

YSGOL CAERGEILIOG FOUNDATION SCHOOL



CRITICAL INCIDENT POLICY

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 working mechanism.

It may:

- affect pupils, staff, parents and governors,
- 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 our School community.

The Critical Incident Policy and Plan cannot cover every aspect of recovery from a critical incident.

Occurrences may arise which cannot be foreseen or considered.

The critical incident may occur during:

- the School day,
- the evening,
- the School holidays
or
- on a School trip.

It is important that the incident policy is easily understood and swings into action immediately.

The following must be remembered in relation to the incident policy:

- that it is followed as closely as possible;
- that designated personnel understand their tasks and are competent to carry them out;
- that other people do not take unilateral actions;
- that consideration and sensitivity is shown by all;
- that pupils, staff and parents are protected from press intrusion;
- that normal routines be resumed as soon as possible;
- there is a realisation that total recovery may take a long time.

The Critical Incident Management/Recovery Team (CIM/RT) has responsibility for ensuring that procedures are properly addressed at times of high emotion. If the incident involves legal action, a precise response to the incident should be known and is able to be verified by more than one person.

AIMS OF THE CRITICAL INCIDENT POLICY

- To maintain a duty of care
- To minimise educational and administrative disruption within the School
- To enable normal working to be resumed in the shortest possible time

OBJECTIVES:

- 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/Recovery Team, the membership of which is known to all relevant parties (see Appendix 1)
- To have in place a Critical Incident Management/Recovery 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

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.

e.g. 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 , flood or an explosion
- Bomb Threat

e.g. Out of School:

- Deaths or injuries through accidents
- Suicide
- Civil disturbance

GUIDELINES FOR MANAGING A CRITICAL INCIDENT

- The Headteacher will take charge of the School's response.
- In the case of the Headteacher being unavailable, the members of the Critical Incident Management/Recovery Team (CIM/RT) will take charge.
- The Headteacher's office will be the central liaison point.
- The CIM/RT will assess immediate practical needs.
- The CIM/RT will contact next of kin of those directly involved if required.
- A short simple statement of facts will be prepared by the Headteacher.
- All contacts from and with the media will be dealt with by the Headteacher.
- Secretarial staff taking incoming calls will use a statement agreed by the CIM/RT
- When necessary, all members of staff will be informed and will be guided in relation to informing pupils.
- The CIM/RT 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 managed (see Appendix 4)

APPENDIX 1

MEMBERS OF THE CRITICAL INCIDENT MANAGEMENT/RECOVERY TEAM

Headteacher – Mr Richard Williams

Deputy Head Teacher – Mr Simon Browne

Assistant Head Teacher – Ms Karina Jones

Registrar – Ms Lisa Ellis-Roberts

Operations Manager: Mrs Margaret Roberts

Leadership Team Members – Mrs. Lindsea Roberts

Administration Manager– Mrs. L Chandler

Chair of Board of Governors – Mrs. R Brown(or Mrs A White, Vice Chair of the Board of Governors, in her absence)

Other members of staff may be co-opted 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 an incident.)

APPENDIX 2

CRITICAL INCIDENT MANAGEMENT/RECOVERY PLAN In the event of a critical incident:

Initial Response

- The Headteacher should be contacted first (if not available one of the LeadershipTeam).
- The Head Teacher (or Leadership Team) should seek to clarify from relevant sources the nature and circumstances of the incident.
- The CIM/RT will meet at the earliest opportunity and agree on procedures for managing the critical incident.
- 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.

Preventative Strategies

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

All members of the Critical Incident Management/Recovery Team must:

- have a copy of the Critical Incident Policy and Procedures at home and at School
- be aware of the roles of each part of the plan to enable the School to react swiftly and accordingly
- have contact numbers of each other for 24 hour contact
- in the event of a School trip /visit, have access to a list of names for staff and pupils. will have a register of emergency services and relevant outside agencies

Also:

- Relevant members of the secretarial staff will have a register of emergency services and relevant outside agencies
- Emergency evacuation drills are familiar to all members of the School community and practiced regularly.
- Opportunities to explore sensitive issues such as tragedy and death will be built into the PSE and pastoral programmes.

