



The Eden SDA School

Critical incident policy

Purpose:	To prevent bullying of any sort and to ensure that everyone can operate in a supportive, caring and safe environment without fear of being bullied.
Approval Body:	Board of Governors
SLT Lead Person:	M
Lead Governor for Policy:	Mrs Laura Osei
Date of Approval:	July 2009
Last Review Date:	July 2022
Proposed review Date:	July 2024

RATIONALE

A critical incident can be defined as

+a sudden, unexpected and tragic event or sequence of events which causes trauma and confusion within a school community and which overwhelms its normal coping mechanism.

It may affect pupils, staff, parents and governors, may relate directly to the safety of the school community or may involve an incident beyond the school premises.

As a critical incident is likely to have a severe impact upon the school, both in the short and long term, our aim is to ensure that school strategies and procedures are in place to protect the physical and emotional wellbeing of every member of the school community.

EXAMPLES OF CRITICAL INCIDENTS

A critical incident is likely to involve death or serious injury to one or more members of the school community and, or, their families either at school, journeying to or from school, participating in a school related activity, at home or in some other context.

In School:

- The death of a student or member of staff through natural causes
- An accident involving a student or member of staff
- A deliberate act of violence such as knifing or the use of a firearm
- A school fire or an explosion in a laboratory

Out of School:

- Deaths or injuries through accidents
- Suicide
- Civil disturbances

PURPOSE

- To ensure that swift and appropriate action is taken in the case of the school being made aware that a critical incident has occurred
- To ensure that the welfare of pupils and staff is paramount
- To ensure that the school responds in a sensitive, consistent and effective manner which reduces confusion, panic and extreme emotion
- To have in place a Critical Incident Management Team, the membership of which is known to all relevant parties (see Appendix 1)
- To have in place a Critical Incident Management Plan, the details of which are familiar to all relevant parties (see Appendix 2)
- To maintain normality, as far as possible, in parts of the school which are not affected and to restore normality as soon as possible to the parts which are affected
- To have immediate access to all relevant contact details (including outside agencies)
- To offer sensitive, non-intrusive support in the short and medium term to all those affected directly or indirectly by the incident

GUIDELINES FOR MANAGING A CRITICAL INCIDENT

- The Head teacher will take charge of the school's response. In the case of the Head teacher being unavailable, the members of the Critical Incident Management Team (CIMT) will take charge. The Head teacher's office will be the central liaison point.
- The CIMT will assess immediate practical needs.
- The CIMT will contact next of kin of those directly involved if required.
- A short simple statement of facts will be prepared by the Head teacher or the deputy head teacher (see Appendix 3).
- All contacts from the media will be dealt with by the Chair of Governors or the Head teacher.
- Secretarial staff taking incoming calls will use a statement agreed by the CIMT.

- When necessary, all members of staff will be informed and will be guided in relation to informing pupils.
- The CIMT will determine the involvement of parents if appropriate.
- Short and long term support will be offered to those affected.
- There will be an evaluation of the way in which the incident was dealt with.

APPENDIX 1 MEMBERS OF THE CRITICAL INCIDENT MANAGEMENT TEAM

- Head teacher
- Deputy Head teacher
- Senior Teachers
- School Chaplain
- Chair of Board of Governors or other member in his/her absence

(Other members of staff may be additional members of the CIMT as and when required. One/two members of staff may be asked to take responsibility for the normal running of the school whilst the CIMT is engaged in dealing with the incident.) ie Staff Welfare Officer

APPENDIX 2 CRITICAL INCIDENT MANAGEMENT PLAN Preventative Strategies

- ✓ Regular review of relevant policies e.g. Health and Safety
- ✓ First Aid training
- ✓ Fire Drills
- ✓ PSE Programme

