

# CRITICAL INCIDENT MANAGEMENT POLICY



St Patrick's is a school which reflects the character and diversity of the community in which it is set. In this context, each child's unique academic, spiritual and social gifts are cherished.

St Patrick's NS, Crowenstown aims to protect the well-being of its students and staff by providing a safe and nurturing environment at all times.

The Board of Management, through the Principal and teaching staff, has drawn up a Critical Incident Management Plan as one element of the school's policies and plans.

## Review and Research

The CIMT have consulted resource documents available to schools on [www.education.ie](http://www.education.ie) and [www.nosp.ie](http://www.nosp.ie) including:

- Responding to Critical Incidents Guidelines and Resources for Schools (NEPS 2016)
- Well-Being in Primary Schools - Guidelines for Mental Health Promotion (DES, DOH, HSE 2015)

## Define what you mean by the term 'critical incident'

The staff and management of St Patrick's NS, Crowenstown recognise 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*

## Aim

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 effect a 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. For students this is done through the SPHE curriculum. These include measures to address both the physical and psychological safety of the school community.

### **Physical safety**

*See our Schools Health and Safety Policy*

### **Psychological safety**

The management and staff of St Patrick's NS, Crowenstown aim 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.

- 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 school student are available
- Information is provided on mental health in general and such specific areas as signs and symptoms of depression and anxiety
- 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 DES Circulars 0022/2010 (Primary) or 0023/2010 (Post-Primary)
- 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 using the "Continuum of Support" approach which is outlined in the NEPS documents published on 2007 for primary schools and 2010 for post primary schools. See also Student Support Teams in Post Primary Schools (2014). These documents are available on [www.education.ie](http://www.education.ie)
- Students who are identified as being at risk are referred to the DLP, 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.

If a member of the Critical Incident Management Team is absent, their role will be fulfilled by the next most teacher; with a rolling effect.

**Team leader:** *Carmel Thorpe*

**Role**

- 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; SEC
- Liaises with the bereaved family
- Liaises with the Gardaí
- Ensures that information about deaths or other developments is checked out for accuracy before being shared

**Staff liaison;** *Neasa Ní Mhairtín*

**Role**

- 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 Employee Assistance Service and gives them the contact number.

**Student liaison;** *Neasa Ní Mhairtín*

**Role**

- Alerts other staff to vulnerable students (appropriately)
- Provides materials for students (from their critical incident folder)
- Looks after setting up and supervision of 'quiet' room where agreed

**Community/agency liaison;** *Carmel Thorpe*

**Role**

- 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 ;** *Neasa Ní Mhairtín*

**Role**

- 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)

### **Media liaison;***Finola Clogher*

#### **Role**

- 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 where necessary with the SEC; relevant teacher unions etc.
- Will draw up a press statement, give media briefings and interviews (as agreed by school management)

### **Administrator;***Margaret Renehan*

#### **Role**

- 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 texts
- Photocopies materials needed
- Maintains records

### **Record keeping;** *Carmel Thorpe*

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.

*Margaret Renehan (secretary)* will have a key role in receiving and logging telephone calls, sending letters, photocopying materials, etc.

### **Confidentiality and good name considerations**

Management and staff of St Patrick's NS, Crowenstown) have a responsibility to protect the privacy and good name of people involved in any incident and will be sensitive to the consequences of public statements. Members of school staff will bear this in mind, and seek to ensure that students do so also, e.g. 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, the following rooms are designated for the indicated purposes

Room Name:	Designated Purpose:
<i>Middle Room</i>	Main room for meeting staff
<i>Senior Room</i>	Meetings with students
<i>Senior Room</i>	Meetings with parents
<i>Middle Room</i>	Meetings with media
<i>Middle Room/Prefab</i>	Individual sessions with students
<i>Office/Prefab</i>	Meetings with other visitors

#### Consultation and communication regarding the plan

All staff were consulted and their views canvassed in the preparation of this policy and plan. Students and parent/guardian 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 Jane Browne.

The plan will be updated annually.

