



Coláiste Dún Iascaigh

Critical Incident Management Policy

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Coláiste Dún Iascaigh

Bothar Caisil, An Chathair, Co. Thiobraid Árann

Cashel Road, Cahir, Co. Tipperary

Guthán: 052 74 42828 / 74 42906. Facs: 052 74 42233

Ríomhphost: info@colaisteduniascaigh.ie



Critical Incident Management Policy

Colaiste Dun Iascaigh aims to protect the wellbeing of its students and staff by providing a safe and nurturing environment at all times. The college's Mission Statement reinforces this aim.

Mission Statement

Colaiste Dun Iascaigh is a Christian Community committed to the pursuit of excellence, to fostering a sense of self-worth, to providing the opportunities for each individual to reach his/her full potential and to forging strong, visible links between the Colaiste and the local community. These aspirations are nurtured in a caring, safe and orderly environment, where equality, openness and a spirit of co-operation and mutual respect are promoted.

Critical Incident Management Plan (CIMP).

The Board of Management, through Mr. Peter Creedon (Principal) has drawn up a Critical Incident Management Plan (CIMP) as one element of the school's policies and plans.

Review and Research

- The CIMT have consulted documents available to schools on www.education.ie and www.nosp.ie and other reliable sources including:
 - Responding to Critical Incidents Guidelines and Resources for Schools (NEPS 201 6)
 - 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 201 5)
 - Media Guidelines for Reporting Suicide (IAS and SAMARITANS 2013)
 - Guidance on Social Media Use and Critical Incidents (2014) Resource for schools 24



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Critical Incident (Definition)

The staff and management of Colaiste Dun Iascaigh 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. The following are some examples of critical incidents. (this is not an exhaustive list and other events or incidents may warrant the term and actions of Critical Incident).

- 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.
- The disappearance of a member of the school community.

The Aim of Critical Incident Management Plan (CIMP).

The aim of the CIMP is to help the 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 ensure that the effect on the students and staff will be limited. It should enable us to return to normal school functioning as soon as possible.

Creation of a coping, supportive and caring ethos in the school.

Colaiste Dun Iascaigh 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 that assist 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.
- Risk Register list.
- Health and Safety Policy.
- First Aid room.
- First aid register.
- An Chuan (safe place for SEN students).
- Sensory Room.
- Code of Behaviour.
- Visitors to the school to check in at main Office.
- Vigilant staff.

Psychological Safety

The management and staff of Colaiste Dun Iascaigh 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, discussion and to grow in autonomy and responsibility.

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

- Student Council.
- Student Leadership.
- Green-Schools Committee.
- Year Heads (meet weekly with Principal).
- Pastoral Care Team (meets weekly).
- SEN team (meets weekly).
- The Principal, SNAs and Counsellor (meet weekly).



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- 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.
- Books and resources on difficulties affecting the Post Primary school student are available in the library, in the SPHE press, or from the Counsellors.
- Friendship week.
- Induction Programme for First Years.
- Transition Programme with Primary Schools.
- Mentoring programme.
- Wellness programme.
- Self-referral by students to Counsellors/Chaplain/ RE teacher/Deputy Principal/Principal.
- Lunch time clubs.
- Extra-curricular programmes.
- Healthy Eating policy.
- Code of Behaviour policy.
- Other policies such as Substance Misuse, Anti-bullying, Social media policy (in draft form at present).

Promotion of Good Mental Health is an integral part of our provision. Students and staff who are experiencing any issues are encouraged to speak to someone and /or seek help and to encourage other members of the school community who may need it, to seek support.

Staff have access to training for their roles in SPHE; Mentoring, Counselling etc.

Staff are familiar with the Child Protection Procedures and the name of the Designated Liaison Person.

Staff are aware that they can approach the counsellors or any member of the Care Team if they have concerns about the wellbeing of any student or member of staff.



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Websites, helpful resources and contact details of useful agencies on difficulties affecting post primary school students are available in the school. A brief list will be included at the back of this booklet.

Information is provided on mental health in general and such specific areas as signs and symptoms of depression and anxiety through subject areas such as Home Economics/ Social & Scientific, RSE, SPHE etc.

Staff are informed around suicide awareness and some have attended specialist training provided by The Irish Association of Suicidology.

The school has developed links with a range of external agencies including:

NEPS, CAMHS, Garda Liaison, Local GPs, Local Clergy, ETB supports, NAPD supports, TUI supports, ASTI supports, VdeP, Social Services, EWO. SEC, DES

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 at any inputs by external providers.

