



## **Critical Incident Policy and Plan**

Date ratified by the Board of Management: 19<sup>th</sup> October 2021

**School Patron: The Right Rev. Dr. Paul Colton,  
Bishop of Cork, Cloyne and Ross**

**School Address: Knocknabohilly, Kinsale, Co Cork, P17 AF10**

**Registered Charity Number: 20112844**

**Tel: 021 477 4106/086 037 0254**

**Email: [stmultose@gmail.com](mailto:stmultose@gmail.com)**

**Roll number: 14726C**

**[www.stmultosens.ie](http://www.stmultosens.ie)**

**Chairperson: Mr Daniel Emerson**

**Principal: Ms Jill Horan**

## **St. Multose National School**

### **Critical Incident Policy & Plan**

#### **Critical Incident Policy**

At all times, St. Multose National School aims to protect the wellbeing of its students and staff by providing a safe and nurturing environment as defined in our Mission Statement. The Board of Management, through the Principal, has drawn up the following Critical Incident Management Plan as one element of the school's policies and plans.

The aim is to establish a Critical Incident Management Team (CIMT) to steer the development and implementation of the plan.

#### **Aim**

The aim of the Critical Incident Management Team (CIMT) is "to help school management and staff to react quickly and effectively in the event of an incident, to enable them to maintain a sense of control and to ensure that appropriate support is offered to students and staff". Having a good plan will also help ensure that the effects on the students and staff will be limited. It will enable the school to return to normality as soon as possible.

#### **Definition of Critical Incident**

The staff and management of St. Multose National School 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, their family members or members of the local community e.g.

- 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.

#### **Creation of a Coping Supportive and Caring Ethos in the School**

St. Multose National School has put systems in place to help to build resilience in both staff and students through our SPHE/RSE programmes, 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**

In the area of physical safety, the school has put in place the following:

- Evacuation plan formulated
- Regular fire drills occur
- Fire exits and extinguishers are regularly checked
- Pre-opening supervision in the school on days of inclement weather e.g. frost, rain, snow
- Secure doors accessed by bell only during school hours – turn key lock installed on main front door so that it can be unlocked internally.
- General school rules under the school's behaviour policy to ensure all pupils have a safe environment.

### Psychological safety

The management and staff of St. Multose National School also 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)

- It is integrated into the work of the school. It is addressed in the curriculum by including 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
- Books and resources on difficulties affecting the primary school student are available (NEPs)
- The school has developed links with a range of external agencies e.g. HSE/Community Care/NEPS, NCSE.
- **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.**
- 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.
- Students who are identified as being at risk are referred to the designated staff member (e.g., support teacher). 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.
- Staffs are informed about how to access support 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 access to the schools Critical Incident Management Folder which include all of the following:

- A copy of the Critical Incident Management Team/and the Key Roles
- An emergency contact list/school staff contact list
- A copy of the duties of each team member
- A copy of the Board of Management members & contacts
- An Action Plan Template.

### **Key Roles and Responsibilities of the CIMT**

- Team Leader – Jill Horan / Principal
- Garda liaison – Daniel Emerson / Chairperson
- Staff liaison – Jill Horan / Principal
- Student liaison – Sharon Nestor / APLI
- Parent liaison – Lorraine Kingston / Deputy Principal
- Community liaison – Jennifer McElroy and Rev. Peter Rutherford / Board Member / Rector
- Media liaison – Daniel Emerson / Chairperson
- Administrator - Sue Semple / Secretary

### **The Following are the Key Responsibilities of Each Role**

#### **Team Leader**

- Alert the team members to the crisis and convenes a meeting
- Co-ordinate the tasks of the team
- Liaise with the Board of Management; DES; NEPS;SEC
- Liaise with the bereaved family.

The Deputy Principal will assure this role in the absence of the team leader.

#### **Garda Liaison**

- Liaise with the Gardaí
- Ensure that information about deaths or other developments is checked out for accuracy before being shared.

