



CRITICAL INCIDENT MANAGEMENT PLAN

Scripture: Peace I leave with you; my peace I give to you. Not as the world gives, do I give it to you. Do not let your hearts be troubled or afraid. John 14:27

Rationale

The purpose of this plan is for St Patrick's School community to have a strategic response to a critical incident or trauma. This will facilitate:

- A planned response at a time of potential instability
- Recovery from any trauma or systems dysfunction due to the incident
- A quick return to normal routines
- A sense of cohesiveness within the school community
- A sense of responsibility and control over situations which may arise
- A demonstration of caring and support during a time of great need
- Minimum disruption to personal/professional performance in the long/short term
- The care of the physical and emotional well-being of staff, students and parents

Definition

A **Critical Incident** is defined as one which, by its nature, has the potential to leave lasting effects on those involved. Some emergencies can also be critical incidents, such as a road accident which leads to the long term trauma of staff or students. Some critical incidents may result from emergencies occurring outside the school environment such as serious injury to a student off site. This may affect teachers and students in ways which the school needs to address. Similarly, media reporting of matters affecting or involving schools, can actually result in critical incidents for schools. The diversity of critical incidents experienced by schools may have an impact on the preparedness which any group can undertake in readiness for any specific type of incident.

Critical Incidents that may affect the School Community

- The death/serious injury of a student, teacher or prominent school community member
- The destruction of the whole, or part, of the school
- Death or misadventure on a school excursion
- Students witnessing serious injury or death
- Student, sibling, parent or teacher suicide
- Flooding, bushfires or other natural disasters
- Terminal illness of a member of the school community
- Use of violent weapons in the school
- Outsiders coming into the school and being aggressive to students and staff
- Disappearance of a student or staff member
- Sexual/social abuse of students or teachers
- Major vandalism
- Media coverage of issues in ways which create concerns in the school community
- Technology - Major Cyberbullying, grooming, exposure to sensitive material

Key Elements in a Critical Incident Management Plan

Preparedness	Prevention	Response	Recovery
The planning and rehearsal of processes to be undertaken prior to an emergency occurring	The identification of risks that are specific to the school community environment. Review on an annual basis.	Implementing planned procedures.	Implementation of recovery processes to facilitate the return to routine. The review of the plan.
<ul style="list-style-type: none"> ● Planning ● Education ● Role definition ● Training ● Rehearsal ● Liaising with emergency services 	<ul style="list-style-type: none"> ● Risk identification ● Safe practice ● Occupational safety ● School regulations ● Security ● Staffing requirements 	<ul style="list-style-type: none"> ● Collect information ● Assess response needed ● Implement plan 	<ul style="list-style-type: none"> ● Coordinate recovery ● Communications ● Recovery room ● Managing media ● Monitor reactions ● Resumption of regular routine ● Counselling ● Memorials ● Review plans

Preparedness

- Identify the risks to which the school may be exposed i.e. the extent to which a fire, assault in school grounds, toxic spill, car accident, school camp injury, school bus incident, emergency such as siege or fatality creates a hazard.
- Identify safe practices to ensure that they comply with school safety regulations, WH&S guidelines and work-related guidelines.
- Prepare a list of emergency services including police, fire, ambulance, hospital, doctor, counselling services and the Catholic Schools Office.
- Identify and make known, tasks that different school personnel will be required to do during a critical incident.
- Make school personnel aware of the different reactions that they, students and parents might witness as a result of a critical incident.
- Provide rehearsal opportunities to ensure knowledge and skills learnt are not lost over time.

Prevention

- Those who provide interventions following a critical incident must gain a thorough understanding of the reactions of children and adults and their needs, and know when to refer students/staff for more specialist professional help.
- School personnel must know how to ensure their own well-being as a care-giver during a critical incident.

Response and Recovery

- See Guidelines

Review

- Review and revise existing plan within two years.
- Update the plan following any significant emergency/critical incident.