APPENDIX 3

Procedures for Critical Incident Management

Headteacher:

- () Seeks clarification
- () Calls emergency services - if appropriate
- () Summons the CIM/RT to inform of incident
- () Prepares relevant statements/letters

Deputy Headteacher :

- () Convenes and informs staff
- () Arranges staff cover if appropriate
- () Contacts external agencies
- () Contacts relevant parents
- () Supports the physical and emotional wellbeing of pupils

Leadership Team:

- () Liaise with Facilities Manager to ensure access for essential personnel
- () Ensure health and safety measures are in place

Administrative Manager:

- () Ensures phone lines are operative
- () Liaise with School first aiders to offer first aid as appropriate

APPENDIX 4

Emergency Evacuation Procedures

FIRE DRILL REGULATIONS

The signal is the continuous sound of a two-tone “**hooter**” and **School bell**.

Each classroom displays a chart showing the route to be taken. (On back of door).
Green arrows indicate the route to the nearest Emergency Exit. Emergency exit doors are marked with a green “EXIT” sign – they always open outwards. On arrival at an exit the first teacher should make sure that both doors are open.

PROCEDURE ON HEARING THE ALARM

- Class stands quietly – emphasise that there must be no panic. Schoolbags need to be left in classroom.
- Teacher leaves by designated exit route – staff check toilets to ensure all pupils are evacuated.
- Pupils assemble in straight lines in the in front of the School Flag Pole (Assembly Point).

ON ARRIVAL AT THE ASSEMBLY POINT

- All Teachers immediately check attendance registers and ensure that all pupils are accounted for. **Teachers should remain with their own class at all times.**
- While School is evacuated during fire drill the appointed staff will patrol the front of the School to prevent intruders entering the School.

Assembly Points:

- **Incident Assembly Point : By the School Flagpole**
- **Critical Incident Assembly Point: The Main School Field**
- **Total Site Evacuation Assembly Point: Main School Car Park**

WHEN THE ALL CLEAR IS GIVEN

Year Groups proceed back to classrooms supervised by their Class Teacher.

PLEASE NOTE

Teachers should be familiar with:

- (a) Position of fire extinguishers
- (b) Direction of use of same
- (c) Position of power switches for classrooms in the event of an electrical fault.
- (d) Method of opening fire doors.

It is the duty of the Class Teacher to familiarise their classes with escape routes and fire drill regulations so that there will be no panic in the absence of a teacher.

In the event of an outbreak of fire in your classroom:

- Clear pupils from classroom following fire drill instructions.
- Raise the alarm by breaking the glass in the nearest red fire alarm box.
- Alert adjacent classrooms immediately.
- Undertake suitable action to bring fire under control. (DO NOT ATTEMPT TO BRING A FIRE UNDER CONTROL WHERE THERE IS A DANGER THAT IT WILL CUT OFF YOUR EXIT ROUTE)

Where an emergency occurs during School assembly, designated Senior Staff will co-ordinate the evacuation of the area using the appropriate exits.

It is the Class Teacher's duty to ensure that her/his own form know the procedure to follow if an emergency occurs DURING LUNCH AND BREAK, i.e. they should take the most direct route to the assembly point

N.B. Use discretion in deciding the lengths to which "First Aid" firefighting is carried out because no amount of material saving can compare with the importance of human life. Always summon help first by raising the fire alarm before commencing "First Aid" fire fighting.

APPENDIX 5

The School's Procedures relating to a Bomb Threat:

Initial response	Tick	Sign	Time
Remain calm and talk to the caller			
Note the callers number if visible on the phone			
If the threat has been sent via social media, see the appropriate section below			
If you are able to, record the call			
Write down the exact wording of the threat:			

Ask the following questions and record the answers as accurately as possible below:

Where exactly is the bomb right now?	
When is it going to explode?	
What does it look like?	
What does the bomb contain?	
How will it be detonated?	
Did you place the bomb, if not then who?	
What is your name?	
What is your address?	
What is your telephone number? How can we contact you?	
Do you represent a group or are you acting alone?	
Why have you placed the bomb?	
Record time call completed	

Inform Person Responsible for the Building/ Security

Name, telephone number and time person informed	
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DIAL 999 and Inform Police

Time informed	
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This part should be completed once the caller has hung up and you have called the police

