



## **Critical Incident Management Policy**

Lumcloon N.S aims to protect the well-being of its students and staff by providing a safe and nurturing environment at all times as outlined in our Mission Statement. The Board of Management, through *Greg Gilligan*, has drawn up a Critical Incident Management Plan as one element of the school's policies and plans.

### **Review and Research**

The CIMT have consulted resource documents available to schools on [www.education.ie](http://www.education.ie) and [www.nosp.ie](http://www.nosp.ie) including:

- Responding to Critical Incidents Guidelines and Resources for Schools (NEPS 2016)
- Suicide Prevention in Schools: Best Practice Guidelines (IAS, National Suicide Review Group (2002)
- Suicide Prevention in the Community - A Practical Guide (HSE 2011)
- Well-Being in Primary Schools - Guidelines for Mental Health Promotion (DES, DOH, HSE 2015)

### **Definition of a 'critical incident'**

The staff and management of *Lumcloon N.S* 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* (CIMP) 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 affect 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**

- Evacuation plan formulated
- Regular fire drills occur

- Fire exits and extinguishers are regularly checked
- Front gate closed during school hours
- Main school doors locked during class time
- Rules of the playground

#### Psychological safety

The management and staff of *Lumcloon N.S* 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
- Books and resources on difficulties affecting the primary school student are available
- 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. See DES Circulars 0022/2010 (Primary)
- 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.
- Students who are identified as being at risk are referred to the designated staff member e.g. support teacher; 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.

The Critical Incident Management Team comprises:

- Greg Gilligan - Principal
- Michelle Egan - Deputy Principal
- Niamh Keenan – Teacher
- Jennifer Rigney – Teacher
- Vanessa Loonam - Teacher
- Nora Higgins – Chairperson BOM
- Paula Tierney – School Secretary

**Team leader:** *Greg Gilligan*

## **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
- Liaises with the bereaved family

*Michelle Egan will take the role of Team leader in the absence of Greg Gilligan.*

## **Garda liaison: Greg Gilligan**

### **Role**

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

## **Staff liaison: Michelle Egan**

### **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 Employee Assistance Service (EAS) and gives them the contact number.

## **Student liaison: Niamh Keenan**

### **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: Jennifer Rigney**

### **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: Greg Gilligan**

### **Role**

- 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 their critical incident folder)

**Media liaison:** *Greg Gilligan*

**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 relevant teacher unions etc.
- Will draw up a press statement, give media briefings and interviews (as agreed by school management)

**Administrator:** *School secretary*

**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
- 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. School secretary will have a key role in receiving and logging telephone calls, sending letters, photocopying materials, etc.

**Confidentiality and good name considerations**

Management and staff of *Lumcloon N.S* 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.

**Critical Incident Rooms**

In the event of a critical incident, the following rooms are designated for the indicated purposes

Room Name:	Designated Purpose:
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<i>Staff Room</i>	Main room for meeting staff
<i>Senior Room</i>	Meetings with students
<i>Le Cheile 1</i>	Meetings with parents
<i>SET Room</i>	Meetings with media
<i>SET Room</i>	Individual sessions with students
<i>SET Room</i>	Meetings with other visitors

### **Consultation and communication regarding the plan**

All staff were consulted, and their views canvassed in the preparation of this policy and plan. Students and parent/guardian representatives were also consulted and asked for their comments.

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 *Michelle Egan*.

The plan will be updated annually in April.

### **Ratification and Communication**

Following ratification by the Board of Management, a copy of this plan will be available to parents and guardians on the school website.

Signed by:

Chairperson B.O.M \_\_\_\_\_ Principal \_\_\_\_\_

Date: 21/10/2019