
CRITICAL INCIDENT POLICY



Introduction

In our school we aim to protect the well-being of our pupils and staff by providing a safe, tolerant and well catered for environment as outlined in our school philosophy statement. The Board of Management through the Principal, the Staff and the Parents' Association has drawn up a Critical Incident Management Plan. They have established a Critical Incidents Management Team to steer the development and implementation of the plan.

What is a Critical Incident?

'A critical incident is any incident or sequence of events which overwhelms the normal coping mechanism of the school and disrupts the running of the school'.

Examples:

- Death, major illness
- Outbreak of disease
- Criminal incidents
- Major accidents, serious injury
- Suicide
- Civil unrest, war (foreign nationals may be traumatised by events that happened in their country of origin)
- Fire, natural and technological disaster
- Disappearance of student from home or school.
- Unauthorised removal of student from school or home
- World events that may affect the student body and/or staff.

Aims

The aims of the Critical Incident Plan is that in the event of such an incident as outlined above the plan will help staff and management to react quickly and effectively and maintain control of the situation. The plan will help the school return to normality as soon as possible and limit the affects of the incident on staff and students.

- We have established a Critical Incident Management Team consisting of the following personnel.

Leadership & Communication Role: Brian Doyle (Principal) & Seamus Lynch

Student Liaison/ Counselling Role: Brian Doyle, AnnMarie Sheridan/ Natalie MacEntire & NEPS representatives

Chaplaincy Role: Fr Peter Casey P P

Family Liaison Role: Seamus Lynch & Ann Marie Sheridan

Parents Association Rep: Chairperson

Board of Management Rep: Louise Maguire

The members of the team will meet annually to review and update the policy and plan. Each member of the team has access to the schools Critical Incident Management Folder which include all of the following:

- A copy of the Critical Incident Management Team/and the Key Roles
- An emergency contact list/school staff contact list

- A copy of the duties of each team member
- A copy of the Board of Management members & contacts
- An Action Plan Template

Roles and Responsibilities

The Principal (Brian Doyle) will

- Confirm the event
- Activate the Critical Incident response team
- Liaise with the Gardaí/Emergency services
- Lead briefing meetings for staff on the facts as known, give staff members an opportunity to express their feelings and ask questions, outlines the routine for the day
- Express sympathy to family
- Clarify facts surrounding event
- Make contact with other relevant agencies
- Decide how news will be communicated to different groups (staff, pupils, outside school).

Afterwards

- Ensure provision of ongoing support to staff and students
- Facilitate any appropriate memorial events
- Review Plan

Communication Role: (Brian Doyle & Seamus Lynch)

- With Team, prepare a public statement
- Organise a designated room to address media promptly
- Ensure telephone lines are free for outgoing and important incoming calls
- Designate mobile numbers for contact
- Liaise with relevant outside support agencies

Afterwards

- Review and evaluate effectiveness of communication response

Student Liaison/ Counselling Role: (Brian Doyle, Natalie MacEntire & Ann Marie Sheridan)

- Advise the staff on the procedures for identification of vulnerable pupils
- Alert staff to vulnerable pupils
- Outline specific services available in the school
- Put in place clear referral procedures
- Address immediate needs of staff
- Provide materials for staff (from critical incident folder)
- Provide information
- Provide counselling

Afterwards

- Provide ongoing support to vulnerable students
- Monitor class most affected

- Refer as appropriate
- Review and evaluate Plan

Chaplaincy Role: (Fr Peter Casey PP)

Fr Casey will

- Visit home(s), if appropriate
- Assist with prayer services
- Make contact with other local clergy
- Be available as personal and spiritual support to staff

Afterwards

- Provide follow-up support to families in conjunction with Home School Community Liaison
- Work in partnership with Critical Incident team
- Review and Evaluate Plan

Family Liaison Role: (Brian Doyle along with local member of staff)

- Co-ordinate contact with families (following first contact by Principal)
- Consult with family around involvement of school in e.g. funeral service
- Assist with all communication dealing with parents of any student affected by critical incident.

Afterwards

- Provide ongoing support to families affected by the incident
- Involve as appropriate the family in school liturgies/memorial services
- Offer to link family with community support groups
- Review and evaluate plan

Role of Board of Management : Louise Maguire

- Convene a meeting with Key Staff/Critical Management Team
- Organise a staff meeting, if appropriate
- Ensure any absent staff members are kept informed
- Organise timetable/routine for the day. (Adhering to the normal school routine is important, if this is possible)
- Class teachers to take note of any absentees who might need to be contacted, list of friends etc, or any other relevant information. This is to be given to the Student Liaison person
- Arrange supervision of students
- Liaise with the family regarding funeral arrangements/memorial service.
- The Chaplain/Principal will liaise with the family, to extend sympathy and clarify the family's wishes regarding the school's involvement in funeral/memorial service
- Arrange a home visit by two staff representatives within 24 hours, if appropriate. (Student Liaison person + Class teacher)
- Have regard for different religious traditions and faiths

Our action plan

Short-term actions (Day 1)

- Verify information and confirm
- Immediate contact with family/families or as deemed appropriate
- Consult with the family regarding appropriate support from the school, e.g. funeral service
- Ensure that a quiet place can be made for students/staff.

