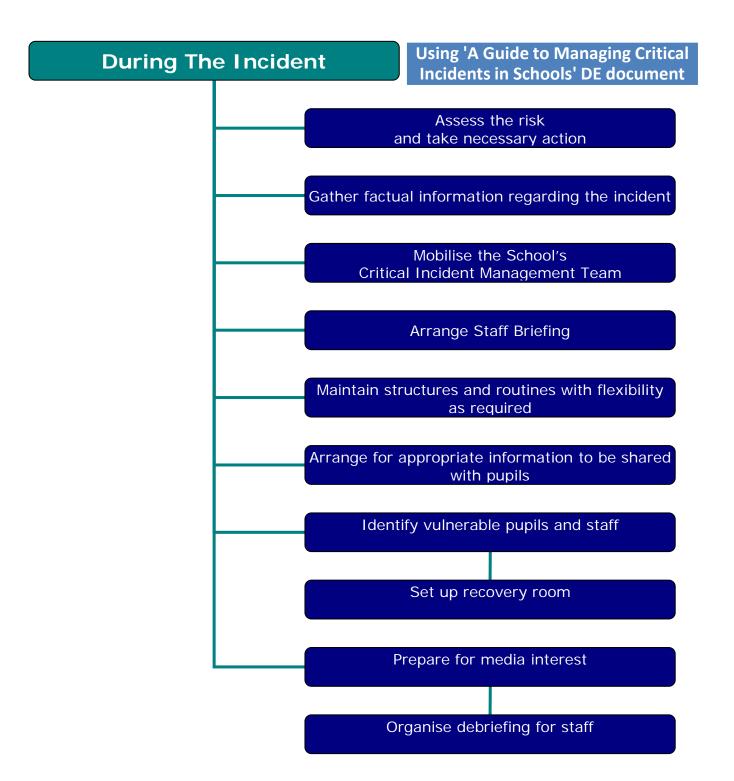


Immediate Actions for Schools Following a Critical Incident





Immediate Actions for Schools Following a Critical Incident

1. Assess the risk and take necessary action

> Respond to any inevitable risk or threat e.g. evacuation/first aid/emergency services

2. Gather factual information regarding the incident

- Details of person/people involved;
- ➤ Confirmation of facts from the appropriate source e.g. family/Police/hospital etc.

3. Initiate the use of the DE - A Guide to Managing Critical Incidents in Schools

Critical Incident Management Guide Records (Appendix 3)

4. Mobilise the School's Critical Incident Management Team (CIMT) and implement the Critical Incident Management Plan

➤ If critical incident is out of hours use a pre-prepared telephone tree to contact CIMT members.

5. Immediate tasks for the School's Critical Incident Management Team

- Allocate roles to staff members e.g. Critical Incident Coordinator etc;
- Contact the parents of pupil/s directly involved in the incident;
- ➤ Inform relevant key people and seek support as appropriate e.g. staff, BOG's, EA Critical Incident Team, CCMS, Local Clergy etc.;
- > Agree the school routine for the day;
- > Establish a central information point;
- Set up dedicated telephone line and logging system;
- Set up school visitor logging system;
- > Set up a warm, quiet recovery room with drinks, tissues, suitable seating;

- Contact impacted family/s to determine their wishes regarding public announcements and staff/pupil briefings;
- For media enquiry support contact the EA Communications.

6. Arrange staff briefing (when incident is confirmed)

- > Give a brief statement of factual information;
- Outline the school's response and proposed plan of action, maintaining normal structures and routines with flexibility
- Allow staff to ask questions and provide a response;
- Outline staff responsibility for monitoring pupil and staff welfare;
- Identify vulnerable staff and pupils who may be of risk;
- Clarify specific responsibilities for staff;
- Advise staff on procedure for dealing with media enquiries;
- Advise staff about confidentiality;
- Advise staff on agreed procedure for informing pupils and parents;
- Inform staff of the support services available;
- Advise staff about practical arrangements e.g. cover, flexible timetabling, recovery rooms etc.;
- Advise staff of time/place of next briefing and debriefing sessions.

7. Inform Pupils

- Inform pupils when incident is confirmed, with accurate and agreed statement (in form groups/classes/small groups);
- Make the announcement simultaneously, where possible, to ensure that pupils hear the news at the same time;
- Use clear language with age appropriate factual information;
- Identify vulnerable pupils;
- Advise pupils about the support available;
- Answer any appropriate questions and dispel rumours;

- ➤ Allow time for pupils to discuss their feelings;
- Pupils who are absent from school, on work experience, educational trips or suspension should also be informed;
- Pupils with SENs including pupils with learning and communication difficulties will require special consideration.

8. Inform Parents

- ➤ Use appropriate format to inform parents e.g by telephone, letter, home visit etc;
- ➤ In some instances you may wish to inform parents from a particular class/form/year group/key stage