



Ard Scoil Ris: Critical Incident Management Policy

Ard Scoil Ris aims to protect the well-being of its students and staff by providing a safe and nurturing environment at all times. Ard Scoil Ris aims to provide a holistic education, which is driven by a Catholic ethos. We strive to create: a safe environment, which fosters inclusion, honesty, dignity and respect; a disciplined environment which allows the teacher to teach and the student to learn. The school community encourages the individual in his pursuit of excellence. We aim to promote among our students a sense of pride in their school. (Our motto: “Dilseacht agus Uaisleacht” encapsulates this).

A Critical Incident:

The staff and management of Ard Scoil Ris recognise a critical incident to be “an incident or sequence of events that overwhelm the normal coping mechanism of the school” (*Responding to Critical Incidents-A Guideline for Schools: NEPS 2007*)

Types of incidents might include:

- The death of a member of the school community.
- 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.
- An intrusion into the school.

Aims of Critical Incident Management Policy (C.I.M.P.)

The aim of C.I.M.P. is to help school management to react quickly and efficiently 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 effect a return to normality as soon as possible. The Critical Incident Management Team will oversee and lead the school’s response to a critical incident.

We aim to create a coping, supportive and caring ethos in the school and to put systems in place to address both the physical and psychological safety of the school community.

Physical Safety:

- We have formulated an evacuation plan
- We have regular fire drills
- Fire extinguishers are checked regularly
- Teaching staff have been trained in the use of CPR, AEDs as well as responding to anaphylaxis.
- Caretaking and cleaning staff have been trained in Health and Safety and Manual Handling.
- The lift is serviced regularly.
- Designated student areas are supervised at morning break and at lunch time.

Psychological Safety:

The management and staff of Ard Scoil Ris 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 discussion and reflection. Examples,

- S.P.H.E. is integrated into the work of the school.
- Staff have access to training for their job in S.P.H.E.
- Staff are familiar with Child Protection Guidelines and Procedures.
- The school has a clear policy on bullying and deals with bullying in accordance with this policy.
- The school has developed referral procedures for students who have been identified as vulnerable or at risk to the school's Guidance Counsellor.
- The school has developed links with a range of external agencies such as, H.S.E., N.E.P.S. and Tusla-Child and Family Agency.
- Staff are informed on how to access support for themselves from Employee Assistance Service 1800 411 057.

Critical Incident Management Team: (C.I.M.T)

A C.I.M.T. has been established in line with best practice. The core members of this team are:-

- Principal
- Deputy Principal
- Guidance Counsellor
- Year Heads
- Teachers
- Office Staff
- Other members of staff or the wider community as deemed necessary depending on the nature of the incident.

Record Keeping:

In the event of an incident each member of the team will keep records of phone calls made and received, letters sent, meetings held, persons met, interventions used and materials used.

School secretary (Maria Cassidy and/or Marie Mahon) will have a key role in receiving and logging telephone calls, sending letters etc.

Confidentiality:

The management and staff of Ard Scoil Ris have a responsibility to protect the privacy and good name of the people involved in any incident and will be sensitive to the consequences of any public statements. The members of the staff will bear this in mind and will seek to ensure that students do also. For instance the term “suicide” will not be used and the terms “tragic death” or “sudden death” may be used instead.

Critical Incident Management Team:

Role	Name	Responsibilities
Team Leader	Principal	<ul style="list-style-type: none">● 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 bereaved family● Ensures that sample letters are typed up, on the school’s system and ready for adaptation.
Garda Liaison (Part of Team Leader role)	Principal	<ul style="list-style-type: none">● Liaises with the Gardaí● Ensures that information about deaths or other developments is checked out for accuracy before being shared
Staff Liaison	Dept. Principal	<ul style="list-style-type: none">● 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 EAS and gives them the contact number.
Student Liaison	Teachers	<ul style="list-style-type: none">● Co-ordinates information from tutors and teachers about students they are concerned about

		<ul style="list-style-type: none"> • Alerts other staff to vulnerable students (appropriately) • Provides materials for students (from their critical incident folder) • Keeps records of students seen by external agency staff • Informs parents of students being seen by external agency staff. • Looks after setting up and supervision of 'quiet' room where agreed.
Parent Liaison	Year Head	<ul style="list-style-type: none"> • Visits the bereaved family with the team leader • Arranges parent meetings, if held • May facilitate such meetings, and manage 'questions and answers'. • 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	Principal/Deputy Principal	<ul style="list-style-type: none"> • 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)
Administrator	School Secretaries	<ul style="list-style-type: none"> • Maintenance of up to date telephone numbers of <ul style="list-style-type: none"> -Parents or guardians -Teachers -Emergency services • Takes telephone calls and notes those that need to be responded to

		<ul style="list-style-type: none"> • 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 and CIMP Book
Community Liaison(s)	Guidance Counsellor and Learning Support Coordinator	<ul style="list-style-type: none"> • Maintains up to date lists of contact numbers of: <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 • Contacts Primary Schools and Community Organisations as appropriate.

In the event of a critical incident, the following actions should be taken as appropriate:

Short Term Actions - Day 1.

