Killowen PS

Rostrevor

Critical Incident Management Policy

Faith, Friendship and Understanding

Agreed by Governors	
Review Date	
Principal	
Chair of Governors	

Mission Statement

Aims

In Killowen Primary School:

- **We aim to enable excellence so that pupils develop to their full potential academically, personally and spiritually and become determined, independent, life-long learners who make meaningful contributions to the world.**
- **We aim to foster a nurturing, inclusive environment where kindness, resilience, empathy and faith guide every interaction and where every individual feels valued and respected as part of our school family.**

Mission

In Killowen Primary School, we believe we can achieve our aims by ensuring we are committed to:

- **Promoting the values of Catholic education within our school family**
- **Having high expectations for all pupils and a desire to see them reach their full potential**
- **Having inclusive, stimulating and supportive classrooms**
- **Working together for a common goal**
- **Valuing continuous improvement for all**
- **Investing in people and resources**
- **Working closely with home and the wider community**

Values

- **Kindness**
- **Respect**
- **Resilience**
- **Equality**
- **Unity**
- **Determination**
- **Excellence**
- **Empathy**
- **Trust**

Introduction

Killowen PS aims to protect the well-being of its pupils and staff by providing a safe and nurturing environment at all times.

The Board of Governors, through the Critical Incident Management Team, has drawn up a Critical Incident Management Plan (CIMP) as one element of the school's policies and plans within the Pastoral Care arrangements. Our actions will be guided by the Catholic ethos of our school and we will respect individual families' wishes.

Definition

The Governors and staff of Killowen PS 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 pupils or staff members, or members of our local community.

Types of incidents might include:

(This is not an exhaustive list but outlines some possible critical incidents)

- Sudden death of pupil or member of staff
- Disappearance of a pupil or member of staff
- Death or injury of a pupil or staff member during a school outing
- Severe injury to pupil or staff member as a result of a road traffic accident
- Serious assault on pupil or staff member in school
- Violent/disturbed intruder on school premises during school day
- Serious damage to school building or property through fire, flood or vandalism
- Civil disturbance in local community
- Pupil with a contagious illness

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 pupils and staff. Having a good plan should also help ensure that the effects on the pupils and staff will be limited. It should enable us to effect a return to normality as soon as possible. The management of any Critical Incident is integral to Health and Safety, Safeguarding and The Care and Welfare of our school community. Our school response to any Critical Incident should be a calm, joined up approach that includes staff, governors, parents and other relevant authorities.

Creation of a Coping, Supportive and Caring Ethos in the School

Our curriculum and pastoral care arrangements aim to help and support both staff and pupils, thus preparing them to cope with a range of life events. These include measures to address both the physical and emotional needs of the school community.

Physical Needs

• Evacuation plan formulated

• Regular fire drills occur

• Fire exits and extinguishers are regularly checked

• Public access doors are locked during school hours

• School gates/doors are securely locked during class time

• Rules of the playground are agreed and known by the school community

Emotional Needs

The Governors and staff of Killowen PS aim to use available programmes and resources to address the personal and social development of pupils, to enhance a sense of safety and security in the school and to provide opportunities for reflection and discussion. Further details can be found within other relevant policies such as Pastoral Care, Child Protection and Anti-bullying.

- 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 school pupil are available.
- Emotional health and well-being is an integral part of the school curriculum.
- The school may use a range of external agencies for support
- Inputs to pupils by external providers are carefully considered in the light of criteria about pupil safety, the appropriateness of the content, and the expertise of the providers.
- The school has a clear policy on anti-bullying and deals with bullying in accordance with this policy.
- There is a comprehensive Pastoral Care System in place in the school.
- Pupils who are identified as being at risk are referred to the designated staff member, 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.
- Members of 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. Members bring a wealth of experience and expertise to the team. Members of the team will meet biannually and after an incident to review and if necessary, update the policy / Emergency Closure Plan. Each member of the team is familiar with their role in the event of an incident. The team consists of The Principal, Mr Murtagh and the

members of the SLT. The SLT are supported in their role by key governors and support staff from within the school.

