

Scoil Náisiúnta Pádraig Naofa Courtnacuddy

Principal: Ms. Jean Goff
Deputy Principal: Ms. Catherine O' Brien

Chairperson: Mr. David Reck

CRITICAL INCIDENT MANAGEMENT PLAN

COURTNACUDDY NATIONAL SCHOOL

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

Review and Research

The Critical Incident Management Team (CIMT) have consulted resource documents available to schools on www.education.ie and 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 Post-Primary Schools Guidelines for Mental Health Promotion and Suicide Prevention (DES, DOH, HSE 2013)
- Well-Being in Primary Schools - Guidelines for Mental Health Promotion (DES, DOH, HSE 2015)

Define what you mean by the term 'critical incident'.

The staff and management of *Courtnacuddy 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*

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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. 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
- Pre-opening supervision in the school yard from 9:10 am to 9:20 am
- Front gate locked during school hours
- School doors locked during class time
- Rules of the playground

Psychological safety

The management and staff of *Courtnacuddy NS* 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/post primary school student are available.

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- Information is provided on mental health in general and such specific areas as signs and symptoms of depression and anxiety.
- Staff are informed in the area of suicide awareness, and some are trained in interventions for suicidal students.
- The school has developed links with a range of external agencies – (list attached)
- 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) or 0023/2010 (Post-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 in 2007 for primary schools and 2010 for post primary schools. See also Student Support Teams in Post Primary Schools (2014). These documents are available on www.education.ie
- Students who are identified as being at risk are referred to a 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. (*a summary of this support is set out in R 23 in the NEPS Guidelines*)
- Staff are informed about how to access support for themselves, and this is displayed in the staffroom.

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. 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.

Team leader: *Jean Goff*

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; SEC
- Liaises with the bereaved family.

(Catherine O'Brien will take the lead in the absence of the team leader. Gillian Delaney will then take over the Parent Liaison role along with that of Staff Liaison.)

Garda liaison *Jean Goff*

Role

- Liaises with the Gardaí

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- Ensures that information about deaths or other developments is checked out for accuracy before being shared.

Staff liaison *Gillian Delaney*

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
- 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 *Stephanie Roche, Aine Whelan*

Role

- Alerts other staff to vulnerable students (appropriately)
- Provides materials for students
- Maintains student contact records.
- Looks after setting up and supervision of 'quiet' room where agreed

Community/agency liaison: *Gillain Delaney/Catherine O'Brien*

Role

- Maintains up to date lists of contact numbers of
 - Key parents, such as members of the Parents Association
 - 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 *Catherine O'Brien*

Role

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- 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

Media liaison *Jean Goff/David Reck/ Fr Nolan*

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

Administrator *Nicola Wildes/Mairead Cooper*

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
- Ensures that templates are on the school's system in advance and ready for adaptation
- Prepares and sends out letters, emails and texts
- Photocopies materials needed
- Maintains records

Record keeping *Nicola Wildes /Mairead Cooper*

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. *Nicola Wildes/Mairead Cooper* 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 *Courtnacuddy 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

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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:
<i>Staffroom</i>	Main room for meeting staff
<i>School Hall</i> <i>Room 6</i>	Meetings with students
<i>Ms Goff's Room</i> <i>Room 3</i>	Meetings with parents
<i>Ms. Delaney's Room</i> <i>Room 4</i>	Meetings with media
<i>Ms. Roche's Room</i> <i>Room 7</i>	Individual sessions with students
<i>Office/Staffroom</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 Catherine O'Brien.

The plan will be reviewed and updated as required.

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Short term actions – Day 1

Task	Name
Gather accurate information	Jean Goff
Who, what, when, where?	Jean Goff
Convene a CIMT meeting – specify time and place clearly	Jean Goff
Contact external agencies	Jean Goff
Arrange supervision for students	Catherine O'Brien
Hold staff meeting	All staff
Agree schedule for the day	Jean Goff/Catherine O'Brien
Inform students – (close friends and students with learning difficulties may need to be told separately)	Jean Goff/Catherine O'Brien
Compile a list of vulnerable students	Catherine O'Brien in conjunction with all staff
Prepare and agree media statement and deal with media	David Reck in conjunction with Jean Goff
Inform parents	Jean Goff/Catherine O'Brien
Hold end of day staff briefing	Gillian Delaney

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Medium term actions - (Day 2 and following days)

Task	Name
Convene a CIMT meeting to review the events of day 1	Jean Goff
Meet external agencies	Jean Goff
Meet whole staff	Jean Goff, Catherine O’Brien
Arrange support for students, staff, parents	Jean Goff, Catherine O’Brien, Gillian Delaney
Visit the injured	Jean Goff/Catherine O’Brien
Liaise with bereaved family regarding funeral arrangements	Jean Goff/ Catherine O’Brien
Agree on attendance and participation at funeral service	Jean Goff/ & Catherine O’Brien
Make decisions about school closure	BOM

Follow-up – beyond 72 hours

Task	Name
Monitor students for signs of continuing distress	Class & SEN teachers
Liaise with agencies regarding referrals	Jean Goff
Plan for return of bereaved student(s)	Catherine O’Brien
Plan for giving of ‘memory box’ to bereaved family	Catherine O’Brien
Decide on memorials and anniversaries	BOM/Staff, parents and students

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Review response to incident and amend plan

Staff/BOM

Critical Incident Management Team

Role	Name	Phone
Team leader:	<i>Jean Goff</i>	
Garda liaison	<i>Jean Goff</i>	
Staff liaison	<i>Gillian Delaney</i>	
Student liaison	<i>Stephanie Roche</i> <i>Aine Whelan</i>	
Community liaison	<i>Gillian Delaney</i> <i>Catherine O'Brien</i>	
Parent liaison	<i>Catherine O'Brien</i>	
Media liaison	<i>David Reck</i>	
Administrator	<i>Nicola Wildes</i>	

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EMERGENCY CONTACT LIST	
AGENCY	CONTACT NUMBERS
Garda	Enniscorthy 0539242580
Hospital	Wexford (053) 9153000
Fire Brigade	Enniscorthy
Local GPs	Enniscorthy Health Centre 053- 9243700 Slaney Medical Centre 053- 9236663 Enniscorthy Medical Centre 053- 9239512 Clonroche GP 053 9244213
HSE	1850 24 1850
School Inspector	Ms. Mary Regan
NEPS 01 8892700	Psychologist: Helen Spruhan Theresa Tierney
DES	Inspectorate (01) 889 6553
INTO/ CEC Representative	Deirdre Fleming 01 8047700
Clergy	Fr. Jim Nolan
Employee Assistance Service	1800 411 057

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This policy was reviewed by the Board of Management on _____

Signed: _____ Date: _____

David Reck

Chairperson BOM

Signed: _____ Date: _____

Jean Goff

Principal