Secretary's role

- Ensure reception area is staffed
- Ensure log of visitors and phone calls is kept
- Meet any parents/others
- Ensure that any meetings with parents are held in a confidential area
- Pass messages to parents and others as agreed at school level by Principal

Media Briefing (if appropriate)

- Designate a spokesperson (Leader)
- Gather accurate information
- Prepare a brief statement (Team)
- Protect the family's privacy
- It is important to obtain accurate information about the incident
 1. What happened, where and when?
 2. What is the extent of the injuries?
 3. How many are involved and what are their names?
 4. Is there a risk of further injury?
 5. What agencies have been contacted already?
- Contact appropriate agencies
 1. Emergency services
 2. Medical services
 3. H.S.E. Psychology Departments/Community Care Services
 4. NEPS

Medium Term Actions (24-72 Hours)

- Preparation of students/staff attending funeral
- Involvement of students/staff in liturgy if agreed by bereaved family
- Facilitation of students/staffs responses, e.g. Sympathy cards, flowers, Book of Condolences, etc.
- Ritual within the school
- Review the events of the first 24 hours
- Reconvene Key Staff/Critical Incident Management Team
- Decide arrangements for support meetings for parents/students/staff
- Decide on mechanism for feedback from teachers on vulnerable students
- Have review of Critical Incident Management Team meeting
- Establish contact with absent staff and pupils
- Arrange support for individual students, groups of students, and parents, if necessary
- Hold support/information meeting for parents/students, if necessary, in order to clarify what has happened

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- Give any teacher who feels uncomfortable with involvement in support meetings the choice of opting out
- Arrange, in consultation, with outside agencies, individual or group debriefings or support meetings with parental permission
- Plan for the re-integration of students and staff e.g. absentees, injured, siblings, close relative etc)
- Student Liaison person to liaise with above on their return to school
- Plan visits to injured
 - Family Liaison person + Class Teacher + Principal to visit home/hospital
 - Attendance and participation at funeral/memorial service (To be decided)
 - Decide this in accordance with parent's wishes, school management decisions and in consultation with close school friends
- School closure (if appropriate)
- Cancellation/postponement of school related events
- Request a decision on this from school management.

Longer Term Actions

Monitor students for signs of continuing distress

If over a prolonged period of time, a student continues to display the following, he/she may need assistance from the Health Board. Constant communication with family is essential.

- Uncharacteristic behaviour
- Deterioration in academic performance
- Physical symptoms — e.g. weight loss/gain, lack of attention to appearance, tiredness, restlessness
- Inappropriate emotional reactions
- Increased absenteeism

Evaluation

It is important that we evaluate a response to an incident and amend our Critical Incident Management Plan appropriately.

- What went well?
- Where were the gaps?
- What was most/least helpful?
- Have all necessary onward referrals to support services been made?
- Is there any unfinished business?

Formalise the Critical Incident Plan for the future

- Consult with NEPS Psychologist
- Inform new staff/new school pupils affected by Critical Incidents where appropriate
- Ensure that new staffs are aware of the school policy and procedures in this area
- Ensure they are aware of which pupils were affected in any recent incident and in what way.
- When individual pupils or a class of pupils affected by an incident are transferring to a new school, the Principal should brief the Principal of the new school.

Decide on appropriate ways to deal with anniversaries (Be sensitive to special days and events).

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Béal Atha na nEach

- Anniversaries may trigger emotional responses in students/staff and they may need additional support at this time
- Acknowledge the anniversary with the family
- Need to be sensitive to significant days like Birthdays, Christmas, Mother's Day, and Father's Day.
 - Plan a school memorial service
 - Care of deceased person's possessions. What are the parent's wishes?
 - Update and amend school records.

Record Keeping

All team members will keep written records of phone calls, letters, meetings interventions etc.

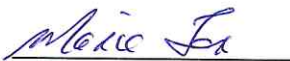
Confidentiality

The school is conscious of its responsibility to protect the privacy and good name of people involved in any incident and will be sensitive to the consequences of any public statements.

Ratification

This plan was ratified by the Board of Management of St Felim's National school at a Board of management meeting held on 30th September 2024.

Signed



Chairman, Board of Management

