

**Céim Eile, Templemore College of Further Education (TCFE)**

**Critical Incident Policy & Plan - Framework**

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| Policy Area | Schools |
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| Document Drafted by | **Céim Eile, TCFE** |
| Date Adopted by TETB | To be inserted by HO |
| Reviewed/Amendment | Summer 2017 |
| Date Review/Amendment Adopted | To be inserted by HO |

**Critical Incident Policy & Plan – Framework**

The key to managing a critical incident is planning. Céim Eile are strongly committed to the development of this policy about responding to critical incidents and this plan detailing who will do what in the event of a tragedy.

**Templemore College of Further Education**

**Céim Eile Programme**

**CRITICAL INCIDENT POLICY**

**Mission Statement**

In Céim Eile we aspire to develop an open, inclusive, respectful and collaborative learning community which facilitates personal growth, inspires a love of learning and encourages each person to optimise their own potential in all aspects of their lives. To this end, we recognise the learner as central to the education process and that learning is a group as well as an individual activity. We also seek to be a centre of learning and opportunity for the whole of the wider community which we serve.

The critical incident plan will include principal and/or vice principal and coordinator, resource person and key staff on site on the day and would involve the counsellor, Chaplin if appropriate.

*Céim Eile* aims to protect the well-being of its young people and staff by providing a safe and nurturing environment at all times. See mission statement above. The Vocational Education Committee/Board of Management, through Michael O Doherty has compiled this critical incident management plan as one element of the centre’s policy and practice.

The staff and management of Céim Eilehave a number of policies and procedures to ensure the physical and psychological safety of both staff and their young learners, and the creation of a supportive and caring ethos in the Centre, in ordinary times and in times of crisis. They have established a Critical Incident Team (CIT) to implement the plan in case of tragic incidents.

**Define what you mean by the term ‘critical incident’**

The staff and management ofCéim Eile recognise a critical incident to be “an incident or sequence of events that overwhelms the normal coping mechanism of the Centre”.[[1]](#footnote-1) Critical incidents may involve one or more learners or staff members, or members of our local community. Types of incidents may include:

The death of a member of the centre community through, accident, violence, suicide or suspected suicide or other unexpected death.

An intrusion into the centre.

An accident involving members of the centre community.

An accident/tragedy in the wider centre community.

Serious damage to the centre building through fire, flood, vandalism, etc.

The disappearance of a member of the centre community.

Or any other incident which would significantly impact the normal running of the College or centre.

**Aim**

The aim of the CIP is to help centre management and staff to react quickly and effectively in the event of an incident, to maintain a sense of control and ensure that appropriate support is offered to their learners and staff. Having a good plan should also limit the effects on the young people and staff and enable the centre to return to normality as soon as possible.

**Creation of a coping supportive and caring ethos in the centre**

We have put systems in place to help to build resilience in both staff and our learners, thus preparing them to cope with a range of life events. These include measures to address both the physical and psychological safety of the centre community.

**Physical safety:**

Include some specific examples of what the centre is doing at this point. You might also refer to your Health & Safety policy.

Evacuation plan formulated.

Regular fire drills occur.

Fire exits and extinguishers are regularly checked.

Pre-opening supervision in the centre premises (possibly include details).

Front gate locked during centre hours.

Centre doors locked during the working day.

Rules during lunch and tea breaks – include details.

**Psychological Safety,** Céim Eileaim to use available programmes and resources to address the personal and social development of their learners, to enhance a sense of safety and security in the centre and to provide opportunities for reflection and discussion.

**Include specific examples as appropriate. Some suggestions follow:**

Social, personal and health education (SPHE) is integrated into the work of the centre. It is addressed in the curriculum by addressing issues such as grief and loss; communication skills; stress and anger management; resilience; conflict management; problem solving; help-seeking; bullying; decision making and alcohol and drug prevention. Promotion of mental health is included in this provision.

