



Critical Incident Pack

Introductory Statement

This policy was devised and formulated by the CTC, in accordance with the Rules and Regulations of the Department of Education and Science and the current Health & Safety Legislation. This policy also refers to the Employee Handbook Section 6.11.1.1. managing critical incidents - Health & Safety. The CTC 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 learners during the normal course of the day and in the event of a critical incident. Such policies would include:-

- Health and Safety Policy
- Anti Bullying Policy
- Code of Conduct / Behaviour

Ethos

The CTC strives to provide a caring, happy and secure atmosphere where the intellectual and physical needs of the learners are identified and addressed. The CTC supports the principles of inclusiveness, equality of access and of participation in learning activities with respect for the health and safety of all.

Aim of the policy / plan

The aim of the Critical Incident Policy / Plan is that in the event of such an incident as outlined below the plan will help staff and management to react quickly and effectively and to maintain control of the situation. The plan will also help the CTC to return to normality as soon as possible and limit the affects of the incident on staff and learners.

What is a Critical Incident?

A critical incident is any incident or sequence of events which overwhelms the normal coping mechanism of the CTC and disrupts the day to day running.

Examples include:-

- Unexpected occurrence resulting in a death or serious physical or psychological injury.
- Major illness /outbreak of disease
- Criminal Incidents (e.g. Dunblane shooting)
- Major accidents, serious injury (e.g. Navan bus crash)
- Suicide
- Civil unrest, war (refugees may be traumatised by events that happened elsewhere)
- Fire, natural and technological disaster (e.g. CTC ceiling collapsing)
- Disappearance of learner from home or CTC
- Unauthorised removal of student from CTC or home

Critical Incidents Management Team (depending on type of incident all or some roles may be involved)

Manager is:-

Chairperson of board is:-

Staff Rep is:-

Health & Safety Rep is:-

Fire Safety Officer is:-

Designated Liaison Person for Child First is:-

The Critical Incident Management Team may co-opt other members of staff to assist them, should they deem it necessary. The Manager will act as Team Leader or in his / her absence the designated acting manager will perform this role.

The team leader / manager:-

- Alerts team members to the crisis and convenes a meeting of the team.
- Co-ordinates / delegates tasks to the other team members.
- Liaises with the Board of Management and FÁS.
- In case of bereavement, liaises with the bereaved family

Other areas of responsibilities, which may be delegated by the team Leader to other members of the team would include:

- Contacting Emergency support services
- Briefing and advising the staff and noting their feelings and concerns.
- Organising the supervision of learners in the CTC
- Keeping staff updated on information/developments /progress
- Meeting learners to brief them on the situation
- Taking care of “Vulnerable learners /vulnerable tutors”
- Liaising with external agencies for support or referrals
- Meeting with individual parents or groups of parents.
- Visiting bereaved families or families closely associated with the incident
- Preparing a Press release and liaising with the media.
- Preparation of an “Incident Room”

Record Keeping:

- All team members will keep written records of phone calls, letters, meetings interventions etc.

Confidentiality:

- The school is conscious of its responsibility to protect the privacy and good name of people involved in any incident and will be sensitive to the consequences of any public statements.

Key Actions – Short Term (to include but not limited to)

- Clarify facts surrounding event
- Make contact emergency services / other relevant agencies
- Address all immediate needs of learners /staff
- Contact and inform Family/Friends of incident
- Decide how news will be communicated to different groups (staff, learners ,those outside CTC)
- Ensure provision of ongoing support to staff and learners
- Potentially organise designated room to address media promptly
- Ensure telephone line free for outgoing and important incoming calls
- Put in place clear referral procedures



- Provide information on counselling services available
- Provide ongoing support to vulnerable students
- Visit home, if appropriate
- Continue to communicate with parents of any learners affected by critical incident.
- Provide ongoing support to bereaved/affected family/families
- Offer to link family with community support groups.

