



Bord Oideachais & Oiliúna  
**LUIMNIGH & AN CHLÁIR**  
**LIMERICK & CLARE**  
Education & Training Board

## Critical Incident Management Policy

St. Anne's Community College  
Killaloe  
Co. Clare



School/Centre	St. Anne's Community College
Policy Area	All Members of School Community
Version	Draft for the Board to Ratify on the 3 <sup>rd</sup> Dec 25
Monitored	Annually
Responsibility	Principal
Approved (Board of Management)	3 <sup>rd</sup> Dec 2025



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# CRITICAL INCIDENT MANAGEMENT POLICY

## St. Anne's Community College, Killaloe, Co. Clare



St. Anne's Community College, Killaloe is a co-educational, multi-denominational school which is underpinned by the Limerick and Clare Education and Training Board core values of excellence in education, care, equality, community and respect.

St. Anne's Community College, Killaloe aims to protect the well-being of its students and staff by providing a safe and nurturing environment at all times.

### **Review and Research**

The following documents and resources have been consulted in the development of this policy. [www.education.ie](http://www.education.ie) and [www.nosp.ie](http://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 2025)
- 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 of a 'critical incident'**

The staff and management of St. Anne's Community College, Killaloe 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.

## **Aim of this Policy**

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 effect 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. See some systems the school has in place to build this resilience.

### **Physical safety**

- Evacuation plan formulated. Class Lists in place for fire assembly points.
- Regular fire drills occur.
- Appropriate evacuation response to all fire alarm alerts.
- Fire exits and extinguishers are regularly checked.
- Pre-opening supervision in the school yard.
- Restricted use of sports equipment to PE classes and organised school training.
- Practical rooms are always locked.
- School management are working with LCETB to put in place access controls at the front entrances to the building.



## Psychological safety

- The management and staff of St. Anne's Community 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. 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. The staff are given a presentation annually on the school's child protection procedures.
- 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 — NEPS, Family Resource Centre, CAMHS, Children Services. Community Gardaí, Education Welfare Service and officers under TUSLA.
- Inputs to students by external providers (e.g. guest speakers) 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 (Bí Cineálta) and deals with bullying in accordance with this policy.
- Clear messaging to student body of the roles of the school's student leadership teams - student mentor team, student council team, senior prefect team.
- 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. Student Support Teams in Post Primary Schools (2021). These documents are available on [www.education.ie](http://www.education.ie)
- Students who are identified as being at risk are referred to the designated staff member (e.g. guidance counsellor), 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.
- Staff are informed about how to access support for themselves. EAP program details and supports are provided to staff.



## **Critical Incident Management Team (CIMT)**

A CIMT has been established in line with best practice. 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:**

Principal/Acting Principal  
Beverley Hartigan  
(In the absence of Beverley  
Hartigan - Mary Fitzgerald)

### **Role**

- Alerts the team members to the crisis and convenes a meeting.
- Coordinates the tasks of the team.
- Liaises with the Board of Management; LCETB; DEY; NEPS; HSE; SEC
- Liaises with the bereaved family.
- Liaises with the Gardaí.
- Ensures that information about deaths or other developments is checked for accuracy before being shared.

### **Staff liaison (Mary Fitzgerald)**

#### **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 (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 (Emergency Assistance Scheme) and gives them the contact number.

### **Student liaison (Lauren King and relevant Head of Year)**

#### **Role**

- At post-primary level, may co-ordinate information from tutors and year heads about students they are concerned about.



- Alerts other staff to vulnerable students as appropriate.
- Provides materials for students (from their critical incident folder).
- Maintains student contact records.
- Looks after setting up and supervision of 'quiet' room where agreed.

### **Student Leadership Teams Liaison (Deputy Principals, Pastoral Care Team Chaplain)**

- Arranges meetings with prefect team, student council, mentor team as necessary.
- Coordinates the involvement of these teams as appropriate.
- Listens to concerns communicated via these teams from the general student body.
- Takes appropriate action as necessary.

### **Community/Agency liaison (Rebecca Keating)**

#### **Role**

- Maintains up to date lists of contact numbers of key personnel, such as members of the Board of Management, 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.
- Reminds agency staff to wear name badges.
- Updates team members on the involvement of external agencies.

### **Parent liaison (Head of Year of the student involved nominated at the time of the incident)**

#### **Role**

- 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 (from their critical incident folder).



### **Media liaison (Beverley Hartigan Acting Principal)**

#### **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 DEY, LCETB, HSE; SEC relevant teacher unions etc.
- Will draw up a press statement, give media briefings and interviews (as agreed by school management).

### **Administrator (Noreen Buckley)**

#### **Role**

- Maintenance of up-to-date telephone numbers of:  
Parents/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 as needed.
- Maintains records.

