# 

**St. Mary’s Secondary School,**

**Holy Faith, Glasnevin, Dublin 11.**

**60770P**

[](http://www.google.ie/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0CAcQjRw&url=http://paschaldonohoe.ie/paschal-speaks-at-st-marys-secondary-school-glasnevin/&ei=8jTvVMuFN4bW7AamtoCwAQ&bvm=bv.86956481,d.d2s&psig=AFQjCNHsTqnSXGQhZDitcOt60flMUJLL0Q&ust=1425049177359746)

**Critical Incident Management Plan**

**Dates for Review**

|  |  |  |
| --- | --- | --- |
| Staff | December 2017 | Reviewed |
| Parents | **December 2017** | **Reviewed** |
| Student Council | **December 2017** | **Reviewed** |
| Board of Management | **31st January 2018** | **Ratified** |

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1. **Introduction**

St Mary’s Secondary School aims to protect the wellbeing of its students and staff by providing a safe and nurturing environment at all times in line with our Mission Statement, which looks to the holistic development of all students. The Board of Management (BOM), in conjunction with the school's Care Team, has drawn up a Critical Incident Management Plan (CIMP) as one element of the school’s policies, plans and initiatives.

The following policies should be considered in conjunction with this CIMP:

* Safety Health and Welfare at Work Policy
* Anti-Bullying Policy
* Code of Behaviour

*Our aim is to develop a Critical Incident Management Team (CIMT) to steer the development and implementation of the Critical Incident Management Plan.*

The CIMT will consult documents available to schools on **www.education.ie** and [**www.nosp.ie**](http://www.nosp.ie)**.** These include:

* Responding to Critical Incidents Guidelines and Resources for Schools (NEPS 2016)
* Suicide Prevention in Schools: Best Practice Guidelines (IAS, National Suicide Review Group (2002)
* Suicide Prevention in the Community - A Practical Guide (HSE 2011)
* Well-Being in Post-Primary Schools Guidelines for Mental Health Promotion and Suicide Prevention (DES, DOH, HSE 2013)
* Well-Being in Primary Schools - Guidelines for Mental Health Promotion (DES, DOH, HSE 2015)

See Appendix R24 (NEPS 2016) for Useful Websites and Helplines for accessing Resources.

1. **Defining a Critical Incident**

The staff and management of St Mary’s Secondary School, Glasnevin recognise a critical incident to be 'an incident or sequence of events that overwhelms the normal coping mechanism of the school' (NEPS 2016). Critical incidents may involve one or more students or staff members, or members of our local community. The following incidents have been most commonly identified:

* The death of a member of the school community through accident, violence, suicide or suspected suicide or other unexpected death
* An accident involving members of the school community
* A major accident/tragedy in the wider community
* A traumatic event involving the school or member(s) of the school community
* Serious damage to the school building through fire, flood, vandalism, etc.
* An intrusion into the school

St. Mary's adheres to the critical incident guidelines as set out by the document 'Responding to Critical Incidents – Resource Materials for Schools’ (NEPS 2016) in responding to critical incidents in the school.

1. **Aim**

The aim of the CIMP is to help school management and staff to react quickly and effectively in the event of an incident, to enable us to maintain a sense of control and to ensure that appropriate support is offered to students and staff. Having a good plan should also ensure that the impact on students and staff will be limited. It should enable us to affect a return to normality as soon as possible.

1. **Creation of a coping supportive and caring ethos in the school**

Systems are in place to build resilience in both staff and students, thus preparing them to cope with a range of life events. These include measures to address both the physical and psychological safety of the school community.