Roles and Responsibilities of Staff

Name	Role	Supported by	Deputised by
Mark Murtagh	Principal – Overall Incident Management	All staff and relevant agencies	Lesley Evans / Attracta Cunningham
Lesley Evans	DT Safeguarding SENCO Senior Teacher	Child Protection Team EA (Southern Region) Child Protection (EA) EWO Social services Gateway PSNI Ed Psych	Attracta Cunningham
Attracta Cunningham	Assessment Co-Ord Numeracy Co-Ord DDT Safeguarding Senior Teacher	Child Protection Team EA (Southern Region) Child Protection (EA) EWO Social services Gateway PSNI Ed Psych	Rachel Larkin
Eamonn O' Hare	Chair of Governors	All governors and staff EA (Southern Region)	Alison Sands Fr Des Mooney (PP)
Sonya Newell	Administration – distribution of communications	EA (Southern Region) C2K	
Micheal Campbell	Building Supervisor - Security	EA (Southern Region)	Marie Sloan

Procedural Guide for dealing with a Critical Incident

INCIDENT	INITIAL ACTION	INFORM/INVOLVE	MANAGE
Sudden death of staff	Initiate Emergency Service Response – 999 Or 112 Arrange appropriate care and safe relocation of any pupils in immediate vicinity	• Principal • SLT • Next of Kin • Chair of Governors • EA • Staff Welfare	• Press/Media Release • School Closure
Sudden death of pupil	Initiate Emergency Service Response – 999 Or 112 Arrange appropriate care and safe relocation of any pupils in immediate vicinity	• Principal • SLT • Next of Kin • Chair of Governors • EA • Staff Welfare • Ed Psych	• Press/Media Release • School Closure
Assault/Aggressive incident on school grounds	Initiate Emergency Service Response – 999 Or 112 Arrange appropriate care and safe relocation of any pupils in immediate vicinity	• Principal • SLT • DTCP/DDTCP • Chair of Governors • Next of kin if appropriate	• Press/Media Release • School Closure • Further intervention beyond emergency intervention with involved parties
Major accident/Injury to pupil/staff/parent on school grounds	Initiate Emergency Service Response – 999 Or 112 Arrange appropriate care and safe relocation of any pupils in immediate vicinity	• Principal • SLT • DTCP/DDTCP • Chair of Governors • Next of Kin	• Whole school communication • Press/Media release • School closure
Major Incident/Accident off school grounds, e.g. trip	Initiate Emergency Service Response – 999 Or 112 Arrange appropriate care and safe relocation of any pupils in immediate vicinity	• Principal • SLT • DTCP/DDTCP • Chair of Governors • Next of Kin	• Whole school communication • Press/Media release • School closure
Emergency Evacuation Situation	Instigate emergency evacuation plan Initiate Emergency Service Response – 999	• Whole staff	• Whole school communication • Press/Media release • School closure
Discovery of outbreak of major contagious illness or similar	Immediate advice from School Health Team	• Principal • SLT • DTCP/DDTCP • Chair of Governors	• Whole school communication • Press/Media release • School closure

Support and Contact Details for Key Agencies

Emergency Number	999 or 112
PSNI Non Emergency	101
CCMS	028 92013022 or 028 92013014
Child Protection Support Services	028 9598 5590
Gateway Team	028 37564700
Education Authority Armagh	028 37512200
Inspire Well Being Services	0800 3895362

Record Keeping

In the event of an incident, a Critical Incident Management Book (CIMB) will be completed regularly throughout the incident as a record of the actions and procedures undertaken.

Confidentiality

The management and staff of Killowen PS 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.

In a critical incident that draws media attention the following points should be considered:

- The needs of our children or staff at the centre of the critical incident should take precedence and next of kin should be informed and kept up to date. A media 'blackout' may be appropriate at times or for a period of time.

- Child protection, Data Protection and other confidentiality issues or legal issues should be considered before releasing information. The Principal or person/persons deputising should authorise any press/media releases.