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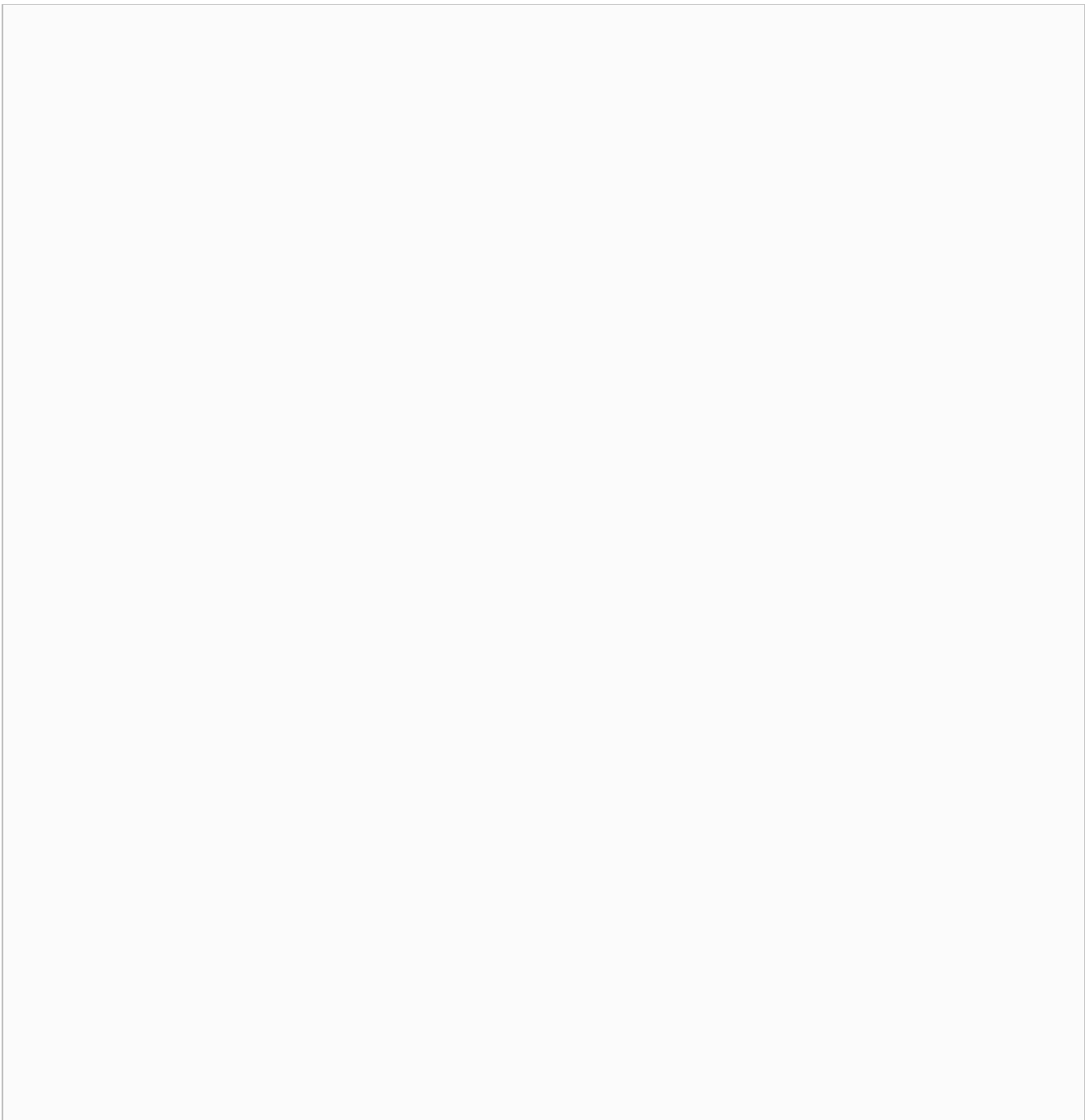
Date and time of the call	
Approximate duration of the call	
Telephone number that received the call	
Your name and Job Title	

About the caller (Circle as appropriate):

	Male		Female	
Threat Language:	Well spoken	Irrational	Foul	Irrational
Caller's Voice:	Calm	Crying	Angry	Clearing Throat
	Slurred	Excited	Disguised	Stutter
	Slow	Lisp	Accent **	Horse
	Rapid	Deep	Familiar**	Other
** Please specify				
Background Noise	Street noise	Indoor Noise	Quiet	Motor
	Animals	Music	Static	PA System

	Office machinery	Factory Machinery	Other:
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Remarks and additional notes:



Actions to be Taken upon bomb threat received by email or social media

- Do not reply to, delete or forward the message
- If sent via email, note the address
- If sent via social media, note the application and username/ ID
- Dial 999 and follow police guidelines
- Preserve all web log files for your organisation to help the police investigation

DO NOT HESITATE IN CARRYING OUT THE ABOVE

PROCEDURE.

**THE SAFETY OF ALL PERSONS ON THE
SCHOOL PREMISES WILL DEPEND ON
YOUR INSTANT AND EFFICIENT ACTION.**