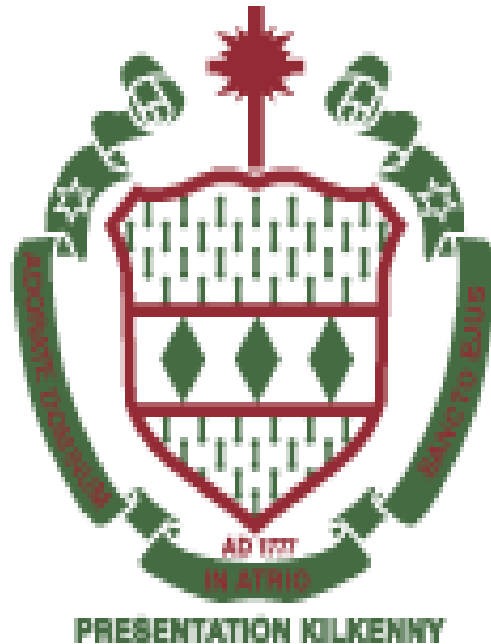


Critical Incident Management Plan

Presentation Secondary School, Kilkenny



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Address:

Date of Adoption by BOM:

Date for Next Review:

Introduction

Presentation Secondary School (PSS), Kilkenny aims to protect the wellbeing of its students and staff by providing a safe and nurturing environment at all times. In conjunction with the Board of Management we have drawn up this Critical Incident Management Plan (CIMP).

Mission Statement

- The Presentation Secondary School, Kilkenny is a Catholic Voluntary School. It is a community of students, staff, parents/guardians, and management who share a Christian vision of life.
- Our school seeks to ensure that students are enabled to reach their full potential—academic, spiritual, physical, social, cultural and creative – encouraging them to face life with optimism, self-confidence and an appreciation of excellence at all levels.
- Inspired by the vision of Nano Nagle, the foundress of the Presentation Order, this school shows special concern for the disadvantaged and is committed to promoting a just society.
- Recognising the uniqueness of each individual, we strive to develop an awareness of personal dignity and to foster mutual respect and sensitivity to the environment.
- In keeping with the evolving nature of society, our response is creative and relevant to the needs of our time.
- We acknowledge that this vision can only become a reality through the positive co-operation of all partners in the school and wider community.

Definition of a Critical Incident

The staff and management of PSS 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. Examples of critical incidents may include:

- The death of a member of the school community through accident, violence, suicide or suspected suicide or other unexpected event
- The disappearance of a member of the school community
- An intrusion into the school
- An accident involving members of the school community
- A major accident/tragedy in the wider community
- Serious damage to the school building through fire, flood, vandalism etc.

Aim

The aim of the CIMP is to enable 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 an effective plan should also help to ensure that the impact of the incident on students and staff will be limited. It should enable PSS to effect a return to normality as soon as possible.

The creation of a coping, supportive and caring ethos in the school

PSS has put systems in place to help 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:

- Fire exits and extinguishers regularly checked.
- Fire Drill practised regularly.
- Fire Evacuation plan in operation.
- CCTV cameras inside and outside the school building.
- Supervision outside and inside the building pre, during and after school.
- Health and Safety Policy.
- First Aid room.
- First Aid register.
- Code of Behaviour.
- Visitors to the school to check in at main office.
- Vigilant staff.

Psychological Safety

The management and staff of PSS aim to use available programmes and resources to assist 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.

Some of the systems, programmes and groups that facilitate these include:

- Student Leadership – Student Council & Class prefects
- Year Heads (meet fortnightly with Principal and Deputy Principals).
- Pastoral Care Team (meets weekly).
- SEN team (meets weekly).
- SPHE and RSE programmes are taught and include lessons on grief, stress management, resilience, conflict resolution, communication skills, anti-bullying skills, alcohol and drugs misuse prevention etc. All are integrated into the work of the school on a cross-curricular way as well as informally by all staff in a holistic manner.
- Staff are familiar with the Child protection Guidelines and Procedures and details of how to deal with suspicions and disclosures.
- Themed weeks – Stand Up week, Friendship week
- Induction Programme for First Years.
- Mentoring programmes for staff and students.
- Self-referral by students to Counsellors/Chaplain/ RE teacher/Deputy Principals/Principal.
- Lunch time clubs.
- Green Schools Committee.
- Extra-curricular programmes.
- Code of Behaviour, Anti-Bullying, Child Protection, Health & Safety policies.

