



Sligo Grammar School, The Mall, Sligo, Ireland

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Web Page www.sligogrammarschool.org

CRITICAL INCIDENT MANAGEMENT PLAN

1. Why have a Plan?

Having a plan empowers staff and makes them more independent and self-reliant. It enables staff to react quickly and effectively and to maintain a sense of control. It may also ensure that normality returns as soon as possible and that the effects on students and staff are limited. Sligo Grammar School is committed to creating a coping, supportive and caring ethos in the School.

2. What is a Critical Incident?

It is an incident or sequence of events which overwhelms the normal coping mechanisms of the school and disrupts the running of the school. The range of critical incidents includes:

- The death of a member of the school community through sudden death, accident, terminal illness or suicide
- An accident involving pupils or staff on or off the school premises
- A physical attack on staff member(s) or student(s) or intrusion into the school
- Serious damage to the school building through fire, flood, vandalism, etc.
- The disappearance of a member of the school community
- An accident / tragedy in the wider community
- Health issues – e.g. meningitis,
- Bird / Swine Flu

THE CRITICAL INCIDENT MANAGEMENT TEAM - SCHOOL

Michael Hall	-	Team Leader
Arnie Griffin	-	Second Team Leader / Staff Liaison Representative
Cecilia Mc Guinness-		Counsellor
Fiona Kilroy	-	Junior School Representative
Jimmy Staunton	-	Senior School Representative.
Maire Hynes	-	Transition Year Students
Matron	-	Boarding Students Representative.

THE CRITICAL INCIDENT MANAGEMENT TEAM – BOARDING

Michael Hall	-	Team Leader
Arnie Griffin	-	Second Team Leader / Staff Liaison Representative
Cecilia Mc Guinness-		Counsellor
Pauric Cassidy	-	Head of Boys Boarding
Dianne Potter	-	Head of Girls Boarding
Patricia Henry	-	Matron
Matron	-	Boarding Students Representative.

The Team Leader may co-opt other staff members depending on the nature of the incident. These may include members of the Guidance Department, the relevant Form Teacher, Office Staff, Bursar, etc.

Procedures

1. Gather accurate information:

Who? What? When? and Where? Is there a risk of further injury?

2. Contact appropriate agencies (see attached emergency contact list):

- In case of a death, establish contact with the family
- Emergency Services
- Medical Services
- NEPS
- Health Board
- Board of Management
- PTA
- DES
- Examination and Assessment Manager, State Examinations Commission Branch if State examinations are in progress

3. Convene a meeting with the Critical Incident Management Team and/or key staff.

This initial meeting is to agree short term actions – i.e. Day One and follow-on procedures if time allows.

- In the case of a death organise a home visit by two staff members.
- Produce an agreed statement of the facts for staff, students, parents and the media.
- Delegate responsibilities to the Critical Incident Management Team.
- Keep phone line open and manned if appropriate. The agreed factual statement should be available to the telephonists. Staff appointed to take calls should be given clear guidance on what is appropriate to say.
- Organise the timetable for the day. As far as possible maintain normal routines.
- Arrange staff meeting if appropriate.
- Organise student supervision during any staff meetings.
- Decide if an outside professional is required for staff meeting – e.g. NEPS.

- Identify high-risk students.
- Identify staff who may be vulnerable.
- Arrange when and how students will be informed.
 - (a) Students directly involved.
 - (b) Students not directly involved.
- Arrange appropriate support and guidance for pupils directly involved
- Arrange when and how parents will be informed
 - (a) Parents of students directly involved.
 - (b) Parents of students not directly involved.
- Arrange protocol for pupil communication with home
 - (a) Students directly involved.
 - (b) Students not directly involved.
- If appropriate, provide (a) a suitable area for students to congregate (b) a suitable room for students and parents to meet

Staff Liaison

Inform staff as soon as possible to prevent them hearing from other, sometimes inappropriate , sources.

- (a) Staff Meeting – All staff to attend, including ancillary staff. It may be necessary to do this in two shifts thereby ensuring that staff are available to support students and for cover at all times.
 - Give an account of the facts as known.
 - State what has been done already.
 - Hold discussion with staff and make decision on agreed approach to sharing information with students.
 - Decide what is going to be done.
 - Specify support services which will be provided for students and staff.
 - Devise procedure for identifying vulnerable students
 - Publicise timetable for the day and beyond if possible or necessary.
 - Distribute relevant handouts.
 - Advise staff on dealing with parents and the media.
- (b) Information will be continually updated and displayed in the staffroom.

(c) Informal briefings will be given during morning break and lunchtime.

Student Liaison

Inform students as soon as possible to prevent their hearing from other, sometimes inappropriate, sources.

Students will generally be informed in form groups by one or two team members – i.e. Form Teacher, Coordinators, Deputy Principal or Headmaster. It is generally thought that support is best given by adults known to the children.

- Give the facts as known to avoid speculation.
- Say what has been done already.
- Say what is going to be done.
- Identify support services which will be provided for students.
- Specify who to talk to and where to go when they need support.
- Timetable for the day and beyond if available.
- Allow students to ask questions, tell their story and express feelings.
- Distribute relevant handouts (may happen at later meetings).
- Advise students on dealing with the media and one another.

Organise the reunion of students with their parents, if necessary.

- Inform students that their parents/guardians will be collecting them as soon as possible.
- Facilitate distressed students and their parents by providing a private room where they can meet following an incident. This could be a very emotional time.
- Where appropriate, offer help with transport, especially for younger children.

Parent Liaison

Children directly involved

Parents/guardians should be contacted as soon as possible, and this first contact will need to be handled with great sensitivity. The steps involved are set out below:

- Agree who should share information with parents and how this should be done.
- Make a list of parents/guardians who have been contacted and those who still need to be told to avoid duplication of messages.
- Give parents/guardians relevant and factually accurate information.
- Set a room aside for distressed students to meet their parents/guardians.
- Provide support to parents who are on their own when they arrive at the school.
- Give out telephone numbers for enquiries.