Key Actions - Longer Term (include but not limited to)

- Plan for the re-integration of pupils staff e.g., absentees, injured, siblings, close relative etc.)
- Attendance and participation at funeral/memorial service(to be decided).
- Monitor Pupils for signs of continuing distress for example:-

Uncharacteristic behaviour

Deterioration in academic performance

Physical symptoms - e.g. weight loss/gain, lack of attention to appearance, tiredness, restlessness

Inappropriate emotional reactions

Increased absenteeism.

- Evaluate response to incident and amend Critical Incident Management Plan appropriately

What went well?

Where were the gaps?

What was most/least helpful?

Have all necessary onward referrals to support services been made?

Is there any unfinished business?

- Formalise the Critical Incident Plan for the future.
- Consult with psychologist/ counsellor
- Ensure that new staff are aware of the CTC policy and procedures in this area.
- Ensure new staff they are aware of which learners were affected by any recent incident and in what way.
- Decide on appropriate ways to deal with anniversaries. (Be sensitive to special days and events)

EMERGENCY CONTACT NUMBERS

GARDAI - 999 - Local station:-

AMBULANCE / FIRE BRIGADE - 999

HOSPITAL

PSYCHOLOGIST

USEFUL CONTACT NUMBERS.

BARNARDOS :- 01 450355

THE SAMARITANS:- 1850609090

CHILDLINE:- 1800666666

PARENTLINE:- 1890927277

AWARE:- 01 6766166 / 1890303302

NATIONAL SUICIDE BEREAVEMENT SUPPORT – RAINBOW:- 01 4734175

BEREAVEMENT COUNSELLING SERVICE:- 01 8391766



ACTIONS ASSIGNMENT SHEET
(use whichever is appropriate to incident)

Task	Responsible
Gather accurate information	
Contact appropriate agencies	
Convene a meeting with key staff	
Arrange supervision of learners	
Hold staff meeting	
Organise a suitable timetable for the day	
Inform parents / guardians	
Inform other learners	
Make contact with the bereaved family	
Deal with the media	
Arrange support for individuals/ groups/ parents/ learners / tutors	
Plan the reintegration of learners and staff	
Arrange visits to injured persons family	
Consider attending funeral services	
If required arrange CTC closure	
Monitor learners for signs of stress	
Evaluate effectiveness of plan and make any amendments required for future.	
Inform new staff of incident and learners involved.	
Decide on an appropriate way to deal with anniversaries	

SAMPLE LETTER TO PARENTS/GUARDIANS

Dear Mr / Mrs (name of Parents/Guardians)

The CTC has experienced (the sudden death/injury) to one of our learners /staff. We are deeply saddened by this death/injury (*Brief details of the incident, and in the case of death, perhaps some positive remembrances of persons lost*). We have support structures in place to help your child cope with this tragedy. (*Elaborate*)

It is possible that your child may have some feelings that they may like to discuss with you. You can help your child by taking time to listen to them and encouraging them to express their feelings. It is important to give truthful information that is appropriate to their age. If you would like any advice or support you may contact the following people at the CTC (*Details*)

Yours sincerely

CTC Manager.

Sample letter requesting consent for involvement of outside professionals

Dear Parents/Guardians,

Following the recent (tragedy/ death of x) we have arranged specialist support for learners in the CTC who need particular help. (X) is available to help us with this work. The support will usually consist of talking to learners either in small groups or on a one to one basis, and offering reassurance and advice as appropriate. Your child has been identified as one of the learners who would benefit from meeting with (X). If you would like your child to receive this support, please sign the attached permission slip and return it to the CTC by If you would like further information on the above or if you would like to talk to the psychologist, please indicate this on the slip, or contact the CTC.

I/We consent to having our child meet with I understand that my child may meet (X) in an individual or group session, depending on the arrangements that are thought most appropriate.

Name of Learner: _____

Date of Birth of Learner: _____

Signed: _____ (Parents /Guardians)