- Other policies such as Substance Misuse, Acceptable Use policy (in draft form at present).
- There is a care system in place in the school using the “Continuum of Support” approach which is outlined in the NEPS documents 2010 for Post Primary schools and ‘Student Support Teams in Post Primary schools 2014.
- Staff have access to training for their roles in SPHE, mentoring, counselling etc.
- Students who are identified as at risk are referred to the designated liaison person, concerns are explored and the appropriate level of assistance and support is provided. Parents/Guardians are informed where appropriate and/or if necessary a referral is made to an appropriate agency.
- Staff are informed about how to access support for themselves
- Websites, helpful resources and contact details of useful agencies on difficulties affecting post primary students are available in the school and will be included in the students’ journals from next September onwards.
- The school has developed links with a range of external agencies including – NEPS, Tusla, CAHMS, local GPs, Gardai, local clergy, NAPD and JMB supports
- A number of external providers are invited into the school within the context of the school’s SPHE/RSE/RE/PE/Guidance provision to speak about various topics and techniques that assist resilience building and coping skills: decision making and help seeking skills
- Inputs (Talks/presentations) 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 circular 0023/2010). A member of staff is required to attend any such events.

Critical Incident Management Team (CIMT)

All staff will be involved in the management of a critical incident but to effectively implement a robust CIMP, it is essential to have a dedicated team in place in the school.

The CIMT will generally consist of Principal, Deputy Principals, Guidance Counsellor, Year Head(s), SPHE Co-Ordinator, Office Staff and Caretaker

PSS has established a CIMT in line with best practice. The members of the team were invited onto the CIMT and their roles were clearly explained to them. They will retain their roles for at least one academic year. The members of the team will meet annually to review and update the plan. Each member of the team has a dedicated critical incident folder. This contains a copy of the critical incident plan and materials specific to their role to be used in the event of an incident.

Team roles include – team leader, media liaison, Garda liaison, staff liaison, student liaison, parent, liaison, community liaison, office administrator, school administrator and campus manager.

For the academic year 2018/2019 the critical incident management team will consist of:

Role	Name	Contact Details
Team Leader	Shane Hallahan	
Media Liaison	John McDonald & Nicola Brennan	
Staff Liaison	Anthony Reynolds	
Parent Liaison	Sandra Campion	
Community Liaison	Maura Fallon	
Student Liaison	Pauline Sparling & The Relevant YH	
In school administrator	Caitlin Brennan	
Office administrator	Betty Ryan	
Facility Manager	Anthony Adams	

Immediate Procedure to be followed.

The exact procedure will depend on the particular incident and how it is categorised. (See NEPS guidelines, page 20 for categorisation in ‘Initial Assessment of the Incident’). In general, the following procedure will take place:

On hearing that a critical incident that involves the school has occurred:

1. Factual information will be obtained by the Team Leader.
2. The Team Leader will make contact with suitable support services like NEPS.
3. A meeting of CIMT is called to agree a statement of facts, clarify roles, organise timetable for the day and prepare media statement and letter for parents. The CIMT may consider setting up a ‘WhatsApp group’ to help with communication between its members at a critical incident time.
4. The Team Leader will call a meeting to brief all staff.
5. The Team Leader with Guidance Counsellor (s) will contact any student(s) who may need to be told individually of the incident.
6. Students will be given **factual information** about the situation by their **class teachers** (assisted by Guidance Counsellors where it is deemed appropriate).
7. **Only** Team Leader and /or Media Liaison meet with media and **read a prepared statement**.
8. Student Liaison/Guidance Counsellor(s) in consultation with other team members and staff will identify any student(s)/staff who may be particularly vulnerable.
9. A more flexible timetable for the day and perhaps the following day(s) may be required to allow students and staff affected to come to terms with the news while also maintaining as much as possible, the normal timetable for the rest of the school.(Deputy Principals)
10. Counselling for anybody who needs it will be facilitated/arranged and support organised as appropriate with the assistance of NEPS and other relevant agencies.

For support, review:

- Pages 20 to 31 of NEPS Guidelines and Resource materials book.
- Pages 22 and 23 for Agenda of initial meeting with CIMT.