Staff can have access to training for their role through SPHE training.

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 centre’s learners are available.

Information is provided on mental health in general and such specific areas as signs and symptoms of depression and anxiety

Staff are informed about suicide awareness and interventions for suicidal young people.

The centre has links with a range of external agencies

Inputs to learners by external providers are considered carefully according to criteria about young people’s safety, the appropriateness of the content, and the expertise of the providers.

The centre has a clear policy on bullying and deals with bullying in accordance with this policy

There is a care system in place in the centre

Young people who are identified as being at risk are referred to the designated staff member (e.g. counsellor or support 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

Staff are informed about how to access support for themselves

**Critical Incident Team (CIT)**

A CIT has been established in line with best practice. The team members were selected on a voluntary basis and will retain their roles for at least one centre year. The members of the team will meet annually to review and update the policy and plan. Other staff should have a critical incident plan folder containing the centre’s policy, plan, and materials particular to their role, to be used in the event of an incident.

***Roles***

Centre allocation of specific roles to decide after consultation with staff involved. The key roles which need to be covered are as follows:

Team Leader Michael O’Doherty

Garda Liaison Marry D’restelle Roe

Staff Liaison Mícheal Lenihan

Young People Liaison Donal Coonan & Geraldine Kinnane

Parent Liaison Michael O’Doherty

Community Liaison Tracy Costelloe

Media Liaison Noel Colleran

Administrator Pauline Kirwan

Counsellor Patrick O’Connor

The following outlines some points on the key responsibilities of each role. A note on helpful qualities for each role can be found in the text box. However, each centre will have to adapt these details to their own circumstances and needs.

**Team Leader/or Designate**

Alerts the team members to the crisis and convenes a meeting.

Coordinates the tasks of the team.

Liaises with the Board of Management; ETB; SEC; NEPS.

Liaises with the bereaved family.

Team Composition: To be decided annually in September.

**Garda Liaison**

(This may be seen as part of the team leader’s role)

Liaises with the Gardaí

Ensures that information about deaths is checked out before being shared

**Staff Liaison**

Leads briefing meetings for staff on the facts as known, gives staff members an opportunity to express their feelings and ask questions, outlines the routine for the day

Advises staff on the procedures for identification of vulnerable learners

Provides materials for staff (from their critical incident folder)

Keeps staff updated as day progresses

Is alert to vulnerable staff members and talks to them individually. Advises them of availability of supports and gives them relevant contact numbers.

**Learner Liaison**

Co-ordinates information from staff about learners they are concerned about

Alerts other staff to vulnerable learners (appropriately)

Provides materials for learners (from their critical incident folder)

Keeps records of learners seen by external agency staff

Looks after setting up and supervision of ‘quiet’ room where agreed

**Community/Agency Liaison**

Maintains up to date lists of contact numbers of

Key parents, e.g. those associated closely with the centre

Emergency support services and other external contacts and resources

Liaises with agencies in the community for support and onward referral

Is alert to need to check credentials of individuals offering support

Coordinates the involvement of these agencies

Reminds outside agency staff to wear name badges

Updates team members on the involvement of external agencies

**Parent Liaison**

Visits the bereaved family with the team leader

Arranges parent meetings, if held

May facilitate such meetings, and manage ‘questions and answers’

Manages the ‘consent’ issues in accordance with agreed centre policy

Ensures that sample letters are typed up on the centre’s system that are ready for adaptation

Sets up room for meetings with parents

Maintains a record of parents seen

Meets with individual parents

Provides 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. young people being interviewed, photographers on the premises, etc)

In the event of an incident, will liaise where necessary with the ETB, regional organisers, relevant staff unions, etc.

