanism of the school”.

Critical incidents may involve one or more students or staff members, or members of our local community. Types of incidents might include:

*• The death of a member of the school community through accident, violence, suicide or suspected suicide or other unexpected death*

*• An intrusion into the school*

*• An accident involving members of the school community*

*• An accident/tragedy in the wider community*

*• Serious damage to the school building through fire, flood, vandalism, etc*

*• The disappearance of a member of the school community*

**Aims**

The aim of the CIMP is to help school management and staff to react quickly and effectively in the event of an incident, to enable us to maintain a sense of control and to ensure that appropriate support is offered to students and staff. Having a good plan should also help ensure that the effects on the students and staff will be limited. It should enable us to return to normality as soon as possible.

**Creation of a coping supportive and caring ethos in the school**

We have put systems in place to help to build resilience in both staff and students, thus preparing them to cope with a range of life events. These include measures to address both the physical and psychological safety of the school community.

**Physical safety** (See also St. Fiacc’s Health & Safety policy)

*•* Evacuation plan formulated

*•* Regular fire drills occur

*•* Fire exits and extinguishers are regularly checked

*•* Pre-opening supervision in the school yard from 9.00-9.20am

*•* Entrance doors are locked during school hours. A buzzer entry system is in place.

*•* Gates locked during playtimes.

*•* Rules of the playground are enforced regularly.

**Psychological safety**

The management and staff of St. Fiacc’saim to use available programmes and resources to address the personal and social development of students, to enhance a sense of safety and security in the school and to provide opportunities for reflection and discussion.

Include specific examples as appropriate. Some suggestions follow:

*•* Social, Personal and Health Education (SPHE) is integrated into the work of the school. It is addressed in the curriculum by addressing issues such as grief and loss; communication skills; stress and anger management; resilience; conflict management; problem solving; help-seeking; bullying; decision making and prevention of alcohol and drug misuse. Promotion of mental health is an integral part of this provision

*•* Staff have access to training for their role in SPHE

*•* Staff are familiar with the Child Protection Guidelines and Procedures and details of how to proceed with suspicions or disclosures

*•* Books and resources on difficulties affecting the primary/post primary school student are available

*•* Information is provided on mental health in general and such specific areas as signs and symptoms of depression and anxiety

*•* Staff are informed in the area of suicide awareness and some are trained in interventions for suicidal students

*•* The school has developed links with a range of external agencies – NEPs; TUSLA: Garda; Barnardos; Rainbows Programme.

*•* Inputs to students by external providers are carefully considered in the light of criteria about student safety, the appropriateness of the content, and the expertise of the providers. (See Section 7 of *Responding to Critical Incidents: Guidelines*

*for Schools*)

*•* The school has a clear policy on bullying and deals with bullying in accordance with this policy

*•* There is a care system in place in the school

*•* Students who are identified as being at risk are referred to the designated staff member (e.g. guidance counsellor or support teacher), concerns are explored and the appropriate level of assistance and support is provided. Parents are informed, and where appropriate, a referral is made to an appropriate agency

*•* Staff are informed about how to access support for themselves.

Critical Incident Management Team (CIMT)

A CIMT has been established in line with best practice. The members of the team were selected on a voluntary basis and will retain their roles for at least one school year. The members of the team will meet annually to review and update the policy and plan. Each member of the team has a dedicated critical incident folder. This contains a copy of the policy and plan and materials particular to their role, to be used in the event of an incident.

Preparation of CIMP

Roles

Schools need to make arrangements for assigning roles, taking account of such practical issues as school size and the number of staff available. Many schools will do some doubling up of roles.

The key roles which need to be covered are as follows:

*•* Team Leader

*•* Garda liaison

*•* Staff liaison

*•* Student liaison

*•* Parent liaison

*•* Community liaison

*•* Media liaison

*•* Administrator

Outlined below are some points on the key responsibilities of each role. A note on helpful qualities for each role can be found in the text box. However, each school will have to adapt these suggestions to their own circumstances and needs.

Team leader (John Brennan)

• Alerts the team members to the crisis and convenes a meeting

• Coordinates the tasks of the team

• Liaises with the Board of Management; DES; NEPS.

• Liaises with the bereaved family

Mary Fleming will take the lead in the absence of the team leader.

Garda liaison (John Brennan)

(This may be seen as part of the team leader’s role)

• Liaises with the Gardaí

• Ensures that information about deaths or other developments is checked out for accuracy before being shared

Staff liaison (Mary Fleming; Justin Kelly)

• Leads briefing meetings for staff on the facts as known, gives staff members an opportunity to express their feelings and ask questions, outlines the routine for the day

• Advises staff on the procedures for identification of vulnerable students

• Provides materials for staff (from their critical incident folder)

• Keeps staff updated as the day progresses

• Is alert to vulnerable staff members and makes contact with them individually

• Advises them of the availability of the EAS and gives them the contact number.