Signed; \_\_\_\_\_ Date: \_\_\_\_\_

Chairperson, Board of Management

### Critical Incident Management Team

Role	Name	Phone
<b>Team leader:</b>	<i>Carmel Thorpe (Principal)</i>	0449664585
<b>Garda liaison</b>	<i>Carmel Thorpe (Principal)</i>	
<b>Staff liaison</b>	<i>Neasa Ní Mhairtín (Deputy Principal)</i>	
<b>Student liaison</b>	<i>Neasa Ní Mhairtín (Deputy Principal)</i>	
<b>Community liaison</b>	<i>Carmel Thorpe (Principal)</i>	
<b>Parent liaison</b>	<i>Neasa Ní Mhairtín (Deputy Principal)</i>	
<b>Media liaison</b>	<i>Finola Clogher (Teacher 1)</i>	
<b>Administrator</b>	<i>Margaret Renehan (Secretary)</i>	

### Short term actions – Day 1

Task	Name
<b>Gather accurate information</b>	
<b>Who, what, when, where?</b>	
<b>Convene a CIMT meeting – specify time and place clearly</b>	
<b>Contact external agencies</b>	
<b>Arrange supervision for students</b>	
<b>Hold staff meeting</b>	<b>All staff</b>
<b>Agree schedule for the day</b>	
<b>Inform students – (close friends and students with learning difficulties may need to be told separately)</b>	
<b>Compile a list of vulnerable students</b>	
<b>Prepare and agree media statement and deal with media</b>	
<b>Inform parents</b>	
<b>Hold end of day staff briefing</b>	

## Medium term actions - (Day 2 and following days)

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

**EIRCODE ( SCHOOL) N91 X7DV**

<b>AGENCY</b>	<b>NUMBER</b>	<b>CONTACT NAME/ROLE</b>
<b><u>EMERGENCY SERVICES IRELAND</u></b>	<b><u>999 OR 112</u></b>	
<b>GARDA</b>	<b>0868583049 0449664193 0449384000</b>	<b>GARDA MOBILE DELVIN LOCAL STATION DELVIN MULLINGAR STATION</b>
<b>HOSPITAL HSE L/FORD/WESTMEATH</b>	<b>0449340221 0449395111</b>	<b>MAIN RECEPTION AREA</b>
<b>FIRE BRIGADE</b>	<b>0449332101</b>	<b>MULLINGAR STATION CUSTOMER SERVICE</b>
<b>LOCAL GP'S</b>	<b>0449664076 0449664076 0469430098</b>	<b>DR MAHON (DELVIN) NURSE DR RYAN (ATHBOY)</b>
<b>NEPS Psychologist NEPS emergency</b>	<b>0872866488 018650973</b>	<b>Zoe Lipson Head office</b>
<b>TUSLA WESTMEATH (Advice)</b>	<b>0449353997</b>	<b>On duty social worker</b>
<b>MULLINGAR PRIMARY CARE CENTRE</b>	<b>0449353999</b>	<b>(When you have a direct person of contact)</b>
<b>TUSLA MEATH (Advice)</b>	<b>0469098560</b>	<b>On duty social worker</b>
<b>NAVAN SOCIAL WORK TEAM</b>	<b>0469097870</b>	<b>(when you have a direct person of contact)</b>
<b>DESIGNATED LIASON PERSON</b>		<b>Carmel Thorpe</b>
<b>SCHOOL INSPECTOR</b>	<b>Amanda_grant@education.gov.ie</b>	<b>AMANDA GRANT</b>
<b>SCHOOL NURSE (PHN)</b>	<b>0863842721</b>	<b>Michelle</b>
<b>SENO MARTINA RAFTERY</b>	<b>016033472</b>	
<b>DEPT OF EDU &amp; SCI</b>	<b>0906483600 0906474621</b>	<b>PRIMARY ATHLONE</b>
<b>INTO</b>	<b>018047700 018722533</b>	<b>Direct Number</b>
<b>PARISH PRIEST/CLERGY</b>	<b>0449664127 0872626738 0449348841</b>	<b>FR HEANEY FR HEANEY MOBILE BISHOP TOM DEENIHAN</b>
<b>EMPLOYEE ASSISTANCE SERV</b>	<b>1800411057</b>	
<b>CPSMA</b>	<b>016292462</b>	<b>info@cpsma.ie</b>

(TO BE DISPLAYED IN STAFF-ROOM, SCHOOL OFFICE, AND PRINCIPALS OFFICE ETC.)