



Presentation Primary School

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Critical Incident Policy & Plan

Critical Incident Policy and Plan



A critical incident is “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.

Resource materials for Schools

<http://www.education.ie/en/Schools-Colleges/Services/National-Educational-Psychological-Service-NEPS-/Critical-Incidents.html>

Types of Crises/Critical Incidents

- Local:

- Death
- Suicide
- Health Issues
- Accidents
- Intruders
- Acts of Violence/Crime (within the local community)



- Global:

- Natural Disasters
- Terrorism
- Acts of Violence (outside of the local community)
- Death of a Public Figure

My School's Story

Take a moment now to share a time when your school may have had to deal with a critical incident.

- How was it managed?
- Who were the main members of your team?
- What did you do well as a school ?
- What could you have done better?

Intervention

- Response depends on the incident
- See: *Responding to critical incidents guidelines for Schools*

- **Initial assessment** is carried out

Sometimes the incident is not critical **get the facts straight initially.**

1. Have **SHORT TERM** action plan
2.**MEDIUM TERM** action plan
3.**LONG TERM** (72 hours) action plan

CI policy &
plan

Procedures &
roles
are clear

Prevention

- Creating a physically safe school – fire drills
Lockdown drills, H&S audits
- Changed environment due to Covid - familiarity
- Creating links with Gardai
- Knowing your students - vulnerable
- SPHE programme
- Children's First Procedures
- Anti Bullying Policy/Acceptable Use Policy
- I.T Security
- Care Team
- Emphasis on S & S - changes due to Covid



Aims of a Critical Incident Policy

- The aim of a critical incident policy is to help school management and staff to **react quickly and effectively** in the event of an incident.
- It helps us to **maintain a sense of order** and to ensure that appropriate support is offered to students, staff and families
- To **identify risks** and to have a **communication plan** in place should an incident occur
- To ensure that the **effects** on the students and staff will be **minimized**.
- To facilitate **a return to normality** as soon as possible.
- To provide **support** to students from the teachers, in partnership with parents.
- To provide clear **guidelines** to all staff to ensure that they feel supported and part of a team.

The Critical Incident

Management Team

Team Leader	Barbara McNamara
Staff Liaison	Marie Meskell
Student Liaison - (Deputy Principal, Class Teacher)	Kaye Twomey
Parent Liaison	Máire O'Sullivan (HSCL)
Garda Liaison	Barbara McNamara
Community/Agency Liaison	Máire O'Sullivan (HSCL)
Administrative Tasks	Jean Hartigan

The Critical Incident Management Team

- The following staff/agencies may be involved as the CIMT see fit:

- Care team, Relevant Year Head, Student Liaison officer, SEN Co-ordinator, NEPS, School Secretary and Caretaker, Health and Safety Officer

Other staff members may be asked to be part of the team as deemed appropriate. In the event that a CIMT member is unavailable, another staff member may be appointed in lieu.

Roles and Responsibilities in the Critical Incident Management Team

Team	Responsibility
Team Leader –	<p>Alerts the team members to the crisis and convenes a meeting informing them of all relevant facts. Delegates and coordinates the tasks of the team.</p> <p>Informs and liaises with the Board of Management, KETB, NEPS, HSE, DES and with the local Gardaí, & Media (where appropriate).</p> <p>A person who carries authority and can make decisions during a crisis (e.g., school closure, attendance at memorial services, etc.)</p>
Staff Liaison –	<p>Briefs staff at the earliest opportunity. Students will be supervised at these times. The facts, as known, will be disclosed to the staff members who will be given an opportunity to express their feelings and ask questions. Staff will be briefed on the procedures for identification of vulnerable students. Materials for staff (from critical incident folder) will be provided. Staff will be updated as appropriate. The phone tree and school system is within the plan and procedures to take.</p>
Student Liaison – (Deputy Principal, Year Heads, Class Teacher)	<p>Inform students of the facts of the incident, coordinate information from subject teachers regarding students whom they are concerned about, alert other staff to vulnerable students, provide materials for students from critical incident folder, keep records of students seen by external agencies, organisation and supervision of 'quiet room' - Library.</p>

Procedures to be followed in the event of a critical incident - Day One:

Principal and Deputy Principal (s)

