



Euston Street P.S. & Nursery Unit

Critical Incident Policy

Date the plan came into effect	Term 2 2018
Who is responsible for this document	Principal, SLT, SMT, staff, BoG
Issued to	Staff, BOG, parents
Date of issue	Jan 2018
Review Date	September 2020 Covid-19 reviewed



Euston Street Primary School & Nursery Unit

Critical Incident Policy

Mission

'Achieving Excellence Together'

'To work together for excellence in: our learning; our school; our community; and our future'

Our purpose therefore is to be an excellent school. We continually strive for excellence in every area of school life. To achieve this aim we must always have the right school **vision and values** and these must be at the heart of all that we do, including our School Development Plan.

Vision

In order to achieve excellence in each aspect of school life, our vision is:

'To create a safe, happy learning community. A community where together, we inspire and equip our pupils so that they fulfil their potential, use their talents and follow their dreams now and always.'

Values

We believe that our school is a place where the child is at the centre.

'We value kindness, integrity, hard work and mutual respect.'

Good attendance at school is essential for a pupil's education and establishes a positive working ethos early in life.

Introduction

The purpose of this policy, as with all of our policies, is to support us as we strive for excellence in every area of school life. To achieve this, we must always have the right school **vision and values** and these must be at the heart of all that we do, including our engagement with parents and guardians.

This policy outlines the procedures that are followed when dealing with a critical incident in Euston Street Primary School and Nursery Unit to ensure that the incident is dealt with and resolved as best possible for all concerned, in a clearly agreed, efficient and sensitive fashion.

Aims of the policy

This policy aims to:

- Define a critical incident;
- Identify the Critical Incident Management Team (CIMT)
- Issue clear guidance on the school critical management plan;
- Highlight important contact details.
- Copy of Call log/record of communication proforma

Definition of a critical incident.

Definition of a **critical incident**: “A **critical incident** may be defined as any sudden and unexpected **incident** or sequence of events which causes trauma within a **school** community and which overwhelms the normal coping mechanisms of that **school**.” (Department of Education)

A critical incident which may include an acute event is an incident that disrupts the physical, social and emotional routines in school in an unexpected fashion. It is an event that gives no planning time.

Categories of Critical Incidents and Events

There are incidents that:

- directly involve school;
- indirectly involve school;
- involve school through secondary and tertiary events.

These incidents can cause immediate and severe disruption to the normal life and daily routine of the school. They may also have a short or longer term impact including school closures, dismissal of pupils, temporary school relocation as well as the emotional and physical impact on the whole school community.

Potential critical incidents which could affect Euston Street Primary School & Nursery Unit are considered to be:

- Serious injury within school
- Serious injury on out of school visit
- Death of a pupil or member of staff
- Fire/flood
- Health risk – outbreak of contagious illness/disease like meningitis

- Major arson attack
- Fatal road traffic accident
- Natural disaster within the community
- Consequences of terrorist or criminal activity
- Covid-19

The school's reaction to a critical incident can be divided into the following categories:

1. Immediate action
2. Short term action
3. Medium term action
4. Longer term action

The Critical Incident Management Team (CIMT)

Mr Armstrong - Principal

Mr C Fulton - Vice-Principal & Head of KS2

Mrs S McKersie - Head of Nursery

Mrs S Devlin - Head of Foundation and KS1 (Mrs Rainey temp. Head of KS1)

Mr M Young - Chairperson of Board of Governors

Mrs F Miskimmin - School Secretary

Mr D Sloan - Building Supervisor

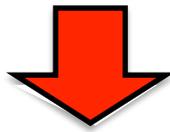
Roles and Responsibilities of the CIMT

These are outlined in the CIMT flow diagram below and in the critical incident management plan.