Student liaison (Aisling Nolan; Sheila Hanratty; Fiona Payne)

• Co-ordinates information from staff about students they are concerned about

• Alerts other staff to vulnerable students (appropriately)

• Provides materials for students (from their critical incident folder)

• Keeps records of students seen by external agency staff

• Looks after setting up and supervision of ‘quiet’ room where agreed

Community/agency liaison (Mary Fleming; Fiona Payne)

• Maintains up to date lists of contact numbers of

- Key parents, such as members of the Parents Council

- Emergency support services and other external contacts and resources

• Liaises with agencies in the community for support and onward referral

• Is alert to the need to check credentials of individuals offering support

• Coordinates the involvement of these agencies

• Reminds agency staff to wear name badges

• Updates team members on the involvement of external agencies

Parent liaison (Mary Fleming & John Brennan)

• Visits the bereaved family with the team leader

• Arranges parent meetings, if held

• May facilitate such meetings, and manage ‘questions and answers’

• Manages the ‘consent’ issues in accordance with agreed school policy

• Ensures that sample letters are typed up, on the school’s system and ready for adaptation

• Sets up room for meetings with parents

• Maintains a record of parents seen

• Meets with individual parents

• Provides appropriate materials for parents (from their critical incident folder)

Chaplaincy Role (Fr John Dunphy)

Media liaison (John Brennan; Liam Dooley)

• In advance of an incident, will consider issues that may arise and how they might be responded to (e.g. students being interviewed, photographers on the premises, etc)

• In the event of an incident, will liaise; INTO etc.

• Will draw up a press statement, give media briefings and interviews (as agreed by school management)

Administrator (Sarah Dooley)

• Maintenance of up to date telephone numbers of

- Parents or guardians

- Teachers

- Emergency services

• Takes telephone calls and notes those that need to be responded to

• Ensures that templates are on the schools system in advance and ready for adaptation

• Prepares and sends out letters, emails and faxes

• Photocopies materials needed

• Maintains records

Record keeping

In the event of an incident each member of the team will keep records of phone calls made and received, letters sent and received, meetings held, persons met, interventions used, material used etc.

*Sarah Dooley* will have a key role in receiving and logging telephone calls, sending letters, photocopying materials, etc.

Confidentiality and good name considerations

The management and staff of St. Fiacc’shave a responsibility to protect the privacy and good name of the people involved in any incident and will be sensitive to the consequences of any public statements. The members of the school staff will bear this in mind, and will seek to ensure that students do so also. For instance, the term ‘suicide’ will not be used unless there is solid information that death was due to suicide, *and* that the family involved consents to its use. The phrases ‘tragic death’ or ‘sudden death’ may be used instead. Similarly, the word ‘murder’ should not be used until it is legally established that a murder was committed. The term ‘violent death’ may be used instead.

**Critical incident rooms**

In the event of a critical incident,

*Staffroom* will be the main room used to meet the staff

*Room 24 & 17* for meetings with students

*Room 8* for parents

*Parish Centre* for media

*Library* for individual sessions with students and as a prayer room.

*Principal/Deputy Principal’s Office* for other visitors

**Consultation and communication regarding the plan**

All staff were consulted and their views canvassed in the preparation of this policy and plan.

Parent representatives were also consulted and asked for their comments.

Our school’s final policy and plan in relation to responding to critical incidents has been presented to all staff.

Each member of the critical incident team has a personal copy of the plan.

All new and temporary staff will be informed of the details of the plan by John Brennan

The plan will be updated annually (January)

Short term actions – Day 1

Task Name

Gather accurate information

Who, what, when, where?

Convene a CIMT meeting – specify time and place clearly

Contact external agencies

Arrange supervision for students

Hold staff meeting (All staff)

Agree schedule for the day

Inform students – (close friends and students with learning difficulties may need to be told separately)

Compile a list of vulnerable students

Contact/visit the bereaved family

Prepare and agree media statement and deal with media

Inform parents

Hold end of day staff briefing

Medium term actions - (Day 2 and following days)

Task Name

Convene a CIMT meeting to review the Team leader events of day 1

Meet external agencies

Meet whole staff

Arrange support for students, staff, parents

Visit the injured

Liaise with bereaved family regarding funeral arrangements

Agree on attendance and participation at funeral service

Make decisions about school closure (BOM)

Follow-up – beyond 72 hours

Task Name

Monitor students for signs of continuing distress (Class teachers)

Liaise with agencies regarding referrals

Plan for return of bereaved student(s)

Plan for giving of ‘memory box’ to bereaved family

Decide on memorials and anniversaries (BOM/Staff, parents and

Students)

Review response to incident and amend plan (Staff/BOM)

**EMERGENCY CONTACT LIST**

**AGENCY CONTACT NUMBERS GARDA 059 9136627**

**HOSPITAL St Lukes Kilkenny 056 7785000**

**FIRE BRIGADE 999 or 112 (Carlow Fire Station )**

**LOCAL GPS Dr Ni Ghrainne**

**Dr Doyle**

**Dr Lach**

**Dr Jacob**

**Child and Family Agency, TUSLA 057 8692567**

**CAMHS 057 8621135**

**SCHOOL INSPECTOR Leo Kilroy**

**NEPS PSYCHOLOGIST Elizabeth Charles 087 6501773**

**DES** 090 648 3600

**INTO Joe McKeown 085 7314998 Head Office 01 8047700**

**PARISH PRIEST/CLERGY John Dunphy 086 2547601**

**EMPLOYEE ASSISTANCE SERVICE** 1800 411 057