Will draw up press statement, give media briefings and interviews (as agreed by the critical incident team)

**Administrator**

Maintenance of up to date telephone numbers of

Parents or guardians

Instructors

Emergency support services

Takes telephone calls and notes those that require response

Ensures that templates are on the centre’s system in advance and ready for adaptation

Prepares and sends out letters, emails and faxes

Photocopies materials needed

Maintains records

**Record Keeping**

In the event of an incident each team member will keep records of phone calls made and received, letters sent and received, meetings held, persons met, interventions used, material used etc.

The 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 Céim Eilehave a responsibility to protect the privacy and good name of the people involved in any incident. They will be sensitive to the consequences of any public statements. Céim Eile staff will bear this in mind, and will seek to ensure that learners 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 established legally that a murder was committed. The term ‘violent death’ may be used instead.

Critical incident rooms

In the event of a Critical Incident,

Céim Eile office will be the main room used to meet the staff

*Room 12* for meetings with learners

*Room 4* for parents

*Principal’s office* for press

*Céim Eile office* for individual sessions with learners

*Room 4* for other visitors

***Consultation and communication regarding the plan***

Consultation process will include all relevant staff, students and all relevant Bodies and Agencies

Our centre’s final policy and plan in relation to responding to critical incidents will be presented to all staff.

Each staff member has an individual copy.

All new and temporary staff will informed of the details of the plan by Michael O’Doherty

The plan will be updated annually in June each year.

**Review**

This policy will be reviewed by the Board of Management once in every school year.

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| Submitted to Staff: |  |
| Submitted to Board of Management: |  |
| Submitted to ETB Board: |  |

**Critical Incident Template for Centre Plan**

**Resource for Centres: R 22**

**Critical Incident Team**

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| Role | Name | Telephone Number  (Home/Mobile) |
| **Team Leader** | Michael O’Doherty | 087-2904216 |
| **Garda Liaison** | Mary D’estelle Roe | 086-8648001 |
| **Staff Liaison** | Mícheal Lenihan | 087-6341160 |
| **Young people Liaison** | Donal Coonan  Geraldine Kinane | 086-3066565  086-0292479 |
| **Parent Liaison** | Michael O’Doherty | 087-2904216 |
| **Community Liaison** | Tracy Costelloe | 087-2209040 |
| **Media Liaison** | Noel Colleran | 086-1724710 |
| **Administrator** | Pauline Kirwan | 0504-31007 |
| **Counsellor** | Patrick O’Connor | 086-1675034 |

Short Term Actions – Day 1

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| --- | --- |
| Task | **Name** |
| **Gather accurate information:**  **Who, what, when, where?** | **Michael O’Doherty** |
| **Convene a CIT meeting – specify time and place clearly** | **Michael O’Doherty** |
| **Contact external agencies where necessary** | **Tracy Costelloe** |
| **Arrange supervision for learners** | **Corina Mullally** |
| **Hold staff meeting** | **CIT Team** |
| **Agree schedule for the day** | **CIT Team** |
| **Inform learners –(close friends and young people with learning difficulties may need to be told separately)** | **Donal Coonan, Geraldine Kinane** |
| **Compile list of vulnerable learners** | **Corina Kennedy** |
| **Contact/visit the bereaved family** | **CIT Team** |
| **Prepare & agree media statement and deal with media** | **Noel Colleran** |
| **Inform parents** | **Michael O’Doherty, Corina Mullally** |
| **Hold end of day staff briefing** | **CIT Team** |

**Medium term actions - (Day 2 and following days)**

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| Task | **Name** |
| **Convene a CIT meeting - review the events of day 1** | CIT team |
| **Meet external agencies** | **Michael O’Doherty** |
| **Meet whole staff** | **Michael O’Doherty** |
| **Arrange support for learners, staff, parents** | CIT TEAM |
| **Visit the injured** | Members of CIT |
| **Liaise with bereaved family regarding funeral arrangements** | **Michael O’Doherty** |
| **Agree on attendance and participation at funeral service** | CIT |
| **Make decisions about centre closure** | BOM |

**Follow-up – beyond 72 hours**

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| **TASK** | **NAME** |
| **Monitor young people for signs of continuing distress** | **All staff** |
| **Liaise with agencies regarding referrals** | **Michael O’Doherty** |
| **Plan for return of bereaved** | **Michael O’Doherty** |
| **Plan for giving of ‘memory collection’ to bereaved family** | **CIT** |
| **Decide on memorials and anniversaries** | **BOM/Staff and parents** |
| **Review response to incident and amend plan** | **Staff/BOM/ETB** |

**Emergency Contact List**

(To be displayed in staff-room, Coordinator/Manager’s office etc.)