Team Leader (Shane Hallahan)

- Clarifies the facts immediately and decides if it is a critical incident and what level of response is required – 1, 2, 3, (See NEPS guidelines pg. 20)
- Has contact details available for CIMT, Chairperson of the BOM, DES, NEPS, SEC and Garda Station if required
- Decides on the earliest time that the CIMT can meet, alerts the CIMT and convenes a meeting
- Issues general text to all staff informing them that the CIMT is meeting and indicates a time for all staff to arrive at school for briefing
- Liaises with the bereaved family
- Ensures that contact details for relatives of parties involved in the incident are removed from the Eportal messaging system
- At CIMT meeting team leader co-ordinates the tasks of the team and ensures that all members are clear on their specific roles and have all the necessary materials
- Ensure prepared materials are available to be issued to class teachers on dealing with questions that may arise from students and dealing with emotional issues around the incident (critical incident folder) R5
- Make a decision on the structure of the school timetable for the day and review the impact of the incident on the school calendar of events
- Holds a debriefing meeting at the end of the school day with staff and CIMT
- Important to manage the use of social media forums among students and to try hard to maintain as normal a routine for all students while identifying and supporting students most in distress
- Within a week of the incident convene a review meeting with the CIMT

Team leader also liaises with the Gardai, doctors, hospitals etc. to ensure that all information or developments are accurate before being shared.

In the absence of the team leader, Shane Hallahan, one of the deputy principals will take the lead – firstly Sandra Campion and if not Anthony Reynolds. Their role will be distributed among the other team members.

Media Liaison (John McDonald & Nicola Brennan)

- In advance of an incident this person will consider issues that may arise and how they might be responded to e.g. students being interviewed, photographers on the premises etc.
- Will draw up a press statement, give media briefings and interviews, as agreed by school management (R4)
- Ensures that templates are on the school's system in advance and ready for adaptation to send/give to Media.
- Prepares and sends out letters, emails and texts.
- Manages automated Text messages/social media to keep parents informed. Checks that immediate family members of those involved in the incident are removed from the automated text service.
- Updates the information on school website and social media communications as appropriate.

- Makes announcement to students and staff that there is someone who will do interviews/make media statements and students and teachers should avoid interviews in case they say something which may hurt those involved in the incident.
- Reminds students about the appropriate use of Social media.
- Will liaise if necessary with SEC, Teacher Unions etc.

Staff Liaison (Anthony Reynolds)

- Sets up the CIMT 'WhatsApp' group if agreed to do so at the initial CIMT meeting
- Leads briefing meeting for staff on the facts as known.
- Gives staff members an opportunity to express their feelings and ask questions about responding appropriately to students.
- Outlines the routine for the day.
- Advises staff on the procedures for identification of vulnerable students (R14).
- Provides and informs staff about helpful material in Critical Incident Folders (R5,6,7,8,9,10,11,12,15,17,18,22,23,24)
- Designates a place where a log of events and calls made and received will be kept. Collates and checks these regularly.
- Keeps staff updated as the day progresses.
- Is alert to vulnerable staff members and contacts them individually.
- Advises them of the availability of the EAS (Employee Assistance Support) and gives them the number 1800411057.

Student Liaison (Pauline Sparling & Relevant YH)

- Meets with individual students or groups identified as vulnerable.
- Co-ordinates information from Year Heads about students they are concerned about.
- Refers on to other agencies if necessary having consulted with Principal.
- Maintains student contact records – a log of students supported following a critical incident (R1) and highlights students that may need to be seen or referred on.
- Provides materials for students (from Critical Incident Folder).
- Sets up a 'Quiet Room' and monitors attendance. Students sign out of their regular class and sign into the quiet room. Provide materials and supervision for the quiet room.
- Arranges for shrines/other memorial material be taken to Church or an appropriate place at time of funeral/service.

Community Liaison (Maura Fallon)

- 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.(R21)
- Liaises with Deputy Principals about who may be 'direct' family of person(s) involved so they can be temporarily excluded from Eportal messaging service.
- Liaises with agencies in the community for support and onward referral
- Is alert to the need to check credentials of individuals offering support
- Co-ordinates the involvement of these agencies.
- Updates team members on the involvement of external agencies.

- Ensures availability and sets up identified Critical Incident rooms.

Parent Liaison (Sandra Campion)

- Visits the bereaved family with the team leader.
- Arranges parent meetings if required.
- Manages the room for parent meetings.
- May facilitates such meetings and manage questions and answer sessions.
- Ensures that sample letters are prepared and available on the office computer for adaptation (Headed school letters R2, R3)
- Manages the 'consent' issues in accordance with agreed school policy.
- Maintains a record of parents seen.
- Meets with individual parents.
- Provides appropriate materials for parents (from critical incident folder R12, R18).