Preparation for the Eventuality of a Critical Incident

- ✓ A Critical Incident Report Booklet will be drafted
- ✓ Members of the CIMT will have ready access to pupil, staff and governor contact details
- ✓ Members of the CIMT will have a register of emergency services and relevant outside agencies (See Critical Incident Report Booklet)
- ✓ Relevant members of the secretarial staff will have a register of emergency services and relevant outside agencies (See Critical Incident Report Booklet)
- ✓ In the case of the site having to be evacuated, venues to which pupils will be taken will be identified (see Appendix 4)
- ✓ Opportunities to explore sensitive issues such as tragedy and death will be built into the PSE and pastoral programmes

In the Event of a Critical Incident:

Initial Response

- The Head Teacher should be contacted first (if not available then the Deputy head)
- The Head Teacher (Deputy head) should seek to clarify from relevant sources the nature and circumstances of the incident
- The CIMT will meet at the earliest opportunity and agree on procedures for managing the critical incident (See Appendix 5)
- If the incident is on site, health and safety measures will be put in place and the emergency services contacted

Longer Term Issues

- School structures and routines will be re-established
- Supportive strategies for pupils and staff will be implemented
- There will be ongoing contact with parents
- Actions taken will be reviewed and policies amended if appropriate
- The PSE and pastoral programmes will be reviewed
- Staff will be mindful of anniversaries and other special dates

The use of appropriate outside agencies is crucial to providing long-term support as is the use of appropriately trained members of staff who are known to those in need of help.

STAFF TRAINING

NAME	COURSE	VENUE & DATE

APPENDIX 3

SAMPLE ANNOUNCEMENTS

After a known fatality.

We are taking this time to think about, a Year? Child who died last night in a road traffic accident. was travelling with her family to We do not know any details about the accident at this time except that the rest of the family is safe and no one is injured seriously’s funeral is being held at on A funeral is a special time to remember a person who has died. The school will let your families know about the specific time and address of the funeral in a written note which will be sent home tomorrow.

Let’s take a moment of silence to think of, to remember all the good things about her, and to say goodbye. In our silence we will express our loving thoughts.

After a suspected suicide...

A tragedy has happened., a Year pupil, has died suddenly.

Details of’s premature death will not be released to protect the privacy of family members. You will be given information about funeral arrangements as soon as possible.

This kind of tragic news is hard to accept. You may experience many feelings within the next few days. Everyone deals with loss differently. It is important to respect the way others grieve. Counsellors are available in..... Feel free to arrange to go and talk to the counsellors. They want to listen to your feelings and concerns.

Sample Press Release 1

Date

School grieves sudden death of pupil

As reported by the PSNI, a pupil at School died tragically on The circumstances of’s death are not known at this time and an investigation is currently ongoing. This is a tragic loss to’s family and to our school community. To assist in supporting our staff and pupils through this time of grief, additional trained staff from the ELB’s Critical Incident Response Team have been assigned to the school to provide support.

A letter has been sent by the school to parents, informing them of this incident and providing information on the support services available through the school.

A special assembly to remember has been arranged for

Contact:

Principal

School at

PRO FORMA LETTER (for parents)

'With great regret, we have learnt of the death/deaths of and we extend our deepest sympathy to the family circle.

PREPARED STATEMENT FOR MEDIA

We are sorry to learn of the tragic.....of

We hope at this time the school would be given the privacy needed to support our pupils at this difficult time, etc

NB: If the Principal wishes to comment about the pupil, they may want to gain permission from the family to include:

- Sporting achievements
- Musical talents
- Academic success
- Personal attributes

SAMPLE LETTER TO PARENTS

Date:

Dear Parent/ Carer

It is with great sadness that I have to tell you of the sudden death of NAME, (a pupil in Year XX/ a Year XX Teacher/ Learning Support Assistant, etc). The children were told this morning by their class teacher/ Head teacher at assembly.