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| **AGENCY** | **CONTACT NUMBERS** |
| ***GARDA*** | *Templemore* 0504-32630(33,35)  *Thurles* 0504-25100 (183,182)  *Roscrea* 0505-24230 (233) |
| ***HOSPITAL*** | Nenagh General Hospital 067-31491  Limerick Mid-Western Hospital Limerick  061- 301111  Tullamore Regional Hospital 057-9321501 |
| ***FIRE BRIGADE*** | Emergency No: 999 or 112  Dave Carroll, Chief Fire Officer 067 – 38400  Karl Cashen Director of Fire & Emergency Services (067) 44500 |
| ***LOCAL GPS*** | Dr. Joe Hennessy 0504-31752 (Templemore)  Dr. McManus & Dr.De Fue 0505-21890 (Roscrea)  Dr. John Healy 0504-21296, Dr. Joyce & Dr. McBrearty 0504- 21267 (Thurles) |
| ***HSE/Community Care Team/ Family centre*** | Roscrea Primary Care Centre 0505-21498  St. Mary’s Health Centre Thurles 0504-27600 |
| ***INSPECTOR*** |  |
| ***PSYCHOLOGIST/COUNSELLOR*** | National Educational Psychological Services (NEPS)  Department of Education and Skills, Marlborough Street, Dublin 1.  Phone: 01 889 2700 [NEPS Regional Offices](http://www.education.ie/en/Schools-Colleges/Services/Educational-Psychologist-NEPS-/neps_regional_contacts.pdf)  Patrick |
| ***DES*** | Athlone Office (090) 648 3600  Dublin Office (01) 889 6400  Tullamore Office (057) 932 4300 |
| ***UNION*** |  |
| ***PARISH PRIEST/CLERGY*** | Templemore PP - Very Rev. Canon Eugene Everard,  0504 – 31684 Mobile: 087 - 2352996  Roscrea PP – Fr. Tom Corbett 0505 - 21108  Thurles PP - Thurles Parish Centre, Cathedral Street,  **Phone:** 0504 22229 / 22779 |
| ***STATE EXAMS COMMISSION*** | Cornamaddy, Athlone, Co Westmeath Tel: 090-644 2700 Fax: 090-644 2744 |

**Sample statement for media**

It is with profound sadness that the management, staff and students of Templemore College have learned of the tragic death of …N.

Our sincerest sympathy is extended to the family of N.

On hearing the tragic news the College Critical Incident Plan was put into immediate operation. The Critical Response Team convened a meeting to ensure that students affected by this loss are cared for adequately. Procedures are in place to ensure that all in the college community affected by the loss are given all the help need to cope at this time.

The College is offering Counselling and support for students and parents affected by this tragedy. Students will attend and participate in the funeral service, in consultation with the wishes of the Family.

Our thoughts and support are with everyone affected by this tragedy.

**Contacting staff if tragedy occurs over the weekend.**

If it is the death of a colleague, the principal and Deputy Principal will contact staff by phone.

If it is the death of a student, The Critical Response Team needs to be informed immediately.

Other staff will be informed on Monday.

**Review**

This policy will be reviewed by the Board of Management once in every school year.

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| Submitted to Staff: |  |
| Submitted to Board of Management: |  |
| Submitted to ETB Board: |  |

1. [↑](#footnote-ref-1)