



Critical Incident Management Policy

Policy Code: FFR-CIMP
To be reviewed: 2018
Ratified:

Identity Statement

To provide a school community that draws on the traditions of the Brigidine Order, that celebrates life, reaches out to others and actively cares for our world.

Vision Statements

St Patrick's Primary School strives to:

- Guide and support students on their faith journey through experiences of the Catholic tradition, building a strong sense of belonging, responsibility and wonder within our school, church and global communities.
- Develop an environment that builds on student resilience, self - respect, confidence and empathy – in partnership with families.
- Foster a learning environment that provides a holistic education that nurtures all learners in order for them to realise their full potential.
- Model and foster a safe and supportive environment for students and their families within the school community.
- Provide learning and teaching experiences that promote decision making.
- Conserve God's creation and recognise the traditional owners of the land.

Graduate Outcomes

We endeavour to create graduates who will:

- Have a dynamic faith
- Be committed to social justice
- Be environmentally aware
- Develop and sustain loving relationships
- Be life-long learners
- Realise their potential
- Be creative problem-solvers
- Be resilient, confident and independent
- Be respectful
- Have courage and integrity
- Be self-aware
- Enjoy their experiences

Rationale

A critical incident is any event, which has a stressful impact sufficient enough to overwhelm the usually effective coping skills of either an individual or a group. (Mitchell & Everly, 1997)

Loss is a crisis we may experience in our life. It can be sudden or occur over time and can impact in a variety of ways and in varying degrees throughout the school community. Our school crisis management strategy is designed to assist and support staff, students and our local school community throughout such times of crisis.

Aims

- Effective and appropriate action will take place as soon as possible, following a crisis, so that the impact to the relevant people and places is minimized.
- To provide support for, and endeavour to meet the needs of persons affected by the crisis in both the short and long term.
- To provide a workable plan to ensure minimum disruption during the impact of the crisis.
- To provide professional help, in attempting to minimise long-term negative consequences.

Possible Critical Situations

- Death
- Serious injury
- Accident
- Illness
- Abduction of a staff member, student or parent

Crisis Response Management Plan



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1. Inform The Following:

Principal (or Deputy Principal) is to inform or Consultant:

Mr Paul Desmond: CEO Director	5443 2377
Ms Gabrielle Downey: Consultant CEO	5723 0000
Fr Michael Pullar: Parish Priest, St Patrick's Wangaratta	5722 1970
Ambulance / Police	000
Parents / Next of kin	
Appropriate Staff	

2. Collect Accurate Information:

Principal (or Deputy Principal/Parish Priest) is to collect accurate information about the situation as soon as possible.

Possible questions to ask when ascertaining accurate information:

- What happened?
- Where did it happen?
- Who was involved?
- Who was directly at the scene?
- Who witnessed the event and what did they see?
- Who knows about the incident?
- Are there siblings at the school?
- Have parents been contacted?
- What has been done so far?
- Is anyone in hospital, if so which hospital?
- Has there been police involvement?
- If so, what was the name of the attending officer?
- Has there been a priest involved or notified?
- Have other agencies been involved?
- Have neighbouring schools been notified/involved?
- Is there any immediate action the family would like the school to take?
- Has there been any media contact?

(see Appendix A)

3. Assemble & Inform Crisis Response Team

A Crisis Response Team made up of key personnel should meet immediately to be fully informed of the situation. Key personnel may vary depending on the nature of the crisis, but should normally consist of the following:

1. Parish Priest
2. Principal
3. Deputy Principal
4. Welfare Coordinator
5. Home school support person.
6. Another co-opted member if necessary, according to the needs and nature of the situation, eg CEO representative, counsellor,

4. Crisis Response Team To Form A Response Plan

Response Plan (see Appendix B):

1. Consult process in policy
2. Decide how to inform staff - The team is to decide how and when the staff is to be informed depending on the situation. This may mean certain members are to be told individually, in small groups or as a whole.
3. Identify staff who may be too upset to cope



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4. Formulate letter to parents
5. Set aside a support centre for distressed students, staff, parents eg library.
6. Arrange extra yard duty throughout the day
7. Arrange CRT if necessary
8. Plan any necessary changes to the timetable
9. Inform Galen College and ask for staff support if necessary
10. Plan school prayer/reflection (see **Appendix C**)
11. Organise professional support services if needed.
12. Take a moment to pray as team
13. Assist Police or other outside organization if required.

5. Inform Staff Of The Situation

- Provide accurate information
- Identify staff that may be too upset to cope
- Provide support and comfort if needed
- Provide information regarding the immediate procedure and protocol.
- Provide staff with information regarding support room within the school.
- Identify students that may be too upset to cope.
- Debrief staff at the end of each day in the initial stages of the crisis.
- Students are to be supervised by support personnel while staff is being informed.
- Preferably, Staff be informed prior to students arrival at school

6. Inform Parent Community

All efforts will be made to inform parents (parents of classmates) before students, however we recognise that this can depend on the nature and circumstances of the crisis.