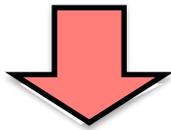
Implementation of plan

Roles and Responsibilities

Critical Incident Occurs

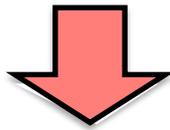


Principal Forms CIMT



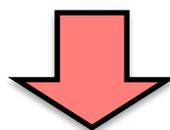
Mr Armstrong

Contact emergency services as required/ or delegate CIMT member to do this
Contact EA
Contact Mr Fulton to inform
Set up Management Room Form CIMT and agree generic statement
Contact families directly involved
Contact Mrs Miskimmin
Contact Mr M Young
Start short term planning



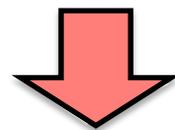
Mr Fulton

Contact Mrs McKersie to inform
Meet with Mr Armstrong
Meet with CIMT
Set up phone line/log and issue Mrs Miskimmin with generic statement giving basic information
Inform pupils if required
Organise pupil dismissal from primary school if required via email, app, Facebook
place statement on internet
Start short term planning



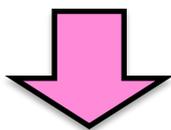
Mrs McKersie

Contact Mrs Devlin
Meet with CIMT
Inform all nursery staff
Organise pupils dismissal from Nursery if required
Start short term planning



Mrs Devlin

Contact all staff in primary school to meet in management room
Inform staff and remind of confidentiality
Start short term planning



Mrs Miskimmin



Mr Sloan



Mr Young

Contact Emergency Services at the direction of the Principal or other CIMT member
Contact Mr Sloan
Answer phone
Keep phone log

Ensure school gates are unlocked as required
Direct emergency services as required
Answer phone if required

Contact and inform BOG
Liaise with Principal

The Critical Incident Management Plan

The Principal receives information about a critical incident

Immediate Action (as sequential as possible)

Communication, Action and Consideration

1. The Principal decides if the CIMT (Critical Incident Management Team) needs to be formed. If formed, the principal designates a Management Room;
2. The Principal informs the Vice-Principal who in turn informs Mrs McKersie and so on until the CIMT is gathered in the designated Management Room;
3. At this point the emergency services are contacted by the Principal or other member of the CIMT as required (999 may be telephoned immediately the incident occurs if necessary);
4. The Principal briefs the CIMT and clarifies roles and responsibilities as outlined in the plan. A statement will be agreed for phonecalls and first communication;
5. The principal will contact any families directly affected by the incident as required. Consistency of information is vital. It may be appropriate for families to come to school and immediate emotional support could be a possibility;
6. The Principal will contact EA and other contacts on emergency list as required for advice and guidance;
7. The CIMT will set up a dedicated phonenumber to deal with calls from anxious parents etc. CIMT should agree a factual statement and avoid speculation There will also be a call log set up beside the phonenumber to record the calls made and received;
8. Mrs Devlin meets with all other school staff and reminds them about not talking to the media or responding to questions from reporters. It is vital that all staff in contact with pupils are kept well informed and feel secure in handling comments or questions from pupils;
9. If advised by EA, Mr Fulton/Mrs Miskimmin/Mrs McKersie will make arrangements to inform other parents and or arrange collection of pupils from school. The CIMT may issue a letter to parents;
10. The CIMT will decide on whether to inform pupils. This will be done following advice and guidance for the EA. Care needs to be exercised to protect both children and adults closely involved in the incident. It is important that children

receive a consistent account of the incident allowing for differences in their ability to understand;

11. The Principal will respond to the media following advice and guidance from EA;
12. The CIMT will devise and implement a plan for handling the reactions and feelings of people affected. The most common reactions will include denial, distress, guilt, anger and helplessness;
13. The CIMT will consider outside professionals to support and debrief staff and pupils affected by the incident. Those providing support also need support;
14. At this point the CIMT will need to plan their short term reaction to the incident;
15. The Principal or other CIMT members will consult with EA throughout this immediate action;
16. The Principal will liaise with the BOG chairperson throughout the process.

Short Term Action Communication, Care and Restoration

The CIMT will decide on short term action and it will be determined on a case by case basis. The following is a generic plan of short term action and is necessarily flexible in both its content and implementation.

1. Reunion of children with their families especially where the incident occurs outside the school. Mostly children will need to be brought home, but sometimes parents and families need to visit the scene of the incident to understand how to deal with repercussions in terms of children's fears etc. The emergency services and EA will advise.

2. Managing staff. The CIMT will support the needs of all staff preferably from within the school, but using outside agencies if appropriate. The CIMT will meet to decide on who requires support and the best means of providing that support. The CIMT will monitor staff including members of the CIMT. If a crisis persists over many hours staff become tired, weary and upset and this affects their powers to make sensible decisions. The Principal will set up a timetable for the CIMT to meet to ensure staffing and pupil needs are being met.