1. **Physical Safety**

The physical safety of the school community is being addressed through measures such as:

* Regular fire drills using the school's evacuation plan
* Checking fire exits and extinguishers regularly
* Accessing the school building during school hours either through contact with reception or by the pin code on external doors
* Supervising the school during all break times and pre-school.
* Making available emergency contact lists on the staff-room notice board, secretary’s office and Principal’s and Deputy Principals’ offices.
* Leaving lists of all students departing school on day trips or tours with the principal.
* Allowing access to the lift to students with impaired mobility

(See Safety Health and Welfare at Work Policy/Statement)

1. **Psychological Safety**

The management and staff of St Mary’s Secondary School aim to use available programmes and resources to address the personal and social development of students, to enhance a sense of safety and security in the school and to provide opportunities for reflection and discussion. Specific examples are listed below:

* Social, Personal and Health Education (SPHE) is an integral part of the school curriculum and promoting positive mental health is at its core.
* Wellbeing – as of September 2017, as part of the new Junior Cycle, students will be experiencing a new area of learning called Wellbeing. This builds on the work schools are already doing in support of students’ wellbeing. The Wellbeing programme is integrated into all areas of learning in the school but specifically offered through four subjects in the junior cycle: Civic, Social and Political Education (CSPE), Physical Education (PE), Social, Personal and Health Education (SPHE) and guidance education. In the Wellbeing programme students will be learning the knowledge, attitudes and skills to enable them to protect and promote their own wellbeing and that of others.
* Staff have access to training for the SPHE and Wellbeing programmes.
* Staff are familiar with the Child Protection Procedures and the name of the Designated Liaison Person and Deputy Designated Liaison Persons. The 2017 edition of the *Children First* document will be launched on December 11th.
* Books and resources relating to psychological safety are available at the Guidance and Counselling office as is one to one personal, social, educational and psychological help for all students.
* Various initiatives relating to psychological safety, such as Wellbeing Week are launched during the school year.
* Staff are informed in suicide awareness and some have attended specialist training such as Safe Pass through Applied Suicide Intervention Skills Training (ASIST) provided by the HSE and Suicide Awareness training with Console.
* The school has developed links with a range of external agencies including:
* Child and Adolescent Mental Health Services (CAMHS) - http://www.hse.ie/eng/services/list/4/Mental\_Health\_Services/CAMHS/
* St. Joseph’s Adolescent Unit, Fairview - http://www.stvincentshospital.ie/adolescent-inpatient-unit.html
* St John’s Education Centre - http://www.stjohnscentre.ie/
* TUSLA Geraldstown House Family Resource Centre - http://sfpcouncilireland.ie/national-council/members/tusla-geraldstown-house-family-resource-centre/
* Ballymun Aisling Project - http://itsyourright.ie/ballymun-aisling-project/
* Finglas Resource Centre - http://www.fyrc.ie/
* Pieta House - http://pieta.ie/
* Crosscare - http://crosscare.ie/
* Beneavin Family Therapy
* In accordance with Department of Education and Skills (DES) Circular 0023/2010, any input to students made by external providers is carefully considered, so as to fulfil the criteria about student safety and appropriateness of content.
* The school has a clear Anti-Bullying Policy and deals with incidents of bullying in accordance with this policy.
* There is a care system in place in the school using the continuum of support approach, which is outlined in the National Educational Psychological Service (NEPS 2010) resource pack for teachers in post-primary schools. The school is also guided by the document 'Student Support Teams in Post-Primary Schools' (DES 2014).
* In accordance with the NEPS Guidelines (2016, p37), students who are identified as being at risk are referred to a member of the CIMT, such as the Guidance Counsellor. Concerns are explored and the appropriate level of assistance and support is provided. Parents/guardians are informed and where appropriate, a referral is made to an appropriate agency.
* Staff are made aware of the appropriate psychological supports available to them.