- Inform parents through a letter as soon as possible.
- Staff is to restrict discussion with the parent community re. information released in the parent letter to prevent breaching confidentiality and privacy laws.

7. Inform students

- Gather students together, either class by class or as a whole unit.
- Provide students with correct information.
- Provide support – hug, “it’s all right to cry” etc.
- Settle group and talk about present feelings.
- Allow students to talk about the event/situation/person involved.
- Reminisce and tell stories about the person involved. Crying and laughing will possibly make students relax and be more at ease.
- Students not coping with the situation need to be sent home to be with their families if possible.
- Pray and/or reflect together as a class.

Practical Options for Class Activities

- Postpone pre-planned work if needed.
- Provide opportunities for creative expression eg poems, art, drawing, writing, clay modelling, music, card making.
- Provide opportunities for physical expression eg. sport, fun games,
- Provide opportunities for small ‘safe-group’ activities such as board games, cards, and computer games.
- Organise activities in family groupings, if needed

8. Praying Together As A School Community

Organise a time and place to pray/ reflect together as a whole school, in units or in classes.

9. Funeral Attendance (if applicable)

- There may be a school closure for the funeral of a teacher.



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- Depending on the circumstances of the death of a student, the school will decide whether or not to have a school closure.
- If there is no closure, appropriate arrangements will be made for staff wishing to attend funeral.
- Students who wish to attend funeral, to be accompanied by parents or guardian.
- These steps are to be used as a guide and may vary with individual situations.

10. Media Protocols

References

Schools Promotion Manual: Promotion, Publicity & PR: a Guide for Catholic Schools

The New Australian & New Zealand Public Relations Manual

- Staff members are not to make any comment to the media.
- Staff are to direct all community questions to the Principal or spoke's person appointed by the Crisis Response Team. This could be the CEO consultant, Director or Principal.
- No media personnel are to be on the school grounds without the principal's permission. The principal will consult with the CEO before any decision is made.
- No media personnel are to talk to children.
- Consider distributing media information through a selected media representative.

11. School Recovery

- Allow opportunity for staff to debrief
- Allow opportunity for students to debrief the situation
- Organise a school / staff / class reflection if appropriate
- Follow up with class discussion/reflection
- Liaise with family via Principal, Welfare Coordinator or other personnel
- Monitor staff and students over the next 12 months.
- Plan an anniversary liturgy if appropriate.
- Recall professional services for follow up advice at regular intervals, if necessary
- Provide opportunity for 'Seasons For Growth' Program to be implemented, if required.

School Badly Damaged

Follow The Guidelines Set Out In The Emergency Management Plan

1. Inform The Following:

Principal (or Deputy Principal) is to inform:

Mr Paul Desmond: CEO Director	5443 2377
Gabrielle Downey: Consultant CEO	5723 0000
Jo Iwanuch: Wangaratta CEO	5723 0000
Fr Michael Pullar: Parish Priest, St Patrick's Wangaratta	5722 1970
Ambulance / Police	000
Parents / Next of kin	
Appropriate Staff	

2. Administration Officer To Inform Parents

- Inform local families, asking them to ring around and inform others not to send their children to school, or asking them to meet their children from the designated assembly area.
- Parents are not to take children home unless authorised by the coordinator of the Emergency Management Plan.

3. Assemble Crisis Response Team To Form A Response Plan: (see **Appendix D**)

1. Consult process in policy
2. Decide how to inform staff - The team is to decide how and when the staff is to be informed depending on the situation. This may mean certain members are to be told individually, in small groups or as a whole.
3. Identify staff who may be too upset to cope
4. Formulate letter to parents
5. Set aside a support centre for distressed students, staff, parents eg library.



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6. Arrange extra yard duty throughout the day
7. Arrange CRT if necessary
8. Plan any necessary changes to the timetable
9. Inform Galen College and ask for staff support if necessary
10. Plan school prayer/reflection (see **Appendix C**)
11. Organise professional support services if needed.
12. Take a moment to pray as team
13. Assist Police or other outside organization if required.

4. Update Staff On The Situation

- Update and direct staff after consultation with Emergency Management Plan coordinator and CEO authorities
- Debrief staff at the end of each day in the initial stages of the crisis

5. Returning To School

- Allow students to debrief the situation
- Explain temporary changes made to school to the students
- Set aside a support centre for distressed students
- Take time to pray as a class

6. Praying Together As A School Community

Organise a time and place to pray/ reflect together as a whole school, in units or in classes.

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- Allow opportunity for students to debrief the situation
- Organise a school / staff / class reflection if appropriate
- Follow up with class discussion/reflection
- Liaise with family through the Principal, Welfare Coordinator or other personnel.
- Monitor staff and students over the next 12 months.
- Plan an anniversary liturgy if appropriate.
- Celebrate the rebuilding of the school
- Recall professional services for follow up advice at regular intervals

Principal Signature: _____

Board Chair Signature: _____