

# Coláiste Muire



## *Critical Incident Management Plan*

### *Plean Bainistíocht Theagmhais Chriticiúil*

Daingnithe ag an mBord Bainistíochta: 21ú Samhain 2016

Coláiste Muire aims to protect the well-being of its students and staff by providing a safe and nurturing environment at all times. The school has taken a number of measures to create a coping, supportive and caring ethos in the school. The school has also formulated a number of policies and procedures to be followed with a view to ensuring the physical and psychological safety of both staff and students during the normal course of the school day and in the event of a critical incident.

Such policies would include

- Health and Safety Policy
- Pastoral Care Policy
- Anti Bullying Policy
- Meitheal Programme
- Code of Behaviour
- Guidance and Counselling Policy
- S.P.H.E Programme & Policy
- Religious Education Policy
- The Critical Incident Policy & Plan

#### ***Definition of Critical Incident***

Coláiste Muire recognises a critical incident to be “an incident or sequence of events that overwhelms the normal coping mechanisms of the school, and disrupts the normal running of the school”.

Critical incidents may involve students, staff, the school or the local community.

Types of incidents might include but are not limited to:

- *The death of a member of the school community through sudden death, terminal illness, accident, violence, suicide or suspected suicide or other unexpected death*
- *An intrusion into the school*
- *An accident involving members of the school community*

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- *An accident/tragedy in the wider school community that has a significant impact on the school community.*
- *Serious damage to the school building through fire, flood, vandalism, etc...*
- *The disappearance of a member of the school community*

## ***Aim of Plan***

The aim of the Critical Incident Plan is, that in the event of such an incident as outlined above, to help staff and management to react quickly and effectively and to maintain control of the situation. The plan will also help the school to return to normality as soon as possible and limit the effects of the incident on staff and students.

## ***Critical Incident Management Team***

Coláiste Muire has set up a Critical Incident Management Team consisting of the following personnel:

An Príomhoide

An Leas-phríomhoide

Runaí na Scoile

The School Chaplain

The School Guidance Counsellor

The Critical Incident Management Team may co-opt other members of staff to assist them, should they deem it necessary.

The Príomhoide will act as Team Leader or in their absence the Leas-phríomhoide.

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

### **Principal and Deputy Principal**

1. Gather the facts of the incident as soon as possible (who, what, when, where).
2. Contact appropriate agencies, if necessary (Emergency services, Health Service Executive, Community Care Services, NEPS, DES, Board of Management, and JMB).
3. Convene a meeting of the Critical Incident Management Team (**An Parlús**).
4. Arrange supervision of students.
5. Staff meeting
6. Agree schedule for the day.

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7. Inform students.
8. Compile list of vulnerable students/adults.
9. Contact/visit the bereaved family. Agree key messages.
10. Inform parents.
11. End of day staff meeting.

## Critical Incident Management Team

Full details of the agenda page 19 - 21 of *Responding to Critical Incidents Guidelines for schools*.

1. Agree a statement of facts for staff, students, parents and media.
2. Inform all staff of incident -Staff communication via short memo which includes detail of staff meeting outside school hours (**8:30a.m. Or 1:15p.m. Or 3:45 p.m.**)
3. Delegate responsibilities to the CIMT members.

## All Staff

1. Share statement of facts with staff and students.
2. Inform staff of what outside agencies have been contacted. Discuss staff roles.
3. **All staff share agreed factual information that is received from the Príomhoide (Team Leader) with student population.**
4. Maintain the normal routine as far as possible for classes not immediately affected.
5. Identify high risk students. Relatives and close friends informed separately.

## The Critical Incident Management Team

<b>Team Leader</b>	L. Ó Ruáin ( <i>Príomhoide</i> )
<b>Staff Liaison/Garda Liaison</b>	C. Ní Éanacháin ( <i>Leasphríomhoide</i> )
<b>Counselling Coordinator</b>	Ó. Ní Cheallacháin ( <i>SPHE Co-Ordinator</i> )
<b>Students' Liaison</b>	L. de Búrca, D. Uí Mhaoileoin
<b>Parents' Liaison</b>	L. Ó Ruáin, A. Ní Chatháin
<b>Community Liaison</b>	L. Ó Ruáin
<b>Media Liaison</b>	L. Ó Ruáin

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<b>Relevant Year Head</b>	As appropriate
<b>Administrator</b>	Office Staff
The following staff/agencies may be involved as the CIM team see fit:  Pastoral Care team, Student Liaison officer, NEPS, School Secretary and Caretaker  Other staff members may be asked to be part of the team as deemed appropriate.	

