**Colásite Nano Nagle**

18

**Critical Incident Management Policy and Plan**

Coláiste Nano Nagle aims to protect the wellbeing of its students and staff by providing a safe and nurturing environment at all times in accordance with our Mission Statement.

Coláiste Nano Nagle has drawn up a critical management plan (CIMP) as one element of the school’s policies and plans. In doing this we have referred to and drawn from the following document published by the National Educational Psychological Service of the Department of Education and Science (NEPS) as updated in 2016:

This document is to be used in conjunction with this plan.

# Defining a Critical Incident

The staff and management of Coláiste Nano Nagle recognise a critical incident to be “an incident or sequence of events that overwhelms the normal coping mechanism of the school and disrupts the running of the school” (NEPS). Such 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 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. It should enable us to effect a return to normality as soon as possible.

# Creation of a Coping Supportive and Caring Ethos in the Campus

We have put systems in place to address both the physical and psychological safety of the school community as outlined in our Health and Safety and Safeguarding Statement:

* Evacuation plan formulated
* Regular fire drills occur
* Fire exits and extinguishers regularly checked
* Pre-opening supervision of pupils (8.45 – 9.00 a.m.) from September 2018
* The Principal must be notified of all trips outside of the school.
* Social, Personal and Health Education (SPHE) is integrated into the work of the school; promotion of mental health is part of this provision.
* Staff have access to training for their role in SPHE
* Information is provided on mental health in general and such specific areas as signs of depression and anxiety
* The school has a clear policy on bullying and deals with bullying in accordance with this policy
* Students who are identified as being at risk are referred to a guidance counsellor and the appropriate level of assistance and support is provided.

# Critical Incident Management Team (CIMT)

The CIMT is a group ofindividuals from the staff of a school who know the community, the students and each other well enough to make the necessary decisions called for when an incident occurs.

A CIMT has been established in line with best practice. The members of the team have been selected on a voluntary basis and will retain their roles for at least one school year. The members of the team will meet annually (in September) to review and update the policy and plan. Each member of the team has a dedicated critical incident folder. This contains a copy of the policy and plan and materials particular to their role, to be used in the event of an incident.

The CIMT members with their roles as at January 2018 are as follows:

|  |  |
| --- | --- |
| ROLE | NAME |
| Team Leader  Deputy Team Leader | Mary Ryan  Sinéad Moloney |
| Garda Liaison | Mary Ryan |
| Student Liaisons | Niall Loftus  Sr. Colette  Deirdre Hammill  Ger Toomey |
| Staff Liaison s | Catherine O’Sullivan  Noreen Kinane |
| Community Liaison | Catherine O’Sullivan  Triona Murray |
| Parent Liaison | Catherine O’Sullivan  Triona Murray |
| Media Liaison | Sinéad Moloney |
| Administrators | Margaret Mellet  Ger Toomey |

Outlined below are some points on the key responsibilities of each role - Who will do what? When? And How?

**Team Leader**

* Alerts the team members to the crisis and convenes a meeting
* Co ordinates the tasks of the team
* Liaises with the BOM, DES, NEPS, SEC.
* Liaises with the bereaved family
* Keep in touch with all members

**Garda Liaison –**

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

**Staff Liaison –**

* 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 NEPS 2016 guidelines and resources)
* 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/Counsellor –**

* Co-ordinates information from tutors and year heads about students they are concerned about
* Alerts other staff to vulnerable student (appropriately)
* Provides materials for students (from their critical incident folder)
* Maintains student contact records (from NEPS 2016 guidelines and resources)
* Looks after setting up and supervision of ‘quiet’ room where agreed

**Parent Liaison –**

* Visit the bereaved family with the team leader
* Arranges meetings, if held
* May facilitate such meetings, and manage questions and answers’ sessions
* Manages the ‘consent’ issues in accordance with agreed school policy
* Ensures that sample letters are prepared and available on the school’s IT system 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 the NEPS 2016 Guidelines and Resources)

**Media Liaison –**

* 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)