1. **Critical Incident Management Team (CIMT)**

A CIMT has been established in line with best practice. The members of the team were selected on a voluntary basis and will retain their roles for at least one school year. The members of the team will meet annually to review and update the policy and plan. Each member of the team has a dedicated critical incident folder. This contains a copy of the policy and plan and materials particular to their role, to be used in the event of an incident

**Critical Incident Management Team (CIMT)**

|  |  |  |
| --- | --- | --- |
| Role | Name & Email Address | Telephone Number |
| Principal | Bernadette Bourke  [bbourke@stmaryshfg.ie](mailto:bbourke@stmaryshfg.ie) | Ext 101 |
| Deputy Principals | Frances Devaney  [fdevaney@stmaryshfg.ie](mailto:fdevaney@stmaryshfg.ie)  Mary O'Donnell  [modonell@stmaryshfg.ie](mailto:modonell@stmaryshfg.ie) | Ext 111  Ext 102 |
| Relevant Year Heads | \* See footnote | Ext 107 |
| Garda Liaison | Mary O'Donnell  [modonell@stmaryshfg.ie](mailto:modonell@stmaryshfg.ie) | Ext 102 |
| Staff Liaison | Frances Devaney  [fdevaney@stmaryshfg.ie](mailto:fdevaney@stmaryshfg.ie) | Ext 111 |
| Student Liaison | Head Girl/Deputy Head Girl  Lauryn McCausland  [lauryloupops@live.co.uk](mailto:lauryloupops@live.co.uk)  Rachel Hogan  [Rachelhogan12@live.com](mailto:Rachelhogan12@live.com)  Student Council Chairperson  Al Masterson  [animefish2010@gmail.com](mailto:animefish2010@gmail.com) |  |
| Parent Liaison | BOM Parent Representatives  Ann Byrne  [ashbyrne@eircom.net](mailto:ashbyrne@eircom.net)  Mary Mulcahy  [john25mulcahy@gmail.com](mailto:john25mulcahy@gmail.com) |  |
| Community Liaison | Bernadette Bourke  [bbourke@stmaryshfg.ie](mailto:bbourke@stmaryshfg.ie) | Ext 101 |
| Media Liaison | Bernadette Bourke  [bbourke@stmaryshfg.ie](mailto:bbourke@stmaryshfg.ie) | Ext 101 |
| Administrator | Jacinta McFall  [jmcfall@stmaryshfg.ie](mailto:jmcfall@stmaryshfg.ie) | Ext 103 |
| SEN Link | Peter Montague  [pmontague@stmaryshfg.ie](mailto:pmontague@stmaryshfg.ie) |  |
| SNA Link | Angie Boran  [aboran@stmaryshfg.ie](mailto:aboran@stmaryshfg.ie) |  |
| Guidance Counsellors | Jan Gavin  [jgavin@stmaryshfg.ie](mailto:jgavin@stmaryshfg.ie)  Linda O' Sullivan  [lsullivan@stmaryshfg.ie](mailto:lsullivan@stmaryshfg.ie) | Ext 106  Ext 105 |
| Chaplain/Faith Development Officer | Ciaran Coll  [ccoll@stmaryshfg.ie](mailto:ccoll@stmaryshfg.ie) |  |
| Health and Safety Officers | Orla O'Keeffe  [ookeeffe@stmaryshfg.ie](mailto:ookeeffe@stmaryshfg.ie)  Colin Tierney  [colintierney75@hotmail.com](mailto:colintierney75@hotmail.com) |  |

**\*Relevant Year Heads - (for current year 2017 – 2018)**

1st Year Cathy [Kavanagh ckavanagh@stmaryshfg.ie](mailto:Kavanaghckavanagh@stmaryshfg.ie)

2nd Year Lynda [Bohan lbohan@stmaryshfg.ie](mailto:Bohanlbohan@stmaryshfg.ie)

3rd Year Orla [Griffin ogriffin@stmaryshfg.ie](mailto:Griffinogriffin@stmaryshfg.ie)

TY Anne [Hughes ahughes@stmaryshfg.ie](mailto:Hughesahughes@stmaryshfg.ie)

5th Year Suzanne [Mahon smahon@stmaryshfg.ie](mailto:Mahonsmahon@stmaryshfg.ie)

6th Year Brendan [McGill bmcgill@stmaryshfg.ie](mailto:McGillbmcgill@stmaryshfg.ie)