### **Record keeping (Deputy Principals)**

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. Noreen Buckley 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 St. Anne's Community College 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 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 phrase 'sudden death' may be used instead. Similarly, the word 'murder' should not be used until it is legally established that a murder was committed. Also seek the advice of the Principal on the wording to be used by a staff member when writing any sympathies on any public platforms or sites such as RIP.ie. Staff are advised not to comment on any incident. That the official statement as drawn up by the Principal is the only school statement.



<b>Critical Incident Rooms</b>	
In the event of a critical incident, the following rooms are designated for the indicated purposes	
<b>Room Name and Number:</b>	<b>Designated Purpose:</b>
Staff room	Main room for meeting staff
Chaplains Office, Other offices or rooms may be freed up. A general classroom ideally rather than a specialist room so normal timetables can continue.	Meetings with students
Meeting room upstairs, small photocopying room at the front of the school	Meetings with parents
Meeting room upstairs	Meetings with media
Guidance counsellor offices	Individual sessions with students
Meeting room upstairs Other offices	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 members of 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 the Deputy Principals. The plan will be updated annually in December.



Critical Incident Management Team		
Role	Name	Phone
Team leader:	Beverley Hartigan Acting Principal	
Garda liaison	Beverley Hartigan Acting Principal	
Staff liaison	Mary Fitzgerald	
Student liaison	Lauren King assisted by Head of Year of student/s	
Community liaison	Rebecca Keating	
Parent liaison	Head of Year(s) nominated at the time	TBA
Media liaison	Beverley Hartigan	085 145 1183
Administrator	Noreen Buckley	086 227 8883



## Short term actions — Day 1

Task	Name
Gather accurate information	Deputy Principal
Who, what, when, where?	Deputy Principal
Convene a CIMT meeting — specify time and place clearly	Led by Principal/Acting Principal
Contact external agencies	Principal/Acting Principal/Deputy Principal
Arrange supervision for students	Deputy Principal
Hold staff meeting	All staff
Agree schedule for the day	Deputy Principal
Inform students — (close friends and students with learning difficulties may need to be told separately)	SENCO- Sp. Class Co-Ordinator and teachers
Compile a list of vulnerable students	Guidance Counsellors HOYs involved Chaplain
Prepare and agree media statement and deal with media	B Hartigan
Inform parents	Administrator
Hold end of day staff briefing	Principal/Acting Principal



## Medium term actions - (Day 2 and following days)

Task	Name
Convene a CIMT meeting to review the events of day 1	Team leader – Principal/Acting Principal
Meet external agencies	Principal/Acting Principal
Meet whole staff	Deputy Principal
Arrange support for students, staff, parents	Deputy Principal
Visit the injured	Principal/Acting Principal
Liaise with bereaved family regarding funeral arrangements	Chaplain
Agree on attendance and participation at funeral service	Principal/Acting Principal
Make decisions about school closure	BOM



## Follow-up — beyond 72 hours

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



## EMERGENCY CONTACT LIST

AGENCY	CONTACT NUMBERS
Gardaí	999 and 112 Emergency numbers Call or text 112 Killaloe Garda Station 061 620540
Hospital	999 or 112 in an emergency
Fire Brigade	999 or 112 in an emergency
Local GPs	061-376-349 Dr Carmody, East Clinic Killaloe Thomas Street, Killaloe Co Clare, V94 RY63  Dr Maureen Ryan, Ballina. V 94TN H5 061 376546  Dr Bernie Lynch Killaloe V94TOH2 061 374333
CYPSC Limerick	
Heads Up Clare	<a href="http://headsupclare.ie/services/">headsupclare.ie/services/</a>
Killaloe Ballina Child and Family Centre	061 374742
Child and Family Mental Health Service (CAMHS)	061 483388
School Inspector	TBA
NEPS Psychologist	



DEY, Rosbrien Road, Limerick	
TUI	
ASTI	
Clergy	TBA
State Exams Commission	090 6442 700
Employee Assistance Service	1800 411 057
Director of Schools	Donncha O'Treasaigh
School Eircode	V94HP60
School Roll Number	70901K



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## Further information & Resources



[LCETBSCHOOLS.COM](https://www.lcetbschools.com)

Quick Access Padlet  
for SST & Critical Incidents



[NEPS Responding to Critical Incidents](#)



[NEPS Critical Incidents @gov.ie](#)



[HSE supports and services](#)



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[NOSP](#)



[Employee Assistance Programme](#)

[List of staff contact numbers. AP1 team assigned to contact staff members as necessary.](#)

Signed

Signed

\_\_\_\_\_  
Chairperson

Pádraig Flanagan

\_\_\_\_\_  
Secretary/Principal (Acting)

Beverley Hartigan

Date: 3<sup>rd</sup> December 2025

Date of next review: December 2026