**Community Liaison –**

* 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
* Updates team members on the involvement of external agencies
* Reminds agency staff to wear name badges

**Administrators**

* Maintenance of up to date telephone numbers of

o Parents or guardians

o Teachers

o Emergency services

* Takes telephone calls and notes those that need to be responded to.
* Ensures that templates are on the school system in advance and ready for adaptation
* Prepares and sends out letters, emails and texts
* Photocopies materials needed
* Maintains records

Critical Incident Rooms

|  |  |
| --- | --- |
| Room | Purpose |
| Nagle in CCL | Whole Staff Meeting |
| Halla an tSolais | Students |
| Parents’ Room or Library | Parents |
| Individual Sessions with Students | Guidance Counsellor’s room or Oratory |
| School Canteen | Media |
| Reception | Other Visitors |

# Critical Incident Management

## Short Term actions – Day 1

|  |  |
| --- | --- |
| Task | Name |
| Gather accurate information | Mary Ryan |
| Who? What? Where? When? | Mary Ryan |
| Convene a CIMT meeting - specify time and place clearly | Mary Ryan |
| Contact external agencies | Triona Murray |
| Arrange supervision of students | Sinéad Moloney  Deirdre Hammill  Ger Twoomey |
| Hold staff meeting | All Staff |
| Agree schedule for the day / Make decision on school closure | CIMT  School Management  BOM |
| Inform students - (close friends and student with learning difficulties may need to be told separately) | Pastoral Care Team  Year Heads. |
| Compile a list of vulnerable students | Niall Loftus and Pastoral care team |
| Contact/visit the bereaved family | Mary Ryan  Sinéad Moloney  Triona Murray  Sr. Colette  Year Head  Niall Loftus |
| Prepare and agree media statement and deal with the media | Sinéad Moloney |
| Inform parents | Triona Murray |
| Hold end of day staff briefing | Mary Ryan  Catherine O’ Sullivan  Noreen Kinane |

## Medium Term Action – (Day 2 and following days)

|  |  |
| --- | --- |
| Task | Name |
| Convene a CIMT meeting to review the events of day 1 | Mary Ryan |
| Meet external agencies | Mary Ryan  Triona Murray |
| Meet whole staff | Mary Ryan  Catherine O’Sullivan  Noreen Kinane |
| Arrange support for students, staff, parents | CIMT |
| Visit the injured/ bereaved | Mary Ryan  Sinéad Moloney  Year Head |
| Liaise with bereaved family regarding funeral arrangement | Mary Ryan  Sinéad Moloney  Triona Murray |
| Agree on attendance and participation at funeral service | CIMT |
| Make decisions about school closure | B.O.M |

**Follow –up – beyond 72 hours**.

|  |  |
| --- | --- |
| Task | Name |
| Monitor students for signs of continuing distress | Student Liaison Team |
| Liaise with agencies regarding referrals | Student Liaison Team  Triona Murray |
| Plan for return of bereaved student(s) | Mary Ryan  Student Liaison Team |
| Plan for giving of ’memory box’ to bereaved family | CIMT |
| Decide on Memorials and Anniversaries | CIMT & family of bereaved |
| Review response to incident and amend plan | CIMT |

## Record Keeping

Record keeping In the event of an incident each member of the team will keep records of phone calls made and received, letters emails and texts sent and received, meetings held, persons met, interventions used, material used etc. The school secretary Margaret Mellet and Ger Twoomey will have a key role in receiving and logging telephone calls, sending letters, photocopying materials etc.

## Confidentiality and Good Name Considerations.

The management and staff of Coláiste Nano Nagle 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 school staff will bear this in mind, and will seek to ensure that students do so also. For instance, the term ‘suicide’ will not be used unless there is solid information that death was due to suicide, and that the family 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.

## Consultation and Communication Regarding the Plan

All staff were consulted and their views canvassed in the preparation of this plan.

Students and parent representatives were also consulted and asked for their comments.

**Next date for updating of the plan is September 2018**

**Signed on behalf of the Board of Management of Coláiste Nano Nagle:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**