- Gather the facts of the incident (who, what, when, where)
- Contact appropriate agencies, if necessary (NEPS, Emergency services, Health Service Executive, Community Care Services, DES, Board of Management)
- **Convene a meeting of the Critical Incident Management Team (Library) – 8am if overnight within an hour if during the day**
- Have administration staff photocopy appropriate literature
- Draft any media statements and any other letters re parents etc - liaise with DES first, if necessary

Parent Liaison –	<p>Liaise with the family, visits the family with the Principal, may arrange a meeting of parents, manages the 'consent' issues in accordance with agreed school policy, ensures that the sample letters are typed up and stored on the school system ready for adaptation, sets up room for meeting with parents, maintains a record of parents seen, meets with individual parents, provides appropriate materials for parents (From their critical incident folder).</p>
Garda Liaison	<p>Liaises with the Gardaí. Ensures that information about deaths or other developments is checked out for accuracy before being shared</p>
Community / agency liaison	<p>Maintains up to date lists of contact numbers of</p> <ul style="list-style-type: none"> - 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 <p>Someone with good contacts with agencies and relevant individuals in the community</p>
Administrative tasks	<p>Maintaining an up-to-date list of contact telephone numbers Compiling emergency information for school trips Having relevant templates to hand and disseminating information letters if appropriate Access to the critical incident policy and plan and resources Logging events and calls and delegating appropriate rooms Alerting year heads to late arrivals.</p>

Procedures to be followed in the event of a critical incident - Day One:

Critical Incident Management Team

Full details of the agenda page 20 & 21 of *Responding to Critical Incidents Guidelines for schools*

- Agree a statement of facts for staff, students, parents and media
- Inform all staff of incident - Staff communication via short memo which includes detail of staff meeting outside school hours (8:30a.m. Or 1:05p.m. Or 4:05 p.m.)
- Delegate responsibilities to the CIMT members.

Procedures to be followed in the event of a critical incident - Day One:

All Staff

- Decide on how, and what facts will be shared with students. Information will be provided by the CIMT in this regard
- Inform staff of what outside agencies have been contacted
- All staff share factual information with student population in clas groups if possible
- Maintain the normal routine as far as possible for classes not immediately affected
- Note: Awareness of high risk students. (Children with SEN, neighbours, late arrivals, children who are absent, relatives and close friends informed separately by a member of the CIMT. If concerns emerge, students can be referred to the CIMT. or use Year Head.

Procedures to be followed in the event of a critical incident - Day One:

- A member of the CIMT will look for feedback from teachers on vulnerable students
- Keep all staff up to date on developments
- Contact absent staff - friend of absent staff member to make personal contact
- Designated staff member to liaise with family/families involved in incident. **In the case of bereavement arrange with the family the school's level of involvement in the funeral/memorial service.**
- Those teachers who are uncomfortable with providing support will not be required to do so. (Chaplain, Career Guidance Counsellor)
- Seek parental approval for support meetings with outside agencies.

Procedures to be followed in the event of a critical incident - Day Two/Three:

Principal and Deputy Principal

- Convene Critical Incident Management Team at 8am- Library
- Convene staff meeting and decide **who will contact absent staff**

Critical Incident Management Team

- Review the events of the first 24 hours
- Check how everyone is coping
- Member of CIMT to hold information meeting with year head and class teachers to clarify what has happened
- Arrange support for students, (pg 27 Guidelines) providing a suitable room for this to happen – subject teacher makes referrals
- CIMT to ensure there is a male and female teacher on supervision on corridors

Follow-up-beyond 72 hours

Monitor students for signs of continuing distress	Class teachers
Liaise with agencies regarding referrals	Principal/ Deputy Principal
Plan for return of bereaved student(s) (R13 Guidelines) Plan for siblings, close relatives, injured students etc.	Principal, Student Liaison Kaye Twomey
Decide on memorials and anniversaries	BOM/Staff, parents and students
Review response to incident and amend plan	Staff/BOM

Review

All new and temporary staff will be informed of the details of the plan upon induction.

The plan will be updated annually by the pastoral team May meeting to evaluate any procedures / processes involved.

There should be a review time allowed for after a critical incident takes place to review the overall policy and plan.