Office administrator (Betty Ryan)

- Maintenance of up to date telephone numbers of parents/guardians, teachers, emergency services, BOM members (R21).
- Decide and maintain a dedicated phone line for important outgoing and incoming calls.
- Takes telephone calls and notes those that need to be responded to. All offers of help should be logged – name of agency, what they are offering, a contact name and number. These may be contacted later. (perhaps by the 'in-school administrator')
- Ensures that templates e.g. sample letters/media statements etc. are on the school system in advance and ready for adaptation (R2, R3, R4)
- Photocopy materials as needed.
- Maintains records.
- Sends letters.
- Ensure all visitors to school are checked in appropriately.

In-school administrator (Caitlin Brennan)

- Pre- incident. Need to ensure that all student are taught about 'Appropriate use of Social Media following a critical incident' e.g. this might be done through RE/SPHE/RSE classes and through mentoring programmes and Student Council.
- Specified Rooms identified and prepared.
- Makes sure staff have a copy of the Critical Incident Folder emailed to each of them. Photocopy material for the staffroom as necessary.
- Alert staff to 'vulnerable' students (as agreed by CIMT).
- Monitor 'Quiet room' to make sure it is supervised and that students are not spending too long there without being seen by counsellor.
- Checks rolls for students missing individual classes (needs at least three checks during the day).

Facility Manager (Anthony Adams)

- Opens and closes school.
- Maintains security and safety of school.
- Decides on Parking Restrictions.
- Allows exit and entrance of 'authorised' vehicles only
- Informs Team of unaccompanied students outside the school building.

Record Keeping

In the event of an incident each member of the CIMT will keep written records of phone calls made and received, letters, emails and texts sent and received, meetings held, persons met, interventions used and material used etc.

Confidentiality and good name considerations

The management and staff of PSS 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 involved consents to its use. The phrase '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 will be used for the following activities:

- Principal's Office – Critical Incidents Management Team room
- Staffroom – briefing and debriefing staff
- Hall and classrooms – meetings with large groups or class groups of students
- Counsellors room – meeting individual students
- Prayer room - the quiet room for time out time for students
- Correcting room/Library – meeting parents
- DP's offices – meeting external agencies or individual sessions with students or meeting parents as required

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 CIMP 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 Anna Walsh (Mentor to new staff members) at the beginning of the school year.

Review and Ratification

*The Critical Incident Management Plan will be updated annually each **September**.*

This policy was adopted by the Board of Management on _____

This policy is subject to review at the discretion of the Board of Management but sufficiently in advance to allow changes to be communicated to interested parties.

This policy has been made available to school personnel and provided to the Parents Council.

A copy of this policy will be made available to the DES and CEIST if requested.

Signed _____
Chairperson of Board of Management

Date _____

Signed _____
Principal

Date _____

Review Date _____

Critical Incident Management Plan (Summary)

Short Term Actions – Day 1

Task	Name
Gather accurate information - Who, what, when, where?	Team leader & Garda Liaison
Convene a CIMT meeting – specify time and place clearly	Team leader and CIMT members
Contact external agencies	Community liaison
Arrange supervision for students	All staff
Hold staff meeting	All staff
Agree schedule for the day	All staff
Inform students – (close friends and vulnerable students may need to be told separately)	Class teachers – information for students to be agreed at CIMT meeting
Compile a list of vulnerable students	Student liaison
Contact/visit the bereaved family	Team leader and parent liaison
Prepare and agree media statement and deal with media	Media liaison
Inform parents	Administrator
Hold end of day staff briefing	Team leader and all staff

Medium Term Actions – Day 2 and following days

Task	Name
Convene a CIMT meeting to review the events of day 1	Team leader with CIMT members
Meet external agencies	Community liaison
Meet whole staff	Team leader
Arrange support for students, staff, parents	Student liaison, staff liaison, parent liaison
Visit the injured	Parent liaison

Liaise with bereaved family regarding funeral arrangements	Parent liaison
Agree on attendance and participation at funeral service	Parent liaison
Make decisions about school closure	BOM

Long Term Actions – Follow Up – Beyond 48 hours

Task	Name
Monitor students for signs of continuing distress	Class teachers
Liaise with agencies regarding referrals	Community liaison
Plan for return of bereaved student(s)	Student liaison
Plan for giving of ‘memory box’ to bereaved family – personal items/school books	Student liaison
Decide on memorials and anniversaries	BOM/Staff, parents and students
Review response to incident and amend plan	Staff/BOM

Presentation Secondary School

Dear Parents/Guardians,

The school has experienced (*the sudden death/injury*) to one of our students/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 here*). It is possible that your daughter may have some feelings that she may like to discuss with you. You can help your daughter by taking time to listen to her and by encouraging her to express her feelings. It is important to give truthful information that is appropriate to her age.