Children not directly involved

The parents of other children in the school should be informed of the incident and warned that their child may be upset.

Send a letter to parents stating the facts about the incident. It may not be appropriate at this point to disclose the names of those involved.

Give details of the support structures in place to help the children cope with the tragedy. Advise parents on who they may contact at the school if they would like advice or assistance.

Organise the reunion of students with their parents, if necessary.

- Inform students that their parents/guardians will be collecting them as soon as possible.
- Facilitate distressed students and their parents by providing a private room where they can meet following an incident. This could be a very emotional time.
- Where appropriate, offer help with transport, especially for younger children.

ADDITIONAL CONSIDERATIONS

School Assemblies

Special School Assemblies will be held in the event of the death of a student or a member of staff.

School Closure in the event of the death of a student or staff member.

In consultation with the Board of Directors / Management and the Department of Education, the School may be closed as a mark of respect and to facilitate attendance at the funeral service.

Special School Opening

It may be considered necessary to open the school to allow students, staff members and parents to meet and provide support for one another.

Debriefing

A debriefing session will take place after any serious incident.

EMERGENCY CONTACT LIST

(Please note prefix for Sligo is 071- and for Dublin the prefix is 01-)

Garda - Sligo 915700

Ambulance 999

Fire Brigade – Sligo

Sligo General Hospital 2694533

School Doctor: Dr Heraghty 2853666

Eastern Health Board / Child & Family Centre 1800 520520

Chairperson of the Board of Management: Rev. Noel Regan 071-9166253

State Examination Commission 0906 442700

Examination and Assessment Manager, State Examinations Commission 0906 74621

NEPS Psychologist: John Culbert 8892700
087 2244294

ASTI 6040160

JMB, Emmet House, Milltown, Dublin 14 283 8255
269 5461 (Fax)

NAPD 662 7025

Clergy: Canon. Patrick Bamber
Dean Arfon Williams
Rev Alan Mitchell
Rev Stephen Taylor

USEFUL CONTACT NUMBERS

Barnardos 4530355

The Samaritans, Sligo 1850 609090
jo@samaritans.org / www.samaritans.org

Childline 1800 666666

Parentline 1890 927277

AWARE Defeat Depresssion Administration 6617211
24hr Helpline 1890 303302

National Suicide Bereavement Support Network 024-95561
Bereavement Support

The Bereavement Counselling Service – Dublin Street, Baldoyle 8391766

Anne Flynn - Bereavement Counsellor 2115179

Sister O’Kelly - Bray Bereavement Support Group 2868413

Dara Coady – Wicklow/Nth. Wexford Support Group 087-2418313

Bereavement Counselling Service 6767727

<http://homepage.eircom.net/~nsbn>

(Irish website for people bereaved by suicide – lists support groups)

Solas – Bereavement Counselling for Children. 4540355

Bereavement service for children and their families following the death of a parent, carer or siblings. Christchurch Square, Dublin 8.

The Compassionate Friends 8322197

An organisation of bereaved parents who offer support. It is open to all parents who have suffered the loss of a child of any age.

Beginning Experience Groups 6791018

A nationwide group providing weekends for those bereaved through death or loss. The Young Adult Beginning Experience (YABE) is a connected group. St Audeon’s, High Street, Dublin 8

Rainbows, Shankill 4734175
2722052

Acute Mental Health Hospital Services

St John of God’s, Stillorgan 2881781

Newcastle Hospital, Greystones 2819001

Vergemount Psychiatric Unit, Clonskeagh 2697877

Mental Health Alliance via Mental Health Ireland

6 Adelaide Street, Dun Laoghaire 2841166

www.mentalhealthireland.ie

Addiction Services

Baggot St Community Alcohol Treatment Unit 6607838

Baggot St Addiction Centre 6602189

Education & Outreach Service, Dun Laoghaire 2807582

Patrick St Addiction Centre, Dun Laoghaire 2808472

Lincara Centre, Bray 2862345

Drugs / HIV Helpline (10.00am – 5.00pm every day) 1800 459459

Teen Counselling (Crosscare) 8371892
Smokers Helpline (St Vincents Hospital) 2774000
Beaumont Hospital Poisons Unit (24hr Helpline) 8092566
Counselling Services
AVOCA (Adult Voices of Childhood Abuse) 6681740
Freephone 1800 234111
Teen Counselling, Ballybrack 2721411
The Irish Hospice Foundation 6765599
A most significant organisation. 9 Fitzwilliam Place, Dublin 2

Family Therapy

Audrey Kilgannon 6488617
Cluain Mhuire, Newtownpark Avenue, Blackrock 217 2100
Cluain Mhuire, Day Hospital, Stillorgan 288 1781

Psycho Sexual Issues

Yvonne Jacobsen, MRCS 6785195

Educational Psychologists

Jean Browne, Dun Laoghaire 2809014 / 2140976
Siobhán Kennedy, Goatstown 2987635 (9.30-1.00)
Fiona Kelly Meldon, Glenageary 2807877
RK Bishop & Co, Rathmines 4966994
Sara Hollwey, Stillorgan 2783248

Language Therapists

Geraldine Casey 4904146
087 9572569
Rita Treacy, Stillorgan 2780886
Dyslexia Association 6790276

Sliding Scale Fees

Tivoli Counselling, Dun Laoghaire 2809178 / 2803236
Living Life Counselling, Bray 2866729

Coroner's Services

Dublin County 2301774
Dublin County Borough 8743006
Wicklow West 045-865227
Wicklow East 0402-32800

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