Duiske College

CRITICAL INCIDENT POLICY

etb
Bord Oideachais agus Oiliúna
Chill Chainnigh agus Cheatharlaigh
Kilkenny and Carlow
Education and Training Board

CRITICAL INCIDENT TEAM

Roles	Name	Telephone number
Team Leader Garda Liaison Media Liaison	Georgina Murphy	0871723154
Staff Liaison	John Dunne	087 9029821
Student Liaison	Louise Doyle Marie Hayles	087 9696982 087 9557964
Parent Liaison Community Liaison	Teresa Doyle Teresa Doyle	087 2916636 087 2916636
Administrator	Rebecca Murphy	086 4141252

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.

Rebecca Murphy will have a key role in receiving and logging telephone calls, sending letters, photocopying materials, etc.

A log of events and telephone calls made and received will be kept in the office.

All offers of help should be logged – the name of agency, what they are offering, a contact name and number. These agencies may be contacted later if appropriate.

Team Leader, Media and Garda Liaison

Georgina Murphy (In the absence of PM – John Dunne)

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

Staff Liaison

John Dunne

• 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 the 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 Employment Assistance Scheme and gives them the contact number (Carecall – 1800 411 057).

Student Liaison

Louise Doyle

- At post-primary level, may 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 the critical incident folder)
- Keeps records of students seen by external agency staff
- Looks after setting up and supervision of 'quiet' room where agreed

Parent/Community/Agency Liaison

Teresa Doyle

- 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
- Visits the bereaved family with the team leader
- 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 the critical incident folder)

Administrator

Rebecca Murphy

- 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

NEPS CONSENT

The practice in NEPS is that signed parental consent is an essential pre-requisite for any individual interview between a student and a NEPS psychologist.

As part of the Critical Incident Management Plan (CIMP), the school will send a general letter to all parents stating that, in the event of a critical incident, support may be available from NEPS, and that the school may decide that individual or group support would be helpful to certain students. If parents do not wish to avail of this, they must notify the school in writing.

The school will send a letter to parents of all current students following consideration of this advice. It will subsequently need to be sent to parents on enrolment of new students.

FOREIGN SCHOOL TOURS

In the case of school tours the Tour Leader will compile an information pack to include:

- Name of the Tour Leader
- A list of all participating teachers and pupils
- A list of mobile phone numbers for all participating teachers and pupils
- Passport details and (in the case of tours outside the country)
- Photographs of participating pupils
- Home contact numbers and mobiles of all involved
- Relevant medical information on pupils and permission forms from parents in case of a medical emergency
- Insurance details
- Copy of itinerary

A copy of this file should be left with the Principal prior to departure

CRITICAL

INCIDENT

MANAGEMENT

PLAN

What type of response is needed?

- **Response Level 1:**
  - The death of a student or staff member who was terminally ill
  - The death of parent/sibling;
  - A fire in school not resulting in serious injury
  - Serious damage to school property

- **Response Level 2:**
  - The sudden death of a student or staff member

- **Response Level 3:**
  - An accident/event involving a number of students
  - A violent death
  - An incident with a high media profile or involving a number of schools

CRITICAL INCIDENT ROOMS

In the event of a critical incident,

The Staffroom will be the main room used to meet the staff

Room10/11 will be the main room used for meetings with students

The HSCL Office will be the main room used for meetings with parents

The Wellbeing Room will be the main room used to meet the media

The Guidance Office will be the main room used to meet for individual sessions with students

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SHORT TERM ACTIONS – Day 1

ACTION:	NAME:
Gather accurate information Who, what, when, where?	Team leader / Garda liaison
Contact NEPS and identify response needed	Team Leader
Inform the Chairperson of the BOM	Team Leader
Convene a CIMT meeting – specify time and place clearly	Team Leader
Identify a dedicated telephone line	Administrator
Contact external agencies	Team Leader
Arrange supervision for students	Student Liaison
Hold staff meeting for all staff	Team Leader and Staff Liaison
Agree schedule for the day	Critical Incident Team
Prepare a written report detailing the facts relating to the situation	Critical Incident Team
Inform students – (close friends and students with learning difficulties may need to be told separately)	Team Leader and Student Liaison
Compile a list of vulnerable students	Student Liaison
Arrange support for anyone adversely affected by the incident	Student Liaison Staff Liaison
Contact/visit the affected/bereaved family/families	Team Leader and Parent Liaison
Prepare and agree media statement and deal with media	Media Liaison
Inform parents	Parent Liaison
Hold end of day staff briefing	Staff Liaison

MEDIUM TERM ACTIONS - Days 2-3

ACTION:	NAME:
Convene a CIMT meeting to review the events of day 1 and plan for the day ahead	Team leader
Meet external agencies	Team Leader / Garda Liaison / Media Liaison / Community Liaison
Meet whole staff	Staff Liaison
Arrange support for students, staff, parents	Student Liaison / Staff Liaison / Parent Liaison
Visit the injured	Team Leader / Community Liaison
If required liaise with bereaved family regarding funeral arrangements	Team Leader and Parent Liaison
Agree on attendance and participation at funeral service	Critical Incident Team
Make decisions about school closure	BOM

LONGER TERM ACTIONS - Beyond 72 hours

ACTION:	NAME:
Monitor students for signs of continuing distress	Class Teachers
Liaise with agencies regarding referrals	Student Liaison
Plan for return of bereaved student(s)	Team Leader
Plan for giving of 'memory box' to bereaved family	Teacher, Students and Staff
Decide on memorials and anniversaries	BOM/Staff, Parents and Students
Review response to incident and amend plan	Critical Incident Team

EMERGENCY CONTACT LIST

NEPS Eilis Doherty	01 8892700 087 6501773
GARDA Thomastown Kilkenny	056 7722222
St Lukes Hospital	056 7785000
Fire Brigade	999 112
LOCAL GPs Graignamanagh Health Centre	0599724495
HSE Social Services Kilkenny Duty Social Worker	0599136570
School Inspector	01 8896553
TUI	01 4922588
Dept of Education	01 8892341/2181
Parish Priest Fr. Byrne	0599724238
State Exam Commission	090 6442700
Employee Assistance Service	1800 411 057
Chairperson BOM Niamh O'Driscoll	0872886435
Pharmacy	0599724220
Public Health Nurse	0599725066
Doctor M. Helly	0599724714
Care Doc	0599134999
Kilkenny /Carlow ETB	059 9138560
Graiguenamanagh Garda Station	0599724222

Tusla	01 7718500
St Lukes Hospital	0567751133
Waterford Regional Hospital	051873321

USEFUL CONTACT LIST

COUNSELLING Kilkenny Counseling Service DRUM (Kate Carroll) School Completion Programme HSE Bereavement Counseling Service for Traumatic Deaths Women's Aid Rainbows Youth Bereavement Counseling Talk it Over Bereavement Counseling Console Bereavement Counseling	 086 7736975 056 7760115 051 874013 1800 444944 059 9173552 01 4734175 087 7662743 045 895629
Caredoc	1850 334999
National Suicide Bereavement Support Network	024 95561
Community Care	056 7784600
Garda Youth Liaison Officer – Agnes Reddy Kieran Scanlon	056 7775000
Ossary Youth Service	056 7761200
Childline	1800 666666
Teenline	1800 833634
Barnardos	1850 222300
Parentline	1890 927277
Aware	1890 303302
Samaritans	1850 609090
Carlow/Kilkenny Substance Misuse Team	056 7784600
MEND Domestic Violence Intervention Program	086 8751131
Kilkenny Rape Crisis Centre	1800 478478/056 7751555
St Vincent de Paul (South East)	051 873128