NAME died of (an asthma attack, meningitis etc) and the children have been assured this is something that does not happen very often. Your child may or may not want to talk about it but it is likely that he/ she will need extra love and support from you in the days ahead. This does not mean that anything is wrong with him/ her. It only means that this traumatic event has been too powerful for him/ her to deal with on his/her own. He/ she may be feeling anxious. Take time to listen to your child and try to provide a predictable routine for him/ her at home. Avoid too many absences to start with.

We have enclosed an information leaflet for you which may be useful at this time. Trained staff from the ELB's Critical Incident Response Team are helping to support us through this difficult time. It is sometimes necessary for a member of the team to speak to a class or individual pupils who may be distressed. He/ she will be guided by the Head teacher/ class teacher in this.

If you do not wish your child to receive such support from the team please contact us immediately.

We are deeply saddened by this great loss but are trying, for the children's sake, to keep the school environment as normal as possible. Our thoughts are with NAME's family at this tragic time and the school community sends them sincerest sympathy and support.

NAME's funeral is on DAY/ DATE at TIME am/pm at (Name of Church or Crematorium). We are in touch with the family regarding their wishes for the school's representation at the Service.

APPENDIX 4

In the event of having to evacuate the school premises the following emergency areas have been arranged:

Warwick Road, Ealing Library, Chiswick SDA Church, Hyland House School, Holcombe Road

Class Teachers and classroom assistants will supervise the evacuation of their respective classes and ensure a safe and orderly passage to the above areas.

RESPONSIBLE FOR REGISTERS, LATE BOOK, LIST OF CLASSES OUT OF SCHOOL, LIST OF PUPILS OUT OF SCHOOL (PERMISSION SLIPS)

Admin staff

APPENDIX 5

Procedures for Critical Incident Management

Head teacher

- Seeks clarification
- Summons the CIMT to inform of incident
- Prepares relevant statements/letters
- Liaises with relevant staff
- Ensures the physical and emotional wellbeing of pupils

Office Admin staff

- Ensures phone lines are operative
- Calls emergency services if appropriate
- Ensures health and safety measures are in place

Deputy Head

- Convenes and informs staff
- Arranges staff cover if appropriate

Chair of Governors & Chaplain (Pastoral)

- Contacts external agencies
- Contacts relevant parents

Critical Incident Report Booklet

Information received from: _____

Contact details: _____

Name of person informed: _____

Information passed to: _____

(Name of person with overall responsibility)

Time: _____ Date: _____

Details of incident received so far:-

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Unconfirmed reports:

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Details of people known to be involved:-

NAME	INVOLVEMENT	KNOWN/SUSPECTED	CONTACT DETAILS
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Staff members on Critical Incident Response Team (CIRT):-

NAME	POSITION	MOBILE NUMBER
LAURA OSEI	HEAD TEACHER	07930 758341
LYNTHIA GRANT	DEPUTY HEAD	07824 439740
Sharon Davis	Head of Secondary	07801488838
PASTOR RAY PATRICK	SCHOOL CHAPLAIN	07950418127
Akwasi Agyemang	Health & Safety Ast. Head	07770962172
BERTON SAMUEL	CHAIR OF GOVERNORS	07904333794

Essential Tasks – Checklist

Stage 1

Central Information Point is Head Teacher's Office

1. Hold a meeting of CIMT to assess the ongoing danger

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Done:

Time: _____ Date: _____

2. Allocate roles to staff members

ROLE	PERSON RESPONSIBLE	MOBILE NUMBER	ALTERATIONS
Phone calls	Sharon Davis	07801488838	S.davis@thedenschool.com
Staff briefing	Laura Osei	07930 758341	Headteacher@thedenschool.com

Pupils	Lynthia Grant	07824 439740	Deputyheadsenco@theedenschool.com
Parents	Laura Osei	07930 758341	L.osei@theedenschool.com
Media	Berton Samuel	07904333794	Info@theedenschool.com
Practical arrangements (eg. Staff cover)	Laura Osei	07930 758341	L.osei@theedenschool.com
Secretarial staff/ emergency Services/ Health & Safety	Verona Hoilett Akwasi Agyemang	07770962172	Primasthead@theedenschool.com A.Agyemang@theedenschool.com



