



## Critical Incident Management Plan (CIMP)

Chanel College aims to protect the wellbeing of its students and staff by providing a safe and nurturing environment at all times. Our mission in Chanel College is to enable our students to reach their full potential so that they will make a positive difference in today's world. We strive to create a sense of community within the school and an informal but respectful atmosphere between students and staff members.

The Board of Management, through Mr Dara Gill, has drawn up a critical incident management plan as one element of the school's policies and plans. Our aim is to establish a Critical Incident Management Team (CIMT) to steer the development and implementation of the Critical Incident Management Plan.

### Review and Research

- 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)

### Definition

The staff and management of Chanel College 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 include but are not limited to:

- 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
- A major accident/tragedy in the wider community
- Serious damage to the school building through fire, flood, vandalism, etc.
- A major accident/tragedy in the wider community

**Response Level 1:** the death of a student or staff member who was terminally ill; the death of parent/sibling; a fire in school not resulting in serious injury; serious damage to school property.

**Response Level 2:** the sudden death of a student or staff member.

**Response Level 3:** an accident/event involving a number of students; a violent death; an incident with a high media profile or involving a number of schools.

## **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 impact on 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
- Controlled access of side gate

### **Psychological Safety**

The management and staff of Chanel College 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. 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 are addressed in the SPHE curriculum. 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 Procedures and the name of the Designated Liaison Person. The Designated Liaison Person is Mr Dara Gill (Principal); the Deputy Designated Liaison Person is Ms. Elaine Brazil (Deputy Principal).
- Staff are informed in the area of suicide awareness and some have attended specialist training such as ASIST provided by the HSE
- The school has developed links with a range of external agencies - An Garda Siochana, local Medical Services, HSE Community Care Services, CAMHS, NEPS, Inspire, Pieta House, Jigsaw
- 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 Circular 0023/2010.

- The school has a clear anti-bullying policy and deals with incidents of 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 2010. See also Student Support Teams in Post Primary Schools (2014).
- Students who are identified as being at risk are referred to the designated staff member (e.g. guidance counsellor or support teacher), concerns are explored and the appropriate level of assistance and support is provided. Parents/guardians are informed, and where appropriate, a referral is made to an appropriate agency
- Staff are informed about how to access support for themselves.

## **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.

Members of Critical Incident Team List are interchangeable depending on the incident.

**Team Leader (Principal):** A person who carries authority and can make decisions during a crisis (e.g. school closure, attendance at memorial services, etc.). In the absence of the team leader, the deputy principal will take this role.

- Liaises with the Board of Management; DES; NEPS; SEC
- Coordinates the tasks of the team
- Ensures that information about deaths or other developments is checked out for accuracy before being shared.
- Alerts the team members to the crisis and convenes a meeting
- Garda Liaison: Ensures that information about deaths or other developments is checked out for accuracy before being shared.

### **Staff Liaison (Deputy Principal)**

- 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 (Guidance Counsellors and Chaplin)**

- Co-ordinate information from form teachers and year heads about students they are concerned about
- Alerts other staff to vulnerable students (appropriately)

- Provides materials for students (from their critical incident folder)
- Maintains student contact records
- Looks after setting up and supervision of 'quiet' room and possible prayer space where agreed

### **Parent / Guardian Liaison (Home School Community Liaison)**

- 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
- Visits the bereaved family with the team leader
- 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)
- Is alert to the need to check credentials of individuals offering support

### **Community Liaison (Home School Community Liaison)**

- Liaise with NEPS and other agencies in the community for support and onward referral
- 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.
- Coordinates the involvement of these agencies
- Updates team members on the involvement of external agencies

### **Media Liaison (Principal)**

- 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).
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### **Administrator**

- Maintenance of up-to-date telephone numbers of parents/guardians, teachers and emergency services
- Takes telephone calls and notes those that need a response
- Ensures that templates are available on the schools IT system and ready for adaptation

- Prepares and sends out letters, emails and texts
- Photocopies materials as needed
- Maintains records

## **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 administrator, Catherine Smyth, 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 Chanel College 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 confirmed 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 school hall will be the main room used to meet the staff.

The school hall will be used for meetings with student year groups.

The school hall will be used for large groups of parents.

The principal's office will be used for media.

The guidance counsellor's / HSCL office will be used for individual sessions with students.

The Year heads' office or HSCL office will be used for 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.

The plan will be reviewed annually in September.

## Critical Incident Management Team

Role	Name	Email Address
Team Leader	Dara Gill	principal@chanelcollege.ie
Garda Liaison	Dara Gill	principal@chanelcollege.ie
Staff Liaison	Elaine Brazil/ Mick Fahy	deputyprincipal@chanelcollege.ie
Student Liaison	Leonard Woods/ Gavin O'Driscoll	l.woods@chanelcollege.ie
Parent Liaison	Treena Donovan	t.donovan@chanelcollege.ie
Community Liaison	Treena Donovan	t.donovanl@chanelcollege.ie
Media Liaison	Dara Gill	principal@chanelcollege.ie
Administrator	Catherine Smith	catherine@chanelcollege.ie

## Day One

Task	Name
Gather accurate information	Team Leader
Who, what, when, where?	Team Leader
Convene a CIMT meeting - specify time and place clearly	Team Leader
Contact external agencies.	Team Leader
Meet external agencies e.g. NEPS	Team Leader & Community Liaison
Arrange supervision for students	Staff Liaison
Hold staff meeting	Staff Liaison
Agree schedule for the day	Team Leader & Staff Liaison
Inform students - (close friends and students with learning difficulties may need to be told separately)	Student Liaison
Contact/visit the bereaved family	Team Leader & Community Liaison
Compile a list of vulnerable students and contact families	Student Liaison, Parent Liaison
Prepare and agree media statement and deal with the media	Team Leader

Inform parents/guardians	Team Leader & Parent Liaison
Hold end of day staff briefing	Team Leader & Staff Liaison

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

Task	Name
Convene a CIMT meeting to review the events of day 1	Team Leader
Meet external agencies	Team Leader
Meet whole staff	Team Leader & Staff Liaison
Arrange support for students, staff, parents/guardians	Team Leader, Staff Liaison, Parent Liaison & Student Liaison
Visit the injured	Community Liaison
Liaise with bereaved family regarding funeral arrangements	Community Liaison
Agree on attendance and participation at funeral service	Team Leader, Staff Liaison, Parent Liaison & Student Liaison
Make decisions about school closure	BOM

### Follow up beyond 72 hours

Task	Name
Monitor students for signs of continuing distress	All staff
Liaise with agencies regarding referrals	Team Leader, Staff Liaison, Parent Liaison & Student Liaison
Plan for return of bereaved student(s)	Parent Liaison & Student Liaison
Plan for giving of 'memory box' to bereaved family	Community Liaison
Decide on memorials and anniversaries	BOM/Staff, parents and students
Review response to incident and amend plan	Staff/BOM



## Emergency Contact List

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

Agency	Contact Numbers
Garda	999 / Coolock Garda Station 01 6664200
Hospital	999 / Beaumont Hospital 01 8093000
Fire Brigade	999
NEPS Psychologist	01 8650670/ Aishling Campion Ph.0873962214
HSE	01 6352000
CAMHS	01 7956870
Inspectorate	01 8896553
Department of Education	01 8896400
ASTI	01 6040160
Parish Priest	01 8484799
State Exams Commission	0906 442851
Employee Assistance Service	1800 411057