CARE SYSTEM

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 as outlined in NEPS document 2010 for Post Primary schools and 'Student Support Teams in Post Primary Schools (2014).

Students who are identified as being at risk are referred to the Guidance Counsellors. 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.



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Critical Incident Management Team (CIMT)

Colaiste Dun Iascaigh has established a CIMT 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 specific to their role to be used in the event of an incident.

Confidentiality and good name considerations.

The management and staff of Colaiste Dun Iascaigh 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:

Room 10 – Critical Incident Management Room

Staff Room - Main room to meet staff (Brief and Debrief).

Gym – for meetings with students.

EAL room – for parents.

Graphics Room – for media.

Counsellors Rooms/ Guidance classroom/ – for individual sessions with students.

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Year Head Room – for other visitors e.g. NEPS.

Room 12/SP1 - Quiet room

The Critical Incident Management Team (CIMT)

All staff will be involved in the management of a Critical Incident but to implement a Management plan it is essential to have a dedicated team in place in the school.

The CIMT will generally consist of Principal, Deputy Principal, Guidance Counsellor(s), Chaplain, Year Head(s), SPHE co-ordinator, RSE co-ordinator, Office staff, Caretaker.

Team Roles include:

Team Leader, Media Liaison, Garda Liaison, Staff Liaison, Student Liaison, Parent Liaison, Community Liaison, Office Administrator(s), School Administrator, Campus Management.

For the academic year 2017/18 the team will consist of:

Role	Name	Phone number
Team Leader/ Garda Liaison	Peter Creedon	086 3596743
Media Liaison/ Staff Liaison	Darius Delahunty	087 7445897
	Sean Landers	0864031876
Parent Liaison	Mary Little	0868510080
Community Liaison	Josephine Wade	0876566398
Student Liaison	Aoife Ryan	0868841789
In School Administrator	Mary O' Shea	0876798904
Office Administrator(s)	Carmel O' Gorman / Eleanor Coyne	0527442828
Campus Manager	Paddy Lonergan	0527442828

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Immediate Procedure to be followed.

The exact procedure will depend on the particular incident and how it is categorised. (See NEPS categorisation in 'Responding to Critical Incidents'). 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. Team Leader makes contact with outside agencies like NEPS.
3. A meeting of CIMT is called to agree a statement of facts, clarify roles, organise timetable for the day, prepare media statement and letter for parents.
4. Team Leader will call a meeting to brief all staff.
5. Team Leader with Guidance Counsellor (s) will contact any student(s) who may need to be told individually of the death.
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 (Principal) and /or Media Liaison (Deputy Principal) meets with Media and **reads 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 (**Darius**) 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.
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.

See pages 20-31 of NEPS Guidelines and Resource materials book.

See pages 22 & 23 for Agenda of initial meeting with CIMT.



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Team Leader (Peter Creedon)

Role

Clarifies the facts immediately and decides if it is a critical incident and at what level, 1,2,3. (See NEPS Guidelines)

Has contact numbers available for CIMT and Garda Station on phone, plus NEPS, SEC, DES, Chairperson of Board, CEO, Director of Schools etc.

Decides on the earliest time that the CIMT can meet.

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 incident are removed from VS Ware texting service. (Also done/checked by Media Co-ordinator)

At CIMT meeting Team Leader ensures that **all members are clear on their specific roles** and have all 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 Folders)

Make a decision on the structure of the school timetable for the day. Review the impact of the incident on the school calendar of activities.

Holds a **Debriefing** meeting at the end of the school day with CIMT and staff.

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.

WHO WILL TAKE LEAD IN ABSENCE OF Team Leader? Darius Delahunty.

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His role will be distributed amongst the team?

Garda Liaison (Peter Creedon)

Role

Liaises with Gardai and other services such as Doctors, Hospital etc. to ensure that information about death(s) or other developments is checked for accuracy before being shared.

Media Liaison (Darius Delahunty)

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)

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 txt service.

Updates the information on Website(s) as appropriate.



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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 (Sean Landers)

Role

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.

Provides and informs staff about helpful material in Critical Incident Folders.

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.



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Student Liaison (Aoife Ryan)

Role

Meets with individual students or groups identified as vulnerable.

Refers on to other agencies if necessary having consulted with Principal.

Co-ordinate information from Year Heads about students they are concerned about.