1. **Critical Incident Room Allocation**

|  |  |
| --- | --- |
| **Reason** | **Room** |
| Coordination for CIMT | Board Room |
| Addressing Staff | Staff Room |
| School / Year Assembly | Choir Hall / Gym / Room 31 / Room 27/28 |
| Meeting Parents / Year Heads | Year Heads’ Office / Deputy Principals' Offices / Principal’s Office |
| Individual Sessions with Students / Parents | Guidance Counsellor's Offices  Principal's Office / Deputy Principals' Offices. |
| Spiritual Meditative Space | Oratory/Prayer Room |
| Miscellaneous | Reception Area / Chill-out Area |

CIMT to meet early in the academic year to review the details in the critical incident folder.

1. **Emergency Contact List**

|  |  |
| --- | --- |
| **Agency** | **Contact Numbers** |
| **Gardaí**  Gardaí Santry (John Durr)  Gardaí (Ballymun) Dave/Elaine  Gardaí (Finglas) | 01-6664020/0834260234  0878979354/  01-6664400  01-6667500 |
| **Hospitals**  Temple Street  Mater Hospital  Beaumont Hospital | 01-8784200  01-8032000  01-9093000 |
| Fire Brigade | 112 |
| **Local GPs**  Cremore Clinic  Dr Nuala O’Farrell | 01-8344611 |
| HSE/Community Care Team/ Child and Family Centre/CAMHS | [041 6850300](tel:0416850300) |
| **NEPS Headquarters**  **NEPS Psychologist**  Jacqueline Horan | 01-8892700  (0761)108660) |
| **DES** | 01-8896400 |
| **Association of Secondary School Teachers (ASTI)**  **Teachers Union of Ireland (TUI)** | ASTI: 6040160/1850-418400 TUI: 4922588 |
| **Parish Priests**  Fr. Richard Sheehy, Our Lady of Dolours, Glasnevin, D11.  Fr. Frank Reburn, Our Lady of Victories, Ballymun Rd, Glasnevin, D9. | 01-5582697  01-8379445  01- 8420346 |
| **State Examinations Commission** | 0906442700 |
| **Employee Assistance Service** | 1800411057 |
| **Charlie Traynor (Outside Counsellor)** |  |
| **Catherine Whyte (Counsellor St John’s Behaviour Unit)** | 01-8844996 |
| **Chairperson of the Board of Management**  Audrey Doyle |  |

1. **SHORT-TERM ACTIONS – DAY 1**

|  |  |
| --- | --- |
| **Task** | **Name** |
| Gather accurate information |  |
| Who, what, when, where? |  |
| Convene a CIMT meeting – specify time and place clearly |  |
| Contact external agencies |  |
| Arrange supervision for students |  |
| Hold staff meeting |  |
| Agree schedule for the day | All staff |
| Inform students – (close friends and students with learning difficulties may need to be told separately) |  |
| Compile a list of vulnerable students |  |
| Contact/visit the bereaved family |  |
| Prepare and agree media statement and deal with the media |  |
| Inform parents/guardians |  |
| Hold end of day staff briefing |  |

1. **MEDIUM TERM ACTIONS – (DAY 2 AND FOLLOWING DAYS)**

|  |  |
| --- | --- |
| **Task** | **Name** |
| Convene a CIMT meeting to review the events of the day |  |
| Meet external agencies |  |
| Meet whole staff |  |
| Arrange support for students, staff, parents/guardians |  |
| Visit the injured |  |
| Liaise with the bereaved family regarding funeral arrangements |  |
| Agree on attendance and participation at funeral service |  |
| Make decisions about school closure | BOM |

1. **FOLLOW-UP BEYOND 72 HOURS**

|  |  |
| --- | --- |
| **Task** | **Name** |
| Monitor students for signs of continuing distress | Class teachers |
| Liaise with agencies regarding referrals |  |
| Plan for return of bereaved student(s) |  |
| Plan for giving of ‘memory box’ to bereaved family |  |
| Decide on memorials and anniversaries | BOM/Staff, parents and students |
| Review of response to incident and amend plan | Staff/BOM |

1. **Critical Incident Checklist**

* Updated list of students
* Updated list of parents/ guardians
* Updated list of all staff members/ including temporary staff.