Done:

Time: _____ **Date:** _____

3. Inform key people and seek support as appropriate:

List of key contacts	Phone number	Done
Chair of Governors	01923 23 27 28	
Fire / Ambulance /Police	999	
North Middlesex Hospital		
School Chaplain	07950418127	
Crisis/Bereavement Service		
Childline	0800 1111	
Samaritans	08457 909090	
Child Death Helpline	0800 282986	
NSPCC	028 90351135	
Educational Psychologist		
Education Welfare Officer		
South England Conference	01923 23 27 28	
SEC Media	01923 23 27 28	

4. Brief all staff.

Think - Clear information

Advice regarding how to inform & support pupils

Team working & practical arrangements Support
for staff

Done: ☐ By: _____

Time: _____ Date: _____

5. Inform all pupils.

Think - Clear language (no euphemisms)

Dispel rumour

Offer support

Age appropriate

Are there pupils more closely affected who need to be informed separately or in a small group?

☐ Done: By: _____

Time: _____ Date: _____

6. Make contact with parents as appropriate.

Think – by phone

by letter visit

to home ?

☐ Done: By: _____

How? _____

Time: _____ Date: _____

7. Contact with Media (if appropriate).

Think - prepared statement measured
tone

☐

Done:

By: _____

How? _____

Time: _____ Date: _____

8. Debrief staff at the end of Stage 1.

Think - thank staff advise
about self-care
info about next day

☐

Done:

By: _____

Time: _____ Date: _____

9. Meeting of CIMT

☐

Done:
Stage 2

Time: _____ Date: _____

1. Record any further information/details/contacts that have come to light since yesterday –

☐

Done:

By: _____

Time: _____ Date: _____ 2.

Plan for cover / flexible timetable / appropriate rooms/
Refreshments etc as necessary.

3. Brief staff on morning of Stage 2

Think - Practical arrangements

Support for pupils

Self-care

Done: **By:** _____

Time: _____ Date: _____

4. Pupils

- Providing further information (as appropriate).
- Showing care and support.
- Providing comforting routine and predictability.
- Allowing pupils some involvement / outlet.
- e.g. cards / drawings / poems / ceremonies.

Details of action taken:-

Pupil/Group of Pupils	Action Taken	By Whom	Time	Date

Person responsible _____ Date: _____ 5.

Parents

- ☐ Providing further information (as appropriate) eg. Letter/meetings etc

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6. Debriefing staff at end of Stage 2.

Done: **By:** _____

7. DebriefingCIMT at end of Stage 2.

Longer Term Actions

1. Funerals , services, rituals and ceremonies (e.g. memory books, art work, school event, planting tree)
2. Re-establishment of feelings of safety and predictability among school community.
3. Ongoing support of pupils and staff.
4. School support for families affected by the incident.
5. Ongoing monitoring of children who may be having difficulties –providing support and referring on as necessary.

Potential Referral Agencies	Telephone number
In School Counsellors – Fay Lindo	07950418127
G.P (through Parent)	
Education Welfare	
Educational Psychology	

Details of referrals made as a direct result of this incident:-

Name of child	Referred to	Referred by	Date of referral	Outcome

Person responsible for the above referrals:

Name: _____ **(SENCO Team) 6.**

Ongoing support of staff on stress/bereavement coping, through meetings/talks/referral to staff support agencies.

Details of action taken:-

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Person responsible _____

Date: _____

7. Anticipate events / anniversaries / reminders that may be difficult or upsetting in the future and plan to support staff and pupils.

Details of action taken:-

REFLECTION

(To be completed 6 weeks after the event)

Details of key lessons learned through management of this event.

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Completed by: _____ **Status:** _____

Date: _____

Signed: _____ **(For the Board of Governors)**

Date: _____

Signed: _____ **(Head teacher)**

Date: _____