



CRITICAL INCIDENT MANAGEMENT PLAN

Rationale

The purpose of this plan is for St Patrick's School community to have a strategic response to a critical incident or trauma. This will facilitate:

- A planned response at a time of potential instability
- Recovery from any trauma or systems dysfunction due to the incident
- A quick return to normal routines
- A sense of cohesiveness within the school community
- A sense of responsibility and control over situations which may arise
- A demonstration of caring and support during a time of great need
- Minimum disruption to personal/professional performance in the long/short term
- The care of the physical and emotional well-being of staff, students and parents

Definition

A **Critical Incident** is defined as one which, by its nature, has the potential to leave lasting effects on those involved. Some emergencies can also be critical incidents, such as a road accident which leads to the long term trauma of staff or students. Some critical incidents may result from emergencies occurring outside the school environment such as serious injury to a student off site. This may affect teachers and students in ways which the school needs to address. Similarly, media reporting of matters affecting or involving schools, can actually result in critical incidents for schools. The diversity of critical incidents experienced by schools may have an impact on the preparedness which any group can undertake in readiness for any specific type of incident.

Critical Incidents that may affect the School Community

- The death/serious injury of a student, teacher or prominent school community member.
- The destruction of the whole, or part, of the school
- Death or misadventure on a school excursion
- Students witnessing serious injury or death
- Student, sibling, parent or teacher suicide
- Flooding or other natural disasters
- Terminal illness of a member of the school community
- Use of violent weapons in the school
- Outsiders coming into the school and being aggressive to students and staff
- Disappearance of a student or staff member
- Sexual/social abuse of students or teachers
- Major vandalism
- Media coverage of issues in ways which create concerns in the school community

Key Elements in a Critical Incident Management Plan

Preparedness	Prevention	Response	Recovery
The planning and rehearsal of processes to be undertaken prior to an emergency occurring	The identification of risks that are specific to the school community environment. Review on an annual basis.	Implementing planned procedures.	Implementation of recovery processes to facilitate the return to routine. The review of the plan.
<ul style="list-style-type: none"> • Planning • Education • Role definition • Training • Rehearsal • Liaising with emergency services 	<ul style="list-style-type: none"> • Risk identification • Safe practice • Occupational safety • School regulations • Security • Staffing requirements 	<ul style="list-style-type: none"> • Collect information • Assess response needed • Implement plan 	<ul style="list-style-type: none"> • Coordinate recovery • Communications • Recovery room • Managing media • Monitor reactions • Resumption of regular routine • Counselling • Memorials • Review plans

Preparedness

- Identify the risks to which the school may be exposed. I.e. the extent to which a fire, assault in school grounds, toxic spill, car accident, school camp injury, school bus incident, emergency such as siege or fatality creates a hazard.
- Identify safe practices to ensure that they comply with school safety regulations, OH&S guidelines and work-related guidelines.
- Prepare a list of emergency services including police, fire, ambulance, hospital, doctor, counselling services and the Catholic Education Office.
- Identify and make known, tasks that different school personnel will be required to do during a critical incident.
- Make school personnel aware of the different reactions that they, students and parents might witness as a result of a critical incident.
- Provide rehearsal opportunities to ensure knowledge and skills learnt are not lost over time.

Prevention

- Those who provide interventions following a critical incident must gain a thorough understanding of the reactions of children and adults and their needs, and know when to refer students/staff for more specialist professional help.
- School personnel must know how to ensure their own well-being as a care-giver during a critical incident.

Response and Recovery

- See Guidelines

Review

- Review and revise existing plan within two years.
- Update the plan following any significant emergency/critical incident.

Guidelines

Principal or delegated staff member

◆ **Gathers factual information**

- ◆ Establishes nature of critical incident
- ◆ Decides on immediate action – police, ambulance, fire brigade
- ◆ Contacts emergency services where necessary
- ◆ Initiates Critical Incident Management Plan
- ◆ Informs Parish Priest, CEO (Director of Catholic Schools and Primary Education Consultant), School Board
- ◆ Notify parents eg letter sent home or phone
- ◆ Principal or delegate is the only media contact
- ◆ Initiate Emergency Contact Chart.