1. **Emergency Contact List and Phone Extensions (to be displayed in the staff room)**

|  |  |  |
| --- | --- | --- |
| Room | Extension Number | Mobile Number |
| Staffroom | 110 |  |
| Principal's Office | 101 | 0860392335 |
| Deputy Principal's Office 1 | 102 | 0861302203 |
| Deputy Principal's Office 2 | 104 | 0879855763 |
| Year Head Office | 107 |  |
| Admin Office (Jacinta) | 103 |  |
| Admin Office (Michelle) | 102 |  |
| Reception (Liz) | 100 |  |
| Guidance Office (Jan) | 106 |  |
| Guidance Office (Linda) | 105 |  |

1. **Checklist for School Excursions:**

* Trip Leader / Teacher in charge
* Emergency information for school trips/ excursions
* List of students involved
* List of staff involved/ teacher in charge
* Mobile phone no. of staff
* Up to date medical information of students involved
* Students mobile number/ home contact numbers.

1. **Letter Templates:**

* Templates for letters to parents (available in Word format from Admin system)
* Templates for press releases (available in Word format from Admin system)

(All to be saved on the Admin Computer System)

1. **Emergency Packs: (Located in Frances’s office)**

* Lists of all pupils and phone numbers.
* Lists of all teaching staff.
* Lists of all non-teaching staff.
* Critical Incident Management Team contact list.
* Copy of the Critical Incident Policy.
* Department of Education guidelines and resources.
* Copy of the layout of the school building and school grounds.
* Dedicated phone line.

1. **Communication of the Plan:**

* Parents of students from different ethnic and religious backgrounds should be consulted about their beliefs and rituals so that the school is aware of issues that may arise (Section 4.5 NEPS 2016). Once prepared, all staff should be made aware of the schools Critical Incident Policy and prodcedures.
* Copies of the CIMP should be readily available to all staff. Management may wish to issue a copy to all staff.
* Students and parents should be informed.
* All new and temporary staff should be informed of the details of the plan.

1. **Checklist for Reviewing the Policy and Plan (NEPS 2016, p19)**

* Has serious consideration been given to the school’s approach to prevention?
* Has the school deﬁned a critical incident and given examples?
* Have key roles been clearly identiﬁed and the assigned tasks outlined?
* Have staff members been nominated to each of the assigned roles/tasks?
* Are telephone numbers on contact lists up-to-date?
* Have all the staff been consulted about the plan/policy?
* Has a date been set for a review of the plan?
* Who will be given copies of the plan?
* Are the personnel suitable?
* Is the Emergency Contact List (Section 11, R21) appropriate and complete?
* Are letters and press releases readily available on school headed paper, for adaptation to suit the particular circumstances?
* Has contact been made with external agencies?
* Has each member of the team compiled their emergency pack (photocopies of relevant handouts)?
* Where will copies of the plan be kept?
* Have parents been consulted about the plan?
* Have the students been consulted about the plan?

1. **Confidentiality and Good Name Considerations**

The management and staff of St Mary’s have a responsibility to protect the privacy and good name of the people involved in any incident and will be sensitive to the consequences of any public statements. The members of the school staff will bear this in mind, and will seek to ensure that students 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 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 legally established that a murder was committed. The term ‘violent death’ may be used instead.

1. **Implementation and Review**

The date from which the policy will apply is the date of adoption by the Board of Management. Implementation of the policy will be monitored by the Principal of the school.

Policy adopted by the Board of Management



**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Chairperson, Board of Management**

**Date: 31 January 2018**

1. **References**

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