If you would like any advice or support, please do not hesitate to contact the school on 056 7765684.

Yours sincerely,

Mr. Shane Hallahan,

Principal.

Emergency Contact List

Agency	Contact Numbers
Garda	056 7775000
Hospital – St. Luke’s Hospital	056 7785000
Fire Brigade	056 7794400
Local GPs	See table below
HSE – James Green	056 7784600
Community Care Team / Resource officer for Suicide – Teac Tom	056 7796592
Parents Association Chairperson – Bernadette McMenamin	086 0720026
Parents Association Secretary – Martina Delaney	
Child and Family Mental Health Service (CAMHS)	056 7784754
NEPS Psychologist – Olive O’Reilly	087 9117303
DES	0906 483600
ASTI/TUI	ASTI 01 6040160 TUI 01 4922588
Clergy Fr. Dan	087 9077769
State Exams Commission	090 6442700
Employee Assistance Service	1800 411 057

LOCAL GP’s – NEXT PAGE

LOCAL GP's

Medical Practice – Doctor(s)	Contact details
<i>Aryfield Medical Practice</i> Dr. Gobnait Kearney & Dr. Eanna O'Casaide	056 772130
<i>Ballyhale Health Centre</i> Dr. Mary Hennessy & Dr. Richard Brennan	056 7768608
<i>Ballyragget</i> Dr. Miriam Hogan	056 8833105
<i>Callan Health Care</i> Dr. James Ryan	056 772537
<i>Castle Gardens</i> Dr. Brendan Lee & Dr. Margaret Hally	056 7765891
<i>Freshford Health Centre</i> Dr. Jeremiah Beckett	056 7732261
<i>Johns Green Medical Centre</i> Dr. Joseph Sweeney & Dr. Eluned Lawlor	056 7764666
<i>Kilkenny Medical Centre</i> Dr. Mary O'Gorman	056 7765966
<i>Kilmoganny Medical Centre</i> Dr. Brian O'Dea	051 648007
<i>Loughboy Medical Centre</i> Dr. Joseph Sweeney & Dr. Eluned Lawlor	056 7770020
<i>Patrick Street Medical Centre</i> Dr. Anthony McGuane & Dr. Colm Costello	056 7761731
<i>Piltown Health Centre</i> Dr. John Flanagan	051 643116
<i>Stoneyford Health Centre</i> Dr. Richard Brennan	056 7728377

Useful Helplines and Websites for accessing Resources.

Childline: 1800 666 666 (free calls)

The Samaritans 1850 60 90 90 (Local call cost).

Training

National Office for Suicide Prevention www.nosp.ie

ASIST (Applied Suicide Intervention Skills Training) a two-day interactive workshop in suicide first aid. Training is free of charge. Further information from nosp.ie

Safe TALK: ‘suicide alertness for everyone’ is a half-day training programme.

Websites

Barnardos www.barnardos.ie/resources or www.barnardos.ie/teenhelp

Childhood Bereavement Network (CBN)
www.irishchildhoodbereavementnetwork.ie

PDST (Health and Wellbeing Team)

Irish Association of Suicidology (IAS) www.ias.ie

Irish Hospice Foundation www.hospicefoundation.ie

Lifelines - supporting all who suffer from self-harm (family and friends too)
www.selfharm.org

Papyrus Resource for those dealing with suicide, depression or emotional distress, particularly teenagers and young adults. www.papyrus-uk.org

Spunout - An Irish Website covering all aspects of health, lifestyle, culture and craic. www.spunout.ie

Mental Health Ireland www.mentalhealthireland.ie

Non-judgemental information and support. www.gayswitchboard.ie

Reachout – an Australian site helping young people through tough times.
www.reachout.com.au

Teacher Pack

The following information and resources, contained in the '*NEPS Guidelines and Resource Materials for Schools*' may be helpful for teachers before, during and after a Critical Incident.

- R1. Student Contact Record sheet.
- R5. Advice on a classroom session following news of a Critical Incident.
- R6. Info on Children's understanding and reaction to death according to age.
- R7. Stages of Grief.
- R9. Reactions to a Critical Incident.
- R17. Frequently asked questions by teachers.
- R23. Teachers helping students in time of crisis or emergency.