

Critical Incident Management Plan

Essential Tasks

It is important to remember that no two incidents are alike. Always assess needs first using these guidelines flexibly and in relation to the information available. Refer to Critical Incident Policy

Day 1

Immediate actions

Assess the danger, gather factual information and take appropriate action

1. Initiate agreed school evacuation procedures if necessary, arrange for first aid
2. Establish a 'command' centre, identify who is in charge and set regular briefing times
3. Notify the emergency services/other relevant authorities, Chairperson Board of Governors
4. Maintain structures and routines where possible
5. Liaise with EA
6. Create a calm, purposeful environment

Co-ordinate school's response, meet with staff

1. Liaise and delegate, discuss intervention plan, agree how and what other pupils will be told
2. Collect, record, verify and update details (time, place, those involved etc)
3. Continue to liaise with Chairperson of Board of Governors/EA
4. Prepare media statement
5. Set up a recovery room in the school (provide fluids, tissues, comfortable chairs, support personnel)

Short term actions

Organise contact with pupils and parents

1. Give the facts of the critical incident, keeping in mind legal implications and respecting privacy
2. Inform parents by 'phone or in person if their child is involved, as soon as the initial information is confirmed. NB the media and/or children with mobile phones may have reached them first with inaccurate information.
3. Continue to liaise with Chairperson of Board of Governors/EA
4. Ensure a correct and consistent message is given
5. Provide sources of help for pupils and families and encourage communication between parents and school
6. Suggest possible reactions of pupils
7. Confirm the school's response plans

Restore the school to regular routine as soon as practicable

1. Plan visits to injured and bereaved
2. Continue to liaise with Chairperson of BoG/EA
3. Plan assemblies/ memorial
4. Monitor pupils and staff

Obtain updated factual information

1. Continue to inform staff, pupils and parents
2. Principal consults with the families affected to determine their wishes concerning public announcements and information for school staff and pupils
3. Continue to liaise with Chairperson of BoG/EA

Medium term actions

Continue to monitor well-being of students and staff

1. Organise assistance, such as transport home, for staff or students who are distressed. Try to ensure that they are not alone after a critical incident
2. Identify at risk pupils, staff, arrange for follow-up support, involvement with other professionals, referrals as necessary
3. Assess the need for debriefing of staff and pupils with expert help
4. Arrange for support of Critical Incident Response Team
5. Continue to liaise with Chairperson of BoG/EA