PDSI
Indicatore di Pressione di Saturazione
Servizi Irrigatori

- Has serious consideration been given to the school's approach to prevention?
- Has the school defined a critical incident and explored clear examples?
- Have key roles been clearly identified and the tasks clearly outlined?
- Are the personnel suitable? What is their availability?
- Has each member compiled their emergency pack? Have you provided support and time here?
- Has contact been made with external agencies?
- Is the Emergency Contact list up to date and complete?
- Are letters and press releases readily available? On headed paper? Ready for adaptation?
- Has all staff been consulted about the policy / plan
- Set the date for review?
- Where will copies of the plan be kept – so that is easy to access?

References to NEPS Resource Materials for schools

Ref No;	Content;
R1	Student contact Record
R2 – 5	Sample letters after a Critical Incident
R6	Sample announcement to the media
R7	A Classroom session following news of a critical incident
R8	Children's understanding and reaction to death
R9	Stages of grief
R10	How to cope when something terrible happens
R11	Reactions to a critical Incident
R12	Grief after suicide or suspected suicide
R13	Reintegration of the bereaved child in school
R14	Ways to help your child through this difficult time
R15	A general interview guide for Guidance Counsellors, Chaplains, designated staff
R16	A checklist – students at risk
R17	Exploring suicide risk
R18-20	Frequently asked questions
R21	Critical Incident Policy and Plan Template
R22	Critical Incident Management Template for school plan
R23	Emergency Contact List AGENCY CONTACT

Agency	Contact Number
The Surgery Parnell Street	061-411185
Old Windmill Medical Centre	061-416544
Dr. Aoife McDonnell, Dr. Michael Gerard Griffin, St. John's Square	061419986
HSE, Children and Family Services	067-46465
CAMHS	061483388
National Education Welfare Board	01-8728600
Limerick Youth Service	061-412444
Jigsaw Limerick	061-974510
South Limerick Disability Services	0861081813
Treelhouse Children's Disability Network Team	061302733
East Limerick Children's Services	061603400
Blackberry Park Team	061498161
Tusla Child and Family Agency	061607100
National Educational Psychological Service	01-8738600/7180671
NEPS Psychologist (Stephanie)	0871774263
Dept of Education	090-6483600/01-8896400
Dept of Social and Family Welfare	064-6678500
DES Press Secretary Sarah Miley	0877020941
School Chaplain- Fr. Leo McDonnell	061414624/0872589279
Diocesan Advisor	061350000
Limerick Education Centre	061585060
Roxboro Garda Station, Limerick	061214340
Henry Street Garda Station	061212400
Paul Partnership, Limerick	061419388

QUIET REFLECTION....in your school

Are people's roles and responsibilities clear?

Is the CIMP to hand?

Do you know your people - strong relationship is key.

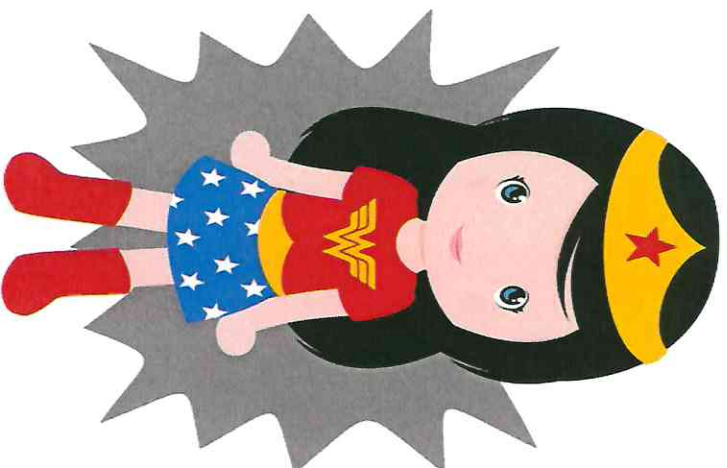
Are there systems in place that worked well in the past?

How has this workshop changed your approach to managing Critical Incidents? if at all

Anything else ????

**QUESTIONS THAT WE MIGHT TRY AND
ANSWER**

**AND REMEMBER AT ALL TIMES MIND YOURSELF
BECAUSE YOU ARE NOT A**



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