

MERE SCHOOL

Critical Incident Policy

'To be fully effective and reduce further trauma on victims and staff a "whole school framework" is necessary, where crisis management is seen as a vital part of the normal management of the school. Teachers should be informed, trained and given clear boundaries of their role.'

(Kroner, July 1994)

A critical incident is not necessarily an event which attracts large media attention and many fatalities, rather it is an event or events, usually sudden, which involves the experience of significant personal distress to a level that can potentially overwhelm individuals.

Role of the LEA

In serious incidents we need to work in partnership with the LEA. Plans for major civil emergencies, which require a multi-agency response, have been prepared by the County Emergency Planning Officer. The LEA will support our school in any significant incident. They will if needed:

- provide officers to support the school;
- call upon services of other departments of the County Council;
- help in planning for a return to normal after the incident, including advice about grief and bereavement issues, care, counselling and practical support.

This support can be accessed by telephoning:

office hours during weekdays:

01225 713000

any other time:

EMERGENCY DUTY TEAM

0845 6070888

emergencydutyservice@wiltshire.gov.uk

In the event of an incident there will be interest from the media. Often they will have misinformation from eye-witnesses, parents etc. Wiltshire County Council's Media Unit will co-ordinate all approaches from radio, television and newspapers and liaise with us to make sure the media have the correct information.

The main tasks of the Media Unit in a critical incident are to:

- keep the media informed with details of known and confirmed facts via press releases/media briefings;
- arrange media briefings away from the school site to try and keep them away from the actual incident;
- arrange limited access to the school site should that be deemed appropriate;
- arrange interviews with appropriate spokesperson for the LEA/School;
- handle all enquiries on behalf of the LEA/School.

Contacts:

01225 713114/713115/713116

07779004701

communications@wiltshire.gov.uk

Critical Response Team

A critical incident response team has been established at Mere School. The team is:

Name	Designation	Role	Responsibilities
C Williamson	Head Teacher	Media Liaison/ Crisis Response Co-ordinator	To inform LEA. To brief press on facts and how school is responding. To co-ordinate emergency services and other agencies
Y Bundy	Deputy Head	Crisis Intervention Co-ordinator	Liaise with Psychological Service, EWOs, Social Services
R Porter	Chair of Governors	Communications	Keep students, parents, staff and community informed

Substitutes to serve in case of absence:

Mr M Marshall (Teacher)

Mrs Rob Harrison (Governor).

The tasks of this team are:

- to identify training implications for senior management, administration staff, teachers and governors.
- to familiarise the school community with the Critical Incident Policy and procedures.
- to exercise the plan on a regular basis.
- to update personal details (addresses and telephone numbers) of staff and teachers termly.
- to update contact numbers of external agencies termly.
- to ensure that key staff have information available to them at home and school.
- to ensure that lines of communication in and out of school or between the Critical Incident Response Team are accessible at all times.

Procedures to be followed in the Event of a Critical Incident

Short Term – within 12 hours

- gather accurate information.
- assess situation, deliver first-aid if necessary.
- call emergency services.
- ensure safety of all staff and students.
- if critical incident off site, contact police to gain information.
- keep agreed lines of communication open.
- mobilise Critical Incident Response Team.
- notify LEA and governors, etc.
- contact families of crisis victims.
- determine what information is to be shared and how:
 - staff,
 - students,
 - parents/community,
 - media.
- arrange reunion of students and parents.
- contact Psychological Service to
 - arrange needs assessment meeting;
 - identify at-risk students/staff;
 - agree nature of intervention/s.

Medium Term – 24 – 72 hours

- hold debriefing meeting/s for staff/students/parents.
- arrange critical incident debriefing meeting/s.
- arrange daily staff meetings to inform and discuss intervention plans.
- plan classroom counselling sessions.
- plan re-integration of students/staff.
- agree referral procedures for staff and students for individual support.
- mobilise support for parents.

Longer Term – 72 hours plus

- attend/organise condolences, memorials, visits to families and hospitals etc.
- continue to monitor staff and students for signs of stress.
- evaluate crisis response.
- debrief critical incident response team.
- review Critical Incident Policy and procedures
- plan for and be sensitive to the disturbing influences of anniversaries, inquests etc.

Summer term 2009

Review: Summer term 2012 (or earlier if required)

Please refer to 'Emergency Conditions and Major Incident Guidance for Head Teachers' (copies circulated to relevant people) and 'CRITICAL INCIDENTS – Managing Loss and Trauma in Schools' for further information and reference. This document is on the Staff Information Shelf in the Staff Room.