3. Staff will encourage pupils to talk as required using consistent and real terminology. Staff may also use a variety of strategies to enable pupils to talk about the incident and their feelings, using outside agencies if considered appropriate by the CIMT. Staff will need briefing about ways to help the children affected by the

incident, and how to identify patterns of behaviour etc. This may have implications for the wider curriculum i.e. training in bereavement counselling for staff, provision of a range of books, PDMU discussions etc..

4. The CIMT may decide to hold a meeting for parents to:

- A) clarify what has happened
- B) allow for sharing reactions
- C) reassure people that reactions are normal
- D) mobilise resources e.g. parental support groups

The CIMT may deploy an expert possibly someone from outside the school community to lead this meeting.

5. The CIMT will consider Formal and informal expressions of sympathy for families of the hurt or bereaved. This may include visits to children/staff in hospital, or home visits. The CIMT may organize pupils sending cards, letters or set up a Facebook page or school website page for pupils to leave messages.

The CIMT will also consider attendance of staff at funerals, holding special assemblies or memorial services. The CIMT will note to mark the anniversary and or also key times when support and sensitivity are required.

6. The CIMT will always work towards restoring normal school life as soon as possible and appropriate. The return to school for staff or pupils directly affected by the crisis will be managed carefully by the CIMT.

7. The CIMT will set up a short term support network among staff members. This will include use of the counselling and well-being services provided by EA.

8. The Principal or other CIMT members will consult with EA throughout this short term action as required.

9. The Principal will liaise with the BOG chairperson throughout the process.

Medium Term Action

Communication and Further Restoration

1. If the critical incident occurs offsite or the school has been temporarily relocated, the return to school will be carefully managed by the CIMT. The CIMT will meet to consider home visits, part time attendance, reduced workloads, establishing a longer term support network among staff.

2. The CIMT will meet to consider making use of other professionals in school Educational Psychology Service for support and guidance, especially to help those showing unusual or prolonged reaction to the incident.

3. The CIMT will consider providing professional leaflets and contacts for pupils and parents that give guidance on the possible delayed reactions of children to an incident and making suggestions to help them deal with these.

4. The CIMT will set up a short term support network among staff members. This will include use of the counselling and well-being services provided by EA.

5. The Principal or other CIMT members will consult with EA throughout this Medium Term action as required.

6. The Principal will liaise with the BOG chairperson throughout the process.

Longer Term Action

1. The CIMT will continue to monitor vulnerable staff and pupils.

2. The CIMT and staff will consider marking the anniversary of any critical incident.

3. The CIMT will consider any INSET training regarding loss counselling and or bereavement etc.

Emergency Contact Details for Euston Street Primary School & Nursery Unit

Name	Responsibility	Contact School	Mobile
Mr John Armstrong	Principal	02890457089	Issued to staff
Mr Colin Fulton	Vice-Principal/Head of Key Stage 2	02890457089	Issued to staff
Mrs Susan McKersie	Head of Nursery	02890457089	Issued to staff
Mrs Sharon Devlin	Head of Foundation/Key Stage 1	02890457089	Issued to staff
Mrs Flo Miskimmin	Secretary	02890457089	Issued to staff
Mr David Sloan	Building Supervisor	02890457089	Issued to staff
Mr Mark Young	Chairperson of Board	02890457089	Issued to staff

Emergency Contact Details for parents/community

Name	Responsibility	Contact	Email:
Fire/Ambulance/PSNI	Emergency	999	-
Mr John Martin	EA Communications Officer Belfast Office	02890564333 07736659584	john.martin@eani.org.uk
Inspire counselling services	Wellbeing support for pupils and staff	028 9032 8474 0800 389 5362 (UK)	workandstudy@inspirewellbeing.org

ESPS Covid-19 Respose

Foolowing an outbreak of Covid-19 the above procedures wilol be followed as required by the above members of atff.

In addition the procedure for the occurance of a case or suspected case of Covid-19 in school of a pupil and or staff member/visitor the following procedure will be adhered to in order to help conatin the virus and help prevent the infection spreading.

ESPS (PHA) guidance on what to do if a staff member or pupil presents with **COVID-19** symptoms while in school.