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

### **Principal and Deputy Principal**

1. Convene Critical Incident Management Team – An Parlús - 8.15 am
2. Convene staff meeting at 8.45 am. (Decide who will contact absent staff, a friend of absent staff member to make said contact). Staff agenda will be included in critical incident pack.

### **Critical Incident Management Team**

1. Review the events of the first 24 hours.
2. Check how everyone is coping.
3. Liam Ó Ruáin & Cristín Ní Éanacháin will hold an information meeting with year head.
4. Arrange support for students, (**pg. 27 Guidelines**) providing a suitable room for this to happen – subject teacher makes referrals.
5. It is recommended that school management will endeavour to have a male and female teacher on corridor supervision.

### **All Staff**

1. Look for feedback from teachers on vulnerable students. Record concerns.
2. Designated staff member to liaise with family/families involved in incident. In the case of bereavement arrange with the family the school's involvement in the funeral/memorial service.
3. Teachers who are uncomfortable with providing support will not be required to do so. (They request Career Guidance Counsellor & SPHE Coordinator to arrange)
4. Seek parental approval for support meetings with outside agencies.

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## Follow-up – beyond 72 hours

Monitor students for signs of continuing distress	All subject teachers
Liaise with agencies regarding referrals	Principal, Deputy Principal, Guidance Counsellor
Plan for return of bereaved student(s)(R13 Guidelines)	Principal & Pastoral Care Team & Year Head
Plan for giving of 'memory box' to bereaved family	Principal, Year Head & Pastoral Care team
Decide on memorials and anniversaries	BOM & Pastoral Care Team
Review response to incident and amend plan	BOM & CIMT

Plan for the return of absent students and staff

Plan for reintegration of siblings, close relatives, injured students and or staff, involved in the incident.

### **Evaluation**

Evaluation is a vital part of the process of maintaining a viable critical Incident Strategy. Crisis management can only develop with analysis of past incidents, feedback in the light of past responses and systematic evaluation of all protocols in place.

Issues to be aware of in the light of effective evaluation include:

- The confidence of the Crisis Management Team in their roles in the event of an incident.
- Was internal communication effective between staff?
- Were all staff furnished with accurate facts and kept updated on a consistent basis?
- Was the overall communication strategy successful?
- Was information disseminated quickly to avoid speculation and rumour?
- Was there adequate and effective communication with the family involved?
- What lessons could be learned from an analysis of this strategy?
- Was feedback obtained from staff as to whether they felt sufficiently equipped to deal emotionally and physically with the incident?
- Was there sufficient guidance and support to individual teachers, staff and students?
- Were students adequately supervised during the Crisis Meeting?
- Was there sufficient Pastoral Care provided to deal with the incident?
- Was communication with the media effective?

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- Have all necessary referrals to support services been made?
- Were external support agencies met with for feedback in the aftermath of the incident?
- Were all expenses incurred met and dealt with in a timely manner?
- What amendments need to be made to any further crisis management incidents in the light of the review of this incident?

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## *Emergency Telephone Numbers*

Garda	999 or 112
Fire	999 or 112
Ambulance	999 or 112
Mayo Ambulance Control Centre	9021122
Castlebar Garda Station	9038200 / 9022222
Castlebar General Hospital	9021733
Health Service Executive Community Services (HSE South)	9022333
Senior Social Worker/Designated Officer	9042011
Dr. Adrian Gavin (NEPS Educational Psychologist)	087-6502005/076-1108765
National Education Psychological Service	01-8892700
Social, Community & Family Affairs	9023285
National Education Welfare Board	01-8728600
Dept. of Education & Skills	0906-483600 01-8896400
<b><u>DOCTORS:</u></b>	
Dr. Noel Rice	9544006 / 9544230
Dr. Noel Rice (mobile)	086-8529970
Westdoc	1850 365000
<b><u>GARDAI:</u></b>	
Partry	9543002
Westport	098-50230
Ballinrobe	9542830
Barnardos	01-4530355
Barnados Children's Bereavement Service	01-4732110
The Samaritans	1850 609090

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Childline	1800 666666
Parentline	1890 927277
Aware	1890 303 302
National Suicide Bereavement Support Network	024-95561
Rainbows	01-4734175
The Bereavement Counselling Service – Dublin	01-8391766
Bereavement Counselling Service	01-6767727
I.S.P.C.C.	01-6794944
Pieta House	093-25586
Mindspace ( <a href="http://www.mindspacemayo.ie">www.mindspacemayo.ie</a> )	094-9067001
Family Centre Castlebar	094-9025900
Rock Rose House	094-9038407
Western Drugs Task Force	091-480044