Assistant Principal

◆ **Arranges cover for teachers where required**

- ◆ Adds extra support to playground supervisions
- ◆ Arrange for alternative occupation of building in the case of vandalism, destroyed or unsafe rooms

School Executive Team

◆ **Disseminate factual information**

- ◆ Liaise with Principal
- ◆ Confirm management plan
- ◆ Determine timeframe for the day
- ◆ Initiate any special duties - be mobile around the school to handle any problems arising
- ◆ Set up library/interview rooms as Support Centres
- ◆ Coordinate counselling groups
- ◆ Contact relevant support agencies
- ◆ Liaise with CEO and staff throughout the day
- ◆ Record the names of “at risk” students
- ◆ Withdraw specially affected students
- ◆ Contact parents for students to go home where necessary

Administration Staff

- ◆ Ensure the phone is always answered with an appropriate response directed by Principal or delegate
- ◆ Administer immediate first aid
- ◆ Record and forward correspondence as directed
- ◆ Remain calm and professional in a critical incident, as they are the first contact for parents and the wider community
- ◆ Place a copy of the **Immediate Action Plan & Procedures for Possible Critical Incident** at each phone point in case of a critical incident

Staff Briefing

◆ **Present Information**

- ◆ Discuss Action Plan
- ◆ Allow for staff response
- ◆ Counsellor input on grief reactions
- ◆ Prepared information for students
- ◆ Explain access to Support Centres

Religious Education Coordinators

- ◆ Consult parish priest
- ◆ Prepare appropriate prayer and liturgical response
- ◆ Set up sacred spaces.

Full School Assembly

◆ **Principal to disseminate factual information**

- ◆ Students to go to year group assemblies
- ◆ Read prepared statement
- ◆ Time for discussion informing students about counselling support
- ◆ Staff to record all students' names they feel are at risk, and refer to Executive Team
- ◆ Direct affected students to counselling services

Classroom Teachers

◆ **Continue with normal classes and conduct normal work**

- ◆ Follow procedures as outlined by Executive Team
- ◆ Facilitate discussion if appropriate
- ◆ Direct students to counselling if required

End of Day Staff Meeting

◆ **Debrief**

- ◆ Support
- ◆ Plan
- ◆ Relevant documentation initiated/completed
- ◆ Review of current policies/practices that are relevant

IMMEDIATE ACTION PLAN

Emergency – Deal with the Dangers & Injured

Police
Ambulance
Fire Brigade
First Aid Assistance

Inform Principal/Assistant Principal

Via office staff
Dispatch staff to assist

Information

Collect the facts from: staff
Students
Police etc

Meeting of key personnel

School Executive team may need to be available for extra supervision or meetings
(This may be organised internally or replacement teachers will be called in)

Identify the victim/s indirect and direct

Staff
Students
Family members

Contact

Parents where necessary
Parish Priest/School Board
CEO
Counselling support

Initiate

Critical Incident Management Plan and convene Executive Team meeting

Procedures for Possible Critical Incident

CONTACTS OUT OF SCHOOL HOURS

PARISH PRIEST

Fr Peter Jones 6568 1107 (Macksville)
6568 6642 (Nambucca)

PRINCIPAL

Mr. Vin Butler 0427 076 033

ASSISTANT PRINCIPAL

Mrs. Julie Ryan 0457 598 118

REGIONAL EDUCATION CONSULTANT

Mrs. Tonia Flanagan 0407 917 778

CATHOLIC CHURCH INSURANCE

1800 011 028

ACCESS COUNSELLING- For staff & their families 1800 818 728

EMERGENCY SERVICES

ANY EMERGENCY 000 (Landline) or 112 (Mobile)

