

Critical Incident Policy

Initiate and establish structures

Establish a Critical Incident Management Team (CIMT) which will take responsibility for putting a Critical Incident Management policy and plan in place (CIMP).

Nagle Community College aims to protect the wellbeing of its students and staff by providing a safe and nurturing environment at all times.

Mission Statement - Nagle Community College is a centre of education which encourages holistic development of all, in an environment which is caring, respectful and just.

The Board of Management, through George Roche, Principal, 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 on this topic.

These include: *When Tragedy Strikes: Guidelines for Effective Critical Incident Management in Schools* (INTO/Ulster Teachers Union 2000)

Responding to Critical Incidents; Guidelines for School (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)

To define what is meant by the term 'critical incident'

The staff and management of Nagle Community College 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*
- *Where there is an intrusion into the school and serious damage is done to school property during school hours/night time/weekend that disrupts the normal functioning of the school day.*
- *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 CIMT 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 calm 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 us 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 measures

These include:

- Evacuation plan formulated
- Regular fire drills occur
- Fire exits and extinguishers are regularly checked
- Pre-opening supervision in the school yard
- Rules of the school grounds

Psychological Safety

The management and staff of Nagle Community College 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.

These may include:

- 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 post primary school students 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 will be trained in interventions for suicidal students

- The school has developed links with a range of external agencies – NEPS, SCP, Barnardos, Community Garda, Mahon Community Association, CAMHS, South Lee Social Work Service, EWB.
- 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
- 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 will be established in line with best practice. While some members may be permanent voluntary members 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 will have 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 CIMT

Roles

The school will make arrangements for assigning roles, taking account of such practical issues as school size and the number of staff available. The BOM might wish to consider including one or more members of the BOM on the team as well as members of the school's care team.

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

- Team Leader (Principal)
- Garda Liaison (Deputy Principal)
- Staff Liaison (Deputy Principal & Counsellors)
- Student Liaison (Chaplain/Year Head/Counsellor)
- Parent Liaison
- Community Liaison (HSCL)
- Media Liaison
- Administrator (Secretary)

Outlined below are some points on the key responsibilities of each role.

Team Leader (Principal)

- 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

It will be important to consider who will take the lead in the absence of the team leader.

Garda Liaison (Deputy Principal)

(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 (Deputy Principal & Counsellors)

- Leads briefing meetings for staff on the facts as know, gives staff members an opportunity to express their feelings and ask questions, outlines the routine for the day
- Advises staff on the procedures for the identification of vulnerable students
- Provides materials for staff (from their critical incident folder)
- Keeps staff updates 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 (Chaplain/Year Head/Counsellor)

- Will co-ordinate 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)
- Keeps records of students seen by external agency staff
- Looks after setting up and supervision of 'quiet' room where agreed

Community/agency liaison (HSCL)

- 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 (HSCL)

- Visits the bereaved family with the team leader/Chaplain/Year Head
- Arranges parent meetings, if necessary
- 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 adaption
- 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 (Deputy Principal)

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

Administrator (Secretary)

- 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 adaption
- 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, materials used etc.

Confidentiality and good name considerations

The management and staff of Nagle Community College have 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,

Staff room will be the main room used to meet the staff

Meeting room for meeting students

Parents room for parents

Multimedia room for media

Guidance office/meeting room for individual sessions with students

Meeting room 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. 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 will be 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 school Principal.

The plan will be updated annually