Co-ordinate Student Contact Record forms from each team member 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 for the quiet room.

Arranges for shrines/other memorial material be taken to Church/Chapel/Synagogue/appropriate place at time of funeral/service.

Community/Agency Liaison (Josephine Wade)

Maintains up to date lists of contact numbers of:

Key Parents, such as members of Parent Council, Emergency support services and other external contacts and resources.

Liaises with Darius about who may be 'direct' family of person(s) involved so they can be temporarily excluded from Automated Text Service.

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.

Sets up identified Critical Incident rooms.

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Parent Liaison (Mary Little)

Visits the bereaved family with the team leader.

Arranges parent meetings (if held).

Manages the Room for parent meetings.

Facilitates such meetings and manages questions and answer sessions.

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).

Office Administrator (Carmel & Eleanor)

Maintenance of up to date telephone numbers of parents/guardians, teachers and Emergency services.

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.

Photocopies materials needed.

Maintains records.

Sends letters.

Ensures visitors to school are checked in appropriately.

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In School Administrator. (Mary O' Shea)

Pre- incident. Needs to contact all students about 'Appropriate use of Social Media following a critical incident'. (perhaps done through RE/SPHE/RSE classes and through Mentor Group and Student Council.

Specified Rooms identified and prepared.

Makes sure staff have Critical Incident Folder each. Photocopy materials as necessary.

Alerts staff to 'vulnerable' students (as agreed by team).

Monitors '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).

Campus Manager (Paddy Lonergan)

Role

Opens and closes school.

Maintains security and safety of school.

Decides on Parking Restrictions.

Allows exit and entrance of 'authorised' vehicles

Informs Team of unaccompanied students outside the school building.

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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; Sean Landers

The Plan will be updated annually on _____

Short term actions – Day 1

Task	Name
Gather accurate information	
Who, what, when, where?	
Convene a CIMT meeting – specify time and place clearly	
Contact external agencies	
Arrange supervision for students	
Hold staff meeting	All staff
Agree schedule for the day	
Inform students – (close friends and students with learning difficulties may need to be told separately)	
Compile a list of vulnerable students	
Prepare and agree media statement and deal with media	

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Inform parents	
Hold end of day staff briefing	

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	
Meet whole staff	
Arrange support for students, staff, parents	
Visit the injured	
Liaise with bereaved family regarding funeral arrangements	
Agree on attendance and participation at funeral service	
Make decisions about school closure	BOM

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Follow-up – beyond 72 hours

Task	Name
Monitor students for signs of continuing distress	Class teachers
Liaise with agencies regarding referrals	
Plan for return of bereaved student(s)	
Plan for giving of 'memory box' to bereaved family	
Decide on memorials and anniversaries	BOM/Staff, parents and students
Review response to incident and amend plan	Staff/BOM

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EMERGENCY CONTACT LIST

AGENCY	CONTACT NUMBERS
Garda	052 7445630
Hospital	052 6177000
Fire Brigade	112/999
Local GPs	Clinic 052 7441364 Home 052 7441867
HSE	1850241850
Community Care Team / Resource officer for Suicide Tracy Nugent	051 874013
Parents Association Chairperson	Mr. Pat Enright 0877504220
Child and Family Mental Health Service (CAMHS)	052 6189204
School Inspector	01 8896553
NEPS Psychologist	Anne Keating 0876501691
DES	01 8896400
ASTI/TUI	ASTI 01 6040160 TUI 01 4922588
Clergy	Fr. Tom Rogers 052 7443447

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State Exams Commission	090 6442700
Employee Assistance Service	1800 411 057

Useful Helplines and Websites for accessing Resources.

Childline: 1800 666 666 (free calls)

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

Training – www.nosp.ie (National Office for Suicide Prevention)

ASIST Training: 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

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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

www.youth.ie

Mental Health Ireland www.mentalhealthireland.ie

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

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



Coláiste Dún Iascaigh
Bothar Caisil, An Chathair, Co. Thiobraid Árann
Cashel Road, Cahir, Co. Tipperary
Guthán: 052 74 42828 / 74 42906. Facs: 052 74 42233
Ríomhphost: info@colaisteduniascaigh.ie



Teacher Pack;

This contains information and Resources that 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.

This policy was presented to the
Board of Management of
Coláiste Dún Iascaigh on

14/8/2018

Chairperson:

Niamh Ahearn

Secretary:

Peter Cavanagh