- In the age of mobile communications and social media we recognise it is not realistic, nor is it always best practice to sustain a media 'blackout' beyond the necessary period, as information from other sources can spread very quickly and it is often better for all involved to have reliable information put into the public domain to quell speculation.

In cases where information is shared with the media we will always try to:

- INFORM – provide the facts as they stand while being sensitive to issues outlined above
- REASSURE – give reassurance that the school is using all of the resources at its disposal in dealing with the incident and that the public can be confident that the school will act swiftly to resolve the issue
- APPEAL – appeal to parents/public to take on board any message or action that may be useful in helping the school deal with the incident – this may be an appeal for privacy to be respected or an appeal for parents to seek medical advice or contact a particular agency.

Critical Incident Rooms

In the event of a critical incident the following rooms will be used:

- The Staff Room – to meet staff
- SEN Room / Classroom / Assembly Hall – to meet pupils (depending on the numbers)
- Principal's office, Library / Assembly hall – to meet parents (depending on numbers)
- Principal's office – to meet media if required.

Links with School Policies

The following school policies may be integral to some critical incident situation and action should be in keeping with the policy on these issues where possible:

- Critical Incident File – this is located in the main office and has comprehensive reference and contact information to be used in the event of a Critical Incident as per DE and EA Guidance
- Emergency Plans – within the Health and Safety File Evacuation procedures – every classroom/area has their procedures displayed
- Care and Welfare Policies
- Child Protection
- Health and Safety
- Special Needs

Curricular Links/Support

In the aftermath of a Critical Incident we may seek help to resolve the issue through the following educative means:

- PDMU
- Circle Time
- Assemblies
- Referrals to outside agencies e.g. for counselling

Review

This policy will be reviewed annually / following an incident we determine to be critical, or as deemed necessary in light of developments or changes.

Killowen PS Critical Incident Management Plan *It is important to remember that no two incidents are alike. Always assess needs first using these guidelines flexibly and in relation to the information available. Refer to Critical Incident Policy*

Assess the danger, gather factual information and take appropriate action

1. Initiate agreed school evacuation procedures if necessary, arrange for first aid
2. Establish a 'command' centre, identify who is in charge and set regular briefing times
3. Notify the emergency services/other relevant authorities, Chairperson Board of Governors
4. Maintain structures and routines where possible
5. Liaise with EA
6. Create a calm, purposeful environment

Co-ordinate school's response, meet with staff

1. Liaise and delegate, discuss intervention plan, agree how and what other pupils will be told
2. Collect, record, verify and update details (time, place, those involved etc)
3. Continue to liaise with Chairperson of Board of Governors/EA
4. Prepare media statement
5. Set up a recovery room in the school (provide fluids, tissues, comfortable chairs, support personnel)

Organise contact with pupils and parents

1. Give the facts of the critical incident, keeping in mind legal implications and respecting privacy

2. Inform parents by 'phone or in person if their child is involved, as soon as the initial information is confirmed. NB the media and/or children with mobile phones may have reached them first with inaccurate information.
3. Continue to liaise with Chairperson of Board of Governors/EA
4. Ensure a correct and consistent message is given
5. Provide sources of help for pupils and families and encourage communication between parents and school
6. Suggest possible reactions of pupils
7. Confirm the school's response plans

Restore the school to regular routine as soon as practicable

1. Plan visits to injured and bereaved
2. Continue to liaise with Chairperson of BoG/EA
3. Plan assemblies/ memorial
4. Monitor pupils and staff

Obtain updated factual information

1. Continue to inform staff, pupils and parents
2. Principal consults with the families affected to determine their wishes concerning public announcements and information for school staff and pupils
3. Continue to liaise with Chairperson of BoG/EA

Continue to monitor well-being of students and staff

1. Organise assistance, such as transport home, for staff or students who are distressed. Try to ensure that they are not alone after a critical incident
2. Identify at risk pupils, staff, arrange for follow-up support, involvement with other professionals, referrals as necessary
3. Assess the need for debriefing of staff and pupils with expert help
4. Arrange for support of Critical Incident Response Team
5. Continue to liaise with Chairperson of BoG/EA