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| CRITICAL INCIDENTMANAGEMENT POLICY | http://www.killaghteens.ie/media/images/MenuCrest.png |

*Killaghtee National School* 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 teaching staff has drawn up a Critical Incident Management Plan as one element of the school’s policies and plans.

The staff and management of *Killaghtee National School* 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 yard
* School doors locked during class time
* Rules of the playground

**Psychological safety**

The management and staff of *Killaghtee National School* 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
* The school has developed links with a range of external agencies – N.E.P.S., H.S.E., C.A.S.A., Gardaí, Church clergy.
* 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.
* The school has a clear policy on bullying and deals with bullying in accordance with this policy
* A care system will be introduced in the school.
* Students who are identified as being at risk are referred to the teaching staff, 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.

**Critical Incident Management Team**

**Team leader:** *Nuala Dudley*

**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;
* Liaises with the bereaved family

**Garda liaison:** *Nuala Dudley*

**Role**

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

**Staff liaison:** *Elizabeth Henry*

**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:** *Elizabeth Henry*

**Role**

* 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:** *Phyllis Young & Rev. D. Davis*

* 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:** *Nuala Dudley & Elizabeth Henry*

**Role**

* Visits the bereaved family/injured/family involved
* 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:** *Chairperson*

**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 relevant teacher unions etc.
* Will draw up a press statement, give media briefings and interviews (as agreed by school management)

**Administrator:** *Phyllis Young*

**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 faxes
* Photocopies materials needed
* Maintains records

**Record keeping:** *Nuala Dudley*

**Role**

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.

*Phyllis Young* 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 *Killaghtee National School* 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.

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| **Critical Incident Management Team** | | |
| **Role** | **Name** | **Phone** |
| **Team leader** | *Nuala Dudley* | 087 2762777 |
| **Garda liaison** | *Nuala Dudley* | “ |
| **Staff liaison** | *Elizabeth Henry* | 087 1437936 |
| **Student liaison** | *Elizabeth Henry* | “ |
| **Community liaison** | *Phyllis Young & Rev. D. Davis* | 087 1300499/089 4831156 |
| **Parent liaison** | *Nuala Dudley & Elizabeth Henry* | 087 2762777/087 1437936 |
| **Media liaison** | *Chairperson* |  |
| **Administrator** | *Phyllis Young* | 087 1300499 |

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| **Critical Incident Rooms**  In the event of a critical incident, the following rooms are designated for the indicated purposes | |
| **Room Name:** | **Designated Purpose:** |
| **Staffroom** | *Main room for meeting staff* |
| **Junior Classroom** | *Meetings with students* |
| **Senior Classroom** | *Meetings with parents* |
| **Computer Room** | *Meetings with media* |
| **Learning Support/Library** | ***I****ndividual sessions with students* |
| **Office** | *Meetings with other visitors* |

**Short term actions – Day 1**

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| **Task** | **Name** |
| **Gather accurate information** | *Nuala Dudley* |
| **Who, what, when, where?** | *Nuala Dudley* |
| **Convene a CIMT meeting – specify time and place clearly** | *Nuala Dudley* |
| **Contact external agencies** | *Nuala Dudley: DES/Gardaí/NEPS*  *Phyllis Young: Others* |
| **Arrange supervision for students** | *Elizabeth Henry* |
| **Hold staff meeting** | *All staff* |
| **Agree schedule for the day** | *Nuala Dudley* |
| **Inform students – (close friends and students with learning difficulties may need to be told separately)** | *Elizabeth Henry* |
| **Compile a list of vulnerable students** | *Elizabeth Henry* |
| **Prepare and agree media statement and deal with media** | *Chairperson* |
| **Inform parents** | *Nuala Dudley*  *Elizabeth Henry* |
| **Hold end of day staff briefing** | *Elizabeth Henry* |

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

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| Task | Name |
| Convene a CIMT meeting to review the events of day 1 | *Team leader*  *Nuala Dudley* |
| Meet external agencies | *Nuala Dudley* |
| Meet whole staff | *Elizabeth Henry* |
| Arrange support for students, staff, parents | *Elizabeth Henry* |
| Visit the injured | *Nuala Dudley*  *Elizabeth Henry* |
| Liaise with bereaved family regarding funeral arrangements | *Nuala Dudley* |
| Agree on attendance and participation at funeral service | *Whole Team* |
| Make decisions about school closure | *BOM* |

**Follow-up – beyond 72 hours**

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| **Task** | **Name** |
| Monitor students for signs of continuing distress | *Class teachers* |
| Liaise with agencies regarding referrals | *Nuala Dudley* |
| Plan for return of bereaved student(s) | *Nuala Dudley*  *Elizabeth Henry* |
| Plan for giving of ‘memory box’ to bereaved family | *Nuala Dudley*  *Elizabeth Henry* |
| Decide on memorials and anniversaries | *BOM/Staff, parents and students* |
| Review response to incident and amend plan | *Staff/BOM* |

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| EMERGENCY CONTACT LIST | |
| **AGENCY** | **CONTACT NUMBERS** |
| Garda: Killybegs | *(074) 9731002* |
| Hospital: Letterkenny  Sligo | *(074) 912 5888*  *(071) 917 1111* |
| Fire Brigade: Killybegs | *112* |
| Local GPs: *Dr. C. McManus*  Dunkineely Health Centre  *Dr. C. Bourke & Dr. F. Mydin*  Killybegs Health Centre  *Dr. B. Woods, Dr. L. Staunton & Dr. I. Brandt*  Killybegs Family Health Centre | *(074) 9737106*  *(074) 9731148*  (074) 9741122 |
| HSE | (074) 9721074 |
| Community Care Team (Donegal) | (074) 9721019 |
| Child and Family Centre | (074) 9724200 |
| Child and Family Mental Health Service (CAMHS)  Dr. Dom McDwyer | *(074) 94123563/9178070* |
| School Inspector: Bn. Caitriona Ui Ghrianna | caitríona\_uighrianna@education.gov.ie |
| NEPS Psychologist: Michael McMullin  Office | (*087) 6631976*  *(074) 9178592* |
| DES | (090) 6474621 |
| INTO | 1850 708 708 |
| Clergy  Archdeacon of Raphoe: Ven David Huss.  Bishop’s Office | (074) 9721075/087 02882484  *(028) 7137 7013(O)/71351206 (H)*  *Email: bishop@derry.anglican.org* |
| CareCall (Employee Assistance Service) | *1800 411 057* |

**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 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 the Principal.

The plan will be reviewed annually and updated as necessary.