AMBULANCE 000 or 112

CATHOLIC EDUCATION OFFICE 6622 0422

MACKSVILLE HOSPITAL 6568 0666

NAMBUCCA SHIRE WATER 0417 285 269

NAMBUCCA SHIRE SEWERAGE 0417 287 397

POISONS INFORMATION CENTRE 131126

POLICE 000 or 112

POWER EMERGENCY- AGL 132 080

RURAL FIRE SERVICE 000 or 112

STATE EMERGENCY SERVICE 132 500

TELSTRA UNWELCOME CALLS 1800 805 996

MAJOR TRANSPORT ACCIDENT

1. Assess damage and injuries

2. Notify

Ambulance.....000 or 112

RFS..... 000 or 112

SES.....132 500

3. Ensure that students are kept away from the immediate scene of the accident.

4. Call staff with First Aid qualifications to render assistance.

TRAPPED PERSON

- 1. Notify
 Ambulance.....000 or 112
 SES.....132 500
 Police.....000/112 or 6568 1044 (Macksville)/ 6568 5399 (Nambucca)
- 2. Keep area clear.
- 3. Secure any structural damage if safe/possible to do so.
- 4. Render First Aid (use Staff First Aid Personnel) *See listing in Emergency Services Section*

FOOD CONTAMINATION

- 1. Assess the extent-number of people involved.
- 2. Notify Doctor as listed in individual student records.
 Hospital. (if necessary).....6568 0666
 Parents (see Student Information forms.)
- 3. Call staff with First Aid qualification to render assistance if possible/necessary.
See listing under Emergency Services Section
- 4. If possible, collect samples of the substances concerned -food, drink and vomitus matter for testing/identification. Label containers appropriately. Containers are kept in the Sick Bay next to the office.

SIEGE/HOSTAGE

A. Phone Call

- 1. Detain the caller as long as possible.
- 2. Have another person use a separate phone line- 2nd or 3rd line or mobile to contact
 Police..... 000/112 or 6568 1044 (Macksville)/ 6568 5399 (Nambucca)
- 3. Attempt to confirm available facts:
 - a) Siege/Hostage check list below
 - b) See telephone procedures
- 4. Evacuate as required by the Principal and/ or Police.

B. In the Building

- 1. Keep the children calm.
- 2. Keep away from windows and keep low.
- 3. Follow directions, thus minimising panic.
- 4. Initiate Lockdown procedures- *See Lockdown Policy*

Siege/Hostage Check List

- 1. Time reported _____ am/pm.
 By whom: _____
- 2. Exact location of hostage incident:

- 3. Number of hostages.

- 4. Names of Hostages

5. Number of Assailants.

6. Name/s of Assailant/s:

7. If names of Assailants unknown.

Age _____ Sex _____ Height _____

Colouring _____

8. Notable characteristics of Assailants _____

9. Number of weapons _____

10. Descriptions of weapons:

11. Mood of Assailant/s, eg: cool, irrational, nervous.

12 Any other information:

GAS LEAK, EXPLOSION, DANGEROUS FUMES

1. Check source, turn off supply if possible.
2. Evacuate if necessary (NOT DOWN WIND) *See Emergency Evacuation Policy*
Alternative assembly area will be designated by the Principal
3. Notify
S.E.S. (if external assistance is needed) 132 500
Police..... 000/112 or 6568 1044 (Macksville)/ 6568 5399 (Nambucca)
RFS.....000

FIRE

1. Locate source of fire and advise the office.
2. Contact the RFS000
3. Evacuate if danger is immediate - ensure that evacuation procedures are followed.
See Emergency Evacuation Policy
11. Close all windows and doors.
12. If it can be done safely - attempt to extinguish the fire using the correct extinguishers.

Reflective Materials

- St Patrick's Emergency Evacuation Policy
- St Patrick's Lockdown Policy
- St Patrick's Staff Handbook
- St Patrick's Parent Information Book

Plan Devised	June 2010	Revised	
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