Gather accurate information.
Who, what, when, where ?
Convene a CIMT meeting - specific time and place clearly.
Contact external agencies.
Arrange supervision for students.
Hold staff meeting.
Agree schedule for the day.
Inform students - (close friends and vulnerable students may need to be told separately). Liaise with relevant Year Head, Learning Support Coordinator and Guidance Counsellor as appropriate.
Compile a list of vulnerable students.
Contact/visit the bereaved family.
Prepare and agree media statement and deal with media.
Inform parents
Hold end of day staff briefing.

Medium Term Actions - (Day 2 and following days):

Convene a CIMT meeting to review the events of day 1.

Meet external agencies
Meet whole staff
Arrange support for students, staff, parents
Visit the injured
Liaise with bereaved family regarding funeral arrangements.
Agree on attendance and participation at funeral service
Make decisions about school closure.

Follow-up - beyond 72 hours:

Monitor students for signs of continuing distress
Liaise with agencies regarding referrals
Plan for return of bereaved student(s)
Plan for giving of “Memory box” to bereaved family.
Decide on memorials and anniversaries
Inform Department of Education and Skills and State Examinations Commission
Review response to incident and amend plan,

Emergency Contact List:

(To be displayed in staff-room, school office and Principal’s office, etc.)

Agency	Contact Numbers
Garda: Clontarf Garda Station	01-6664800
Hospital:	
(a) Beaumont Hospital	01-8093000
(b) Mater Misericordiae (Mater Hospital)	01- 8032000
(c) Temple Street Children’s Hospital	01-8784200
Fire Brigade: North Strand Fire Station	
Local G.P.s	
Teresa Aylward 411 Griffith Avenue Glasnevin, Dublin 11	Tel: 01 8373611
Mel Bates 17 Fairview Strand Fairview Dublin 3	Tel: 01 8331086
Mary Behan Calderwood Family Clinic 28 Sion Hill Road Drumcondra Dublin 9	Tel: 01 5079500
John Blennerhasset 80 Malahide Road Dublin 3	Tel: 01 8336977
Frank Broderick Fairview Medical Centre 37- 39 Fairview Strand Fairview Dublin 3	Tel: 01 8339856
John M Burbridge 411 Griffith Avenue Glasnevin Dublin 9	Tel: 01 8373611
Patricia Carmody 17 Fairview Strand Fairview Dublin 3	Tel: 01 8331086
	Tel: 01 8339856

Ronan Cormican Fairview Medical Centre 37/39 Fairview Strand Fairview Dublin 3	Tel: 01 8374730
Dearbhla Dignam, Marino Medical Centre 144 Philipsburgh Avenue Fairview Dublin 3	Tel: 01 8374730
Tara Galligan 144 Philipsburgh Avenue Fairview Dublin 3	Tel: 01 8339856
Peter Kelly, Fairview Medical Centre 37/39 Fairview Strand Fairview Dublin 3	Tel: 01 8373611
Sinead Morgan, 411 Griffith Avenue Glasnevin Dublin 9	Tel: 01 8532070
Mary Ward, Vernon Medical Clinic 67A Vernon Avenue Clontarf Dublin 3	
TUSLA-Child and Family Agency Duty Social Worker	01 8164200 or 01 8160314
NEPS Psychologist: Nollaig Carberry	0761 108660
DES:	01-889 6400
ASTI	01-6040160 / 1850 – 418400
TUI	014922588
Parish Priest / Clergy (Marino)	01-8332772
State Exams Commission	0906442700
Employee Assistance Service	1800 411 057

Dealing with aftermath of a tragic or sudden death.

Family:

- A staff member designated by the Team Leader should contact the family to establish the exact facts and the family's wishes about how the death should be described.
- The Team Leader will organise a home visit by two staff members including the Parent Liaison.

Staff:

- The Staff Liaison will convene a staff meeting to brief on above details.
- The Team Leader and Staff Liaison will help teachers to prepare for breaking news to students.
- Staff will identify high risk students and what supports are available. (*See indicators of High Risk Students Below*)
- The CIMT will decide on a strategy to deal with queries from parents/guardians.
- The Student Liaison will ensure that a quiet place can be made available for students/staff.

When Dealing with the Students in the Event of a Death:

- Give the facts as they are known.
- Avoid glorifying the victim and sensationalising a sudden death.
- Advise the students of the support that's available to them through the school guidance counsellor, local parish, bereavement counselling (*where applicable*)

Indicators of High Risk Students:

- Close friends and relatives of deceased (where applicable).
- Pupils with history of suicide attempts / self harm.
- Pupils who have been bereaved by sudden death in the past (where applicable)

- Pupils with history of psychiatric treatment or problems.
- Pupils with history of substance abuse.
- Pupils with history of abuse or neglect.
- Pupils experiencing difficulties in family or personal life.
- Less able students.

Guidance on use of Social Media During Critical Incidents

- Do not glorify person or incident on social media.
- Keep all comments respectful
- Be mindful of family and friends if commenting.
- Do not speculate or spread information that has not been verified through official sources.
- Avoid making comments which blame people.
- If in doubt, leave it out and do not comment.

Ratified by Board of Management on 28th November 2016

Signed:

Chairperson Board of Management