As the Coronavirus is still present in Northern Ireland, in order to keep every member of our school community safe, we have implemented a procedure for isolation should anyone in school present with symptoms of COVID-19. This information may change in line with Public Health guidance. The procedure must be strictly adhered to.

Symptoms of COVID-19

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature); OR
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual); OR
- a loss of or change in sense of smell or taste.

If a child or staff member presents with any of these symptoms there must immediately isolate in the school library/computer suite. Classes may relocate to the isolation room or assembly hall if a member of the class is ill or presents with any of the above symptoms. If a class is in the library an individual may isolate in the computer suite with the adjoining door to be closed at all times.

Isolation Procedure

- Pupil or staff member removed to the school library/computer suite immediately bypassing as few people as is practically possible. The pupil staff member must not touch any handles on route and must only sit in the designated seats in the isolation room. They must immediately wear a facemask provided. A staff member must accompany the child to the isolation room at a safe distance of at least 2m, provide the pupil with a facemask and supervise at a safe distance until a parent arrives to collect.
- The school office and Principal/SLT must be informed immediately. Staff members must inform the school office and Principal is they feel unwell or are displaying COVID-19 symptoms and should be accompanied by a colleague to the isolation room if needed. Having informed the Principal, staff may also

leave the building immediately, if able, without using the isolation room, to seek medical advice and assistance.

- Once in the isolation room staff supervising must wear provided PPE equipment. Those displaying symptoms should not touch PPE equipment but use tissues provided to be disposed of in the bin provided.
- The school secretary or Principal/SLT member will contact parents of the pupil to collect them immediately. When parents arrive the staff member supervising will bring the pupil to the front entrance. Parents will not be permitted inside. The parent will be directed to the advice sheet in the entrance hall on what to do next. No staff member or pupil may return to school until Public Health guidance has been followed and they have been given express permission to do so by the Principal.
- The classroom/area will be vacated and cleaned immediately. The classroom/area will not be used until the next day. Classes may use the library until they return to their room.

What should I do if I think I have COVID-19?

If you have:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature); OR
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual); OR
- a loss of or change in sense of smell or taste.

Everyone you live with must [stay at home](#). You should arrange a test for COVID-19.

You can ring NHS 111 for information or advice and they will help you decide if you need to contact your GP. Calling your GP may be necessary if you have:

- an existing health condition;
- problems with your immune system;
- you feel you are not coping with your symptoms.

Do **not** attend your GP surgery or emergency department in person before calling ahead and speaking with someone.

If you have very serious symptoms or feel it is a medical emergency and you need to call an ambulance, dial 999 and inform the operator of your symptoms.

While waiting for your test or if you receive a positive diagnosis for COVID-19:

- you'll need to stay at home for at least 10 days from when your symptoms started;
- **after 10 days** from when your symptoms started:

- if you **have not had a high temperature for 48 hours**, you no longer need to self-isolate;
 - if you **still have a high temperature**, you need to self-isolate until your temperature has returned to normal for 48 hours.
- you do not need to self-isolate if you only have a cough or loss of sense of smell/taste after 10 days, as these symptoms can last for several weeks after the infection has gone.
- if you live with someone who has symptoms, you'll need to stay at home and self-isolate also. If the person with symptoms tests positive for COVID-19, everyone in the household without symptoms will need to self-isolate for 14 days from the day the first person in the home started having symptoms;
- however, if you develop symptoms during this 14-day period, you'll need to stay at home for at least 10 days from the day your symptoms started (regardless of what day you are on in the original 14-day period). Follow the advice above on when to end self-isolation.

If you receive a negative diagnosis for COVID-19:

You can stop self-isolating if you have a negative test, as long as:

- everyone you live with who has symptoms of COVID-19 has tested negative
 - you need to keep self-isolating if someone in your household tests positive, or develops symptoms of COVID-19 and has not been tested;
- you feel well enough, and have not had a raised temperature for more than 48 hours.

If you develop new or worsening symptoms, you should self-isolate and can arrange to be re-tested.

If a staff member has any concerns about these procedures, please contact the Principal or an SLT member at any time.

Euston Street Primary School & Nursery Unit

Critical Incident

Nature of incident _____

Date of incident _____

CIMT Phone Record of communication/action

Date	Time	Caller ID	Response	Action required
-------------	-------------	------------------	-----------------	------------------------
