

Duiske College

**CRITICAL INCIDENT**

**POLICY**



**WHAT IS A CRITICAL INCIDENT?**

A critical incident

is any incident

or sequence of events which

**overwhelms**

the normal coping mechanisms

of the school

**CONSULTATION AND COMMUNICATION**

Staff, students and parent representatives were consulted and their views canvassed in the preparation of this policy and 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 the Principal or Deputy Principal.

**RATIFICATION AND REVIEW**

The plan will be updated annually .

It is proposed to review this C.I.P. in the 2020/2021 academic year.

This Critical Incident Management Policy was ratified by the Board of Management on

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**CRITICAL INCIDENT TEAM**

|  |  |  |
| --- | --- | --- |
| **Roles** | **Name** | **Telephone number** |
| Team Leader  Garda Liaison  Media Liaison | John Maye | 0876379354 |
| Staff Liaison | Georgina Murphy | 0871723154 |
| Student Liaison | Brigid Keoghan  Marie Hayles (Adult Education) | 087 4185943  0879557964 |
| Parent Liaison  Community Liaison | Will O’Shea  Will O’Shea | 087 2916636 |
| Administrator | Elaine Ware  Brigid Keoghan | 085 1458265  0874185943 |

**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.

**Elaine Ware** 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**

**John Maye (In the absence of JM – Georgina Murphy)**

• 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**

**Georgina Murphy**

• 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**

**BRIGID KEOGHAN**

• 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**

**Will O’Shea**

• 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**

**BRIGID KEOGHAN/ELAINE WARE**

• 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 Tea Room will be the main room used for meetings with parents

The New Art 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

**CRITICAL INCIDENT TEAM**

|  |  |  |
| --- | --- | --- |
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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**  Liz Charles | 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. Townsend | 0599724238 |
| State Exam Commission | 090 6442700 |
| Employee Assistance Service | 1800 411 057 |
| Chairperson BOM  Peter Cleere | 0864666409 |
| 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 |