

CRITICAL INCIDENT MANAGEMENT POLICY

CIMT: Gearóid Leen, Catherine Murphy, Sr Teresa Nolan,
Ms Deirdre Connaughton, Ms Aoife Hyland, Ms Mary Martyn.



*Scoil Bhríde,
Mercy Secondary School*

Scoil Bhríde, Mercy Secondary School aims to protect the well-being of its students and staff by providing a safe and nurturing environment at all times as underpinned by the school's mission statement, *Scoil Bhríde Secondary School values and maintains a Christian ethos of Mercy, Justice and Equality for all. Its aim is the pursuit of excellence in a centre of holistic learning. We actively nurture a caring environment in which respect for all is the hallmark.*

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

Review and Research

The Critical Incident Management Team, CIMT, have consulted resource documents available to schools on www.education.ie and www.nosp.ie including:

- Responding to Critical Incidents Guidelines and Resources for Schools (NEPS 2016)
- Suicide Prevention in Schools: Best Practice Guidelines (IAS, National Suicide Review Group (2002)
- Suicide Prevention in the Community - A Practical Guide (HSE 2011)
- Well-Being in Post-Primary Schools Guidelines for Mental Health Promotion and Suicide Prevention (DES, DOH, HSE 2013)

Define what you mean by the term 'critical incident'

The staff and management of *Scoil Bhríde* 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. These include measures to address both the physical and psychological safety of the school community.

Physical safety

- Evacuation plan formulated
- Regular fire drills occur
- Fire exits and extinguishers are regularly checked
- Pre-opening supervision in the school
- First Aid training for members of staff
- Defibrillator on site
- Health and Safety risk assessment and statement has been ratified by all partners
- Rules of the playground – include details

Psychological safety

The management and staff of Scoil Bhríde 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/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 – list these agencies

- 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 in 2010 for post primary schools. See also Student Support Teams in Post Primary Schools (2014). These documents are available on www.education.ie
- Students who are identified as being at risk are referred to the designated staff member (e.g. guidance counsellor or student 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.

Team leader: Principal, Gearóid Leen. In the case of the team leader being absent, the Deputy Principal, Catherine Murphy, will assume the role.

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/affected family

Garda liaison, Gearóid Leen

Role

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

Staff liaison: Catherine Murphy, Deputy Principal.

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 EAS and gives them the contact number.

Student liaison: Student Support team:

Gearóid Leen, Principal

Sr Teresa Nolan, Chaplain

Catherine Murphy, DP

Deirdre Connaughton, Guidance Counsellor

Aoife Hyland, PE teacher

Role

- co-ordinates information from tutors and year heads about students they are concerned about
- Alerts other staff to vulnerable students (appropriately)
- Provides materials for students (from their critical incident folder)
- Maintains student contact records (R1).
- Organises appropriate prayer service
- Looks after setting up and supervision of 'quiet' room where agreed

Community/agency liaison: Guidance Counsellor, Deirdre Connaughton, assisted by the Student Support Team**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: School Chaplain, Sr Teresa, Deputy Principal, Catherine Murphy, assisted by the Student Support Team**Role**

- Visits the bereaved family with the team leader
- Arranges parent meetings, if held
- May facilitate such meetings, and manage 'questions and answers
- 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: Gearóid Leen**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: Catherine Murphy, DP, Mary Martyn, school secretary

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:

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.

School Secretary, Mary Martyn 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 **Scoil Bhríde** 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>Staff Room</i>	Main room for meeting staff
<i>School Gym</i>	Meetings with students
<i>Principal's, DP's, Chaplain's Guidance Counsellor's</i>	Meetings with parents

<i>Offices</i>	
<i>Library</i>	Meetings with media
<i>Chaplain's Room, Guidance Counsellor's Room</i>	Individual sessions with students
<i>Principal's, DP's, Chaplain's, Guidance Counsellor's Offices</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 Catherine Murphy, DP, The plan will be updated annually in the first term.

Critical Incident Management Team		
Role	Name	Phone
Team leader:	<i>Gearóid Leen</i>	086 1022860
Garda liaison	<i>Gearóid Leen</i>	086 1022860
Staff liaison	<i>Catherine Murphy</i>	087 8565209
Student liaison	<i>Year Heads and Senior Management and SST</i>	
Community liaison	<i>Deirdre Connaughton</i>	
Parent liaison	<i>Gearóid Leen</i>	
Media liaison	<i>Gearóid Leen</i>	086 1022860
Administrator	<i>Catherine Murphy Mary Martyn</i>	087 8565209

Short term actions – Day 1

Task	Name
Gather accurate information	Gearóid Leen Catherine Murphy
Who, what, when, where?	Gearóid Leen Catherine Murphy
Convene a CIMT meeting – specify time and place clearly	Gearóid Leen
Contact external agencies	Deirdre Connaughton
Arrange supervision for students	Catherine Murphy
Hold staff meeting	All staff
Agree schedule for the day	All Staff
Inform students – (close friends and students with learning difficulties may need to be told separately)	Student Support Team
Compile a list of vulnerable students	Student Support Team and Year heads
Prepare and agree media statement and deal with media	Gearóid Leen
Inform parents	Gearóid Leen

Hold end of day staff briefing

Gearóid Leen ad CIMT

Medium term actions - (Day 2 and following days)

Task	Name
Convene a CIMT meeting to review the events of day 1	Gearóid Leen
Meet external agencies	Deirdre Connaughton
Meet whole staff	All staff, CMIT
Arrange support for students, staff, parents	SST, School Chaplain
Visit the injured	Gearóid Leen Catherine Murphy Sr Teresa Nolan
Liaise with bereaved family regarding funeral arrangements	Sr Teresa Nolan Gearóid Leen
Agree on attendance and participation at funeral service	CIMT
Make decisions about school closure	BOM

Follow-up – beyond 72 hours

Task	Name
Monitor students for signs of continuing distress	Year heads, Class teachers, SST
Liaise with agencies regarding referrals	SST
Plan for return of bereaved student(s)	Gearóid Leen SST
Plan for giving of 'memory box' to bereaved family	Chaplain and SST
Decide on memorials and anniversaries	BOM/Staff, parents and students
Review response to incident and amend plan	Staff/BOM

EMERGENCY CONTACT LIST

AGENCY	NUMBERS
Garda	093 70840
Hospital	091 524222
Fire Brigade	091 509070 (admin number) emergency 999
Local GPs	Enda Harhen 093 28498 Seamus Cunningham 093 28760 Jarlath Cahill 093 26188 Palace Medical 093 24175 John Horan 093 24456 Grove Medical 093 28498 John Cunningham 093 24155 Donal Kelly 093 43512 Matthias Gannon 093 28606 Nora McGarry 093 51315
HSE	093 43512
Community Care Team	093 43512
Child and Family Centre	093 37264
Child and Family Mental Health Service (CAMHS)	091 548922 091 548932
School Inspector	01 8896553
NEPS Psychologist, Aine Freely	076 1108841
DES, Dublin	01 889 6400
ASTI	01 6040160
Clergy	093 24250

State Exams Commission	0906 442700
Employee Assistance Service (Inspire)	1800 411 057