#### **Staff Liaison**

- Lead briefing meetings for staff on facts as known, give staff members an opportunity to express their feelings and ask questions and outline the routine for the day
- Advise staff on the procedures for identification of vulnerable students
- Provide materials for staff (from the Critical Incident Folder)
- Keep records of students seen by external agency staff
- Look after setting up and supervision of 'quiet' room where agreed

#### **Community/Agency liaison**

- Maintain up to date lists of contact numbers - members of the Parents Association, emergency support services and other external contacts and resources
- Liaise with agencies in the community for support and onward referral
- Check credentials of individuals offering support
- Co-ordinate the involvement of these agencies
- Remind agency staff to wear name badges
- Update team members on the involvement of external agencies

### **Parent Liaison**

- Visit the bereaved family with the team leader
- Arrange parent meetings if held - Facilitate such meetings, and manage 'questions and answers'
- Set up room for meetings with parents
- Meet with individual parents
- Maintain a record of parents seen
- Manage the 'consent' issues in accordance with agreed school policy
- Ensure that sample letters are typed up, on the school's system and ready for adaptation
- Provide appropriate materials for parents (from their Critical Incident Folder)

### **Media Liaison**

- 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 relevant teacher unions etc
- Will draw up a press statement, give media briefings and interviews (as agreed by school management)

### **Administrator**

- Maintenance up to date telephone numbers of:
  - Parents or guardians
  - Teachers
  - Emergency services
- Take telephone calls and note those that need to be responded to
- Ensure that templates are on the school's system in advance and ready for adaptation
- Prepare and send out letters, emails and faxes
- Photocopies materials 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 sent and received, meetings held, persons met, interventions used, material used etc. The school secretary 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 St. Multose NS 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 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 Staff Room will be the main room used to meet the staff
- The Assembly Hall for meetings with students – SET classrooms.
- The Parent Room for parents – Parish room
- The Assembly Hall for media – Parish Hall
- The Parents Room for other visitors – Parish room

St. Multose National School

**Consultation and Communication Regarding the Plan**

All staff were consulted, and regard was given to their views in the preparation of this policy and plan. Students and parent 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 access to a personal copy of the plan. All new and temporary staff will be informed of the details of the plan by a Staff Liaison member.

The plan will be updated annually in the month of October.

Useful Resource: <https://www.education.ie/en/Schools-Colleges/Services/National-Educational-Psychological-Service-NEPS-/Responding%20to%20Critical%20Incidents.pdf>

Signed: \_\_\_\_\_  
Daniel Emerson, Chairperson

Date: \_\_\_\_\_



**Appendix 2: Sample Letter to parents – sudden death / accident**

Dear Parent/Guardian,

The school has experienced (the sudden death, accidental injury, etc.) of Name of student(s). We are deeply saddened by the deaths/events. Our thoughts are with (family name).

We have support structures in place to help your child cope with this tragedy (elaborate).

It is possible that your child may have some feelings and questions s/he may like to discuss with you. It is important to give factual information that is age appropriate.

You can help your child by taking time to listen and by encouraging him/her to express feelings. All children are different and will express their feelings in different ways. It is not uncommon for children to have difficulty concentrating or be fearful, anxious, or irritable. They may become withdrawn, cry, complain of physical aches and pains, have difficulty sleeping or have nightmares. Some may not want to eat. These are generally short-term reactions.

Over the course of the coming days, please keep an eye on your child and allow him/her to express their feelings without criticism. Although classes will continue as usual, I anticipate that the next few days will be difficult for everyone.

(Optional) An information night for parents is planned for (date, time and place). At that time, further information about how to help children in grief will be given. We have enclosed some information which you may find useful in helping your child through this difficult time.

Young people frequently turn to social media to see what others are saying, or to find out more. At these times it is important that you monitor their use and engage with them about what they read. We urge you to emphasise and reinforce the need to be extremely sensitive and careful about what they post. If you would like advice, you may contact the following people at the school (details).

Kind regards,

---

Principal



**EMERGENCY CONTACT LIST**

<b>AGENCY</b>	<b>CONTACT NUMBERS</b>
Garda	021 4779250
Hospital	021 492 2000
Fire Brigade	021 4773683
Local GPs	021 477 2253
HSE	<a href="tel:1850241850">1850 24 1850</a>
Community Care Team	021 4923493
Child and Family Centre	021 4923493
Child and Family Mental Health Service (CAMHS)	021 4540240
School Inspector	021 4275912
NEPS Psychologist	076 1108459
DES	+353 01 8896400
INTO	+353 1 804 7700
Clergy	021 4772220
Employee Assistance Service	1800 411 057