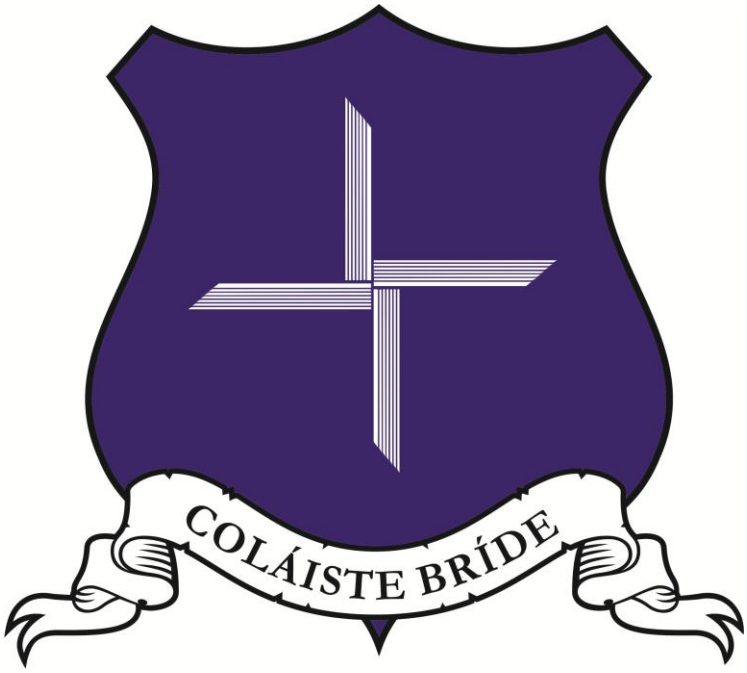
Critical Incident Management Plan



Coláiste Bríde, Enniscorthy, Co. Wexford.

Ratified by the Board of Management

Signed: _____ **Review Date:**
Chairperson,
Board of Management

Signed: _____
Secretary,
Board of Management

MISSION STATEMENT

"We are working to promote a secure and caring environment,

Where Respect, Responsibility and Christian commitment grow,

Drawing forth the positive of each individual"

Coláiste Bríde is a Catholic School founded by the Mercy Order under the trusteeship of CEIST. It has a long tradition of academic excellence and is committed to the development of the whole student. It offers a curriculum designed to meet fully the needs of the student.

The school wishes to cater for the academic, spiritual, moral, aesthetic, interpersonal and physical needs of the student. The characteristics of the school are the pursuit of tolerance, compassion and a sense of justice and equality for all.

We aim to develop in each student, confidence, self-respect and respect for others.

The school and its staff value its partnership with parents in meeting the personal and educational requirements of students and staff alike.

The core values of CEIST are :

Promoting Spiritual and Human Development
We believe a knowledge of and a personal relationship with Jesus Christ gives meaning and purpose to our lives.

Achieving Quality in Teaching and Learning
We are committed to excellence and to continually improving the quality of teaching and learning.

Showing Respect for Every Person
We respect the unique and intrinsic value of every person.

Creating Community
Our schools are faith communities of welcome and hospitality where Gospel values are lived and where there is special care for those most in need.

Being Just and Responsible
We seek to act justly and responsibly in all our relationships

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

Critical Incidents

The staff and management of *Coláiste Bríde* 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 Critical Incident Management Policy 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

- *Health & Safety policy*
- Evacuation plan formulated
- Regular fire drills occur
- Fire exits and extinguishers are regularly checked
- Pre-opening and closing supervision in the school
- Side gate locked during school hours

Psychological safety

The management and staff of *Coláiste Bríde* 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
- Coláiste Bríde published I am Worth it, a mental health awareness booklet, which is given to all our students. We have also created a supporting website www.iamworthit.ie.
- Books and resources on difficulties affecting the 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
- The school has developed links with a range of external agencies including Tusla
- 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 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
- Students who are identified as being at risk are referred to the designated staff member (e.g. guidance counsellor or year head), 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: *Kiera O'Sullivan*

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

(in the absence of the team leader Niall Moynihan will take on this role.)

Garda liaison: *Kiera O'Sullivan*

Role

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

Staff liaison: ***Kiera O'Sullivan & Niall Moynihan & Rose McConville***

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: ***Year Heads and Guidance Counsellor Aishling McDonald***

Role

- Alerts other staff to vulnerable students (appropriately)
- Provides materials for students (from their critical incident folder)
- Maintains student contact records (R1).
- Looks after setting up and supervision of 'quiet' room where agreed

Community/agency liaison: ***Kiera O'Sullivan & Niall Moynihan & Rose McConville***

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: ***Kiera O'Sullivan & Niall Moynihan & Rose McConville & Year Heads***

Role

- Visits the bereaved family
- 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: ***Kiera O'Sullivan & Niall Moynihan & Rose McConville***

***** No other staff member should speak to the media regarding a Critical Incident

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)

Administrators: ***Martina Foley & Donna Kirwan***

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.
Martina Foley & Donna Kirwan will have key roles in receiving and logging telephone calls, sending letters, photocopying materials, etc.

Confidentiality and good name considerations

Management and staff of *Coláiste Bríde* 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.

Consultation and communication regarding the plan

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 Niall Moynihan

The plan will be updated annually in September.

Critical Incident Rooms In the event of a critical incident, the following rooms are designated for the indicated purposes	
Room Name:	**Designated Purpose:**
Staff Room	Main room for meeting staff
Lunch Hall/Activity Room	Meetings with students
Lunch Hall/Activity Room	Meetings with parents
Meeting Room	Meetings with media
Deputy Principals office	Individual sessions with students
Meeting Room	Meetings with other visitors

Critical Incident Management Team		
Role	**Name**	**Phone**
Team leader:	Kiera O'Sullivan	
Garda liaison	Kiera O'Sullivan	
Staff liaison	Kiera O'Sullivan Niall Moynihan Rose McConville	
Student liaison	1st Yr. Year Head: Louise Murphy 2nd Yr. Year Head: Aidan Roche 3rd Yr. Year Head: Niamh Duggan 4th Yr. Year Head: Margo Whelan 5th Yr. Year Head: Olive McGuinnes 6th Yr. Year Head: Helen Kirwan Guidance Counsellor: Aishling McDonald Guidance Counsellor: Elaine McGinnity	
Community liaison	Kiera O'Sullivan Niall Moynihan	

	Rose McConville	
Parent liaison	Kiera O'Sullivan Niall Moynihan Rose McConville 1st Yr. Year Head: Louise Murphy 2nd Yr. Year Head: Aidan Roche 3rd Yr. Year Head: Niamh Duggan 4th Yr. Year Head: Margo Whelan 5th Yr. Year Head: Olive McGuinnes 6th Yr. Year Head: Helen Kirwan	
Media liaison	Kiera O'Sullivan Niall Moynihan Rose McConville	
Administrator	Martina Foley & Donna Kirwan	053 9234 245

Short term actions – Day 1

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

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

AGENCY	CONTACT NUMBERS
Garda	(053) 924 2580
Hospital	(053) 91 53000
Fire Brigade	999
Slaney Medical Centre	(053) 923 6663
HSE Grogan's Road Wexford	(053) 912 3522
Child and Family Mental Health Service (CAMHS)	(053) 9259860
NEPS Psychologist: Deirdre Starr	(01) 8892485
Chaplain: Fr Paddy Banville	087 264 3119
Employee Assistance Service	1800 411 057