Guidelines

Principal or delegated staff member

◆ Gathers factual information

- ◆ Establishes nature of critical incident
- ◆ Decides on immediate action – police, ambulance, RFS and/or fire brigade, SES
- ◆ Contacts emergency services where necessary
- ◆ Initiates Critical Incident Management Plan
- ◆ Informs Parish Priest, CSO (Director of Catholic Schools and School Services Consultant)
- ◆ Notify parents eg email and message via Schoolzine, letter sent home, phone or school Facebook page
- ◆ Principal or delegate is the only media contact
- ◆ Initiate Emergency Contact Chart.
- ◆ Evacuate school to alternative setting that is deemed safe- eg. Community Evacuation Centre. Arrange for bus transportation of students and staff. (Use school bus to assist evacuation) Notify parents/carers of alternative setting for collection of children.
- ◆ Ensure mobile phone or another device can be accessed at all times.
- ◆ Brief administration staff on the action plan and develop an appropriate response to be given to parents and the general public.

Assistant Principal

◆ Arranges cover for teachers where required

- ◆ Liaise with the Principal to enact an emergency plan
- ◆ Adds extra support to playground supervision
- ◆ Arrange for alternative occupation of building in the case of vandalism, destroyed or unsafe rooms.
- ◆ Ensure mobile phone or another device can be accessed at all times.

School Leadership Team

◆ Disseminate factual information

- ◆ Liaise with Principal
- ◆ Schedule meetings regularly to keep team informed and to review Action Plan
- ◆ Confirm management plan
- ◆ Determine timeframe for the day
- ◆ Initiate any special duties - be mobile around the school to handle any problems arising
- ◆ Set up library/interview rooms as Support Centres
- ◆ Coordinate counselling groups
- ◆ Contact relevant support agencies
- ◆ Liaise with CSO and staff throughout the day
- ◆ Record the names of “at risk” students
- ◆ Withdraw specially affected students
- ◆ Contact parents for students to go home where necessary

Administration Staff

- ◆ Ensure the phone is always answered with an appropriate response directed by Principal or delegate
- ◆ Administer immediate first aid

- ◆ Record and forward correspondence as directed
- ◆ Remain calm and professional in a critical incident, as they are the first contact for parents and the wider community
- ◆ Place a copy of the **Immediate Action Plan & Procedures for Possible Critical Incident** at each phone point in case of a critical incident

Staff Briefing

◆ **Present Information**

- ◆ Discuss Action Plan
- ◆ Allow for staff response
- ◆ Counsellor input on grief reactions
- ◆ Prepared information for students
- ◆ Explain access to Support Centres

Leaders of School Evangelisation - Leader of Catechesis

- ◆ Consult parish priest
- ◆ Prepare appropriate prayer and liturgical response
- ◆ Set up sacred spaces.

Full School Assembly

◆ **Principal to disseminate factual information**

- ◆ Students to go to stage group assemblies
- ◆ Read prepared statement
- ◆ Time for discussion informing students about counselling support
- ◆ Staff to record all students' names they feel are at risk, and refer to Leadership Team
- ◆ Direct affected students to counselling services

Homegroup Teachers

◆ **Continue with normal classes and conduct normal work**

- ◆ Follow procedures as outlined by Leadership Team
- ◆ Facilitate discussion if appropriate
- ◆ Direct students to counselling if required

End of Day Staff Meeting

◆ **Debrief**

- ◆ Support
- ◆ Plan
- ◆ Relevant documentation initiated/completed
- ◆ Review of current policies/practices that are relevant

IMMEDIATE ACTION PLAN

Emergency – Deal with the Dangers & Injured

Police
Ambulance
RFS/Fire Brigade
First Aid Assistance
SES

Inform Principal/Assistant Principal

Via office staff
Dispatch staff to assist

Information

Collect the facts from: staff
Students
Police etc

Meeting of key personnel

School Leadership team may need to be available for extra supervision or meetings
(This may be organised internally or replacement teachers will be called in)

Identify the victim/s indirect and direct

Staff
Students
Family members

Contact

Parents where necessary
Parish Priest
CSO
Counselling support

Initiate

Critical Incident Management Plan and convene Leadership Team meeting

Procedures for Possible Critical Incident

CONTACTS OUT OF SCHOOL HOURS

PARISH PRIEST Administrator	6568 1107 (Macksville) 6568 6642 (Nambucca Heads) 0442 460 064
PRINCIPAL Mr. Vin Butler	0427 076 033
ASSISTANT PRINCIPAL Mrs. Julie Ryan	0457 598 118
SCHOOL SERVICES CONSULTANT	0407 512 828
CATHOLIC CHURCH INSURANCE	1800 011 028
ACCESS COUNSELLING- For staff & their families	1800 818 728

EMERGENCY SERVICES

ANY EMERGENCY	000 (Landline) or 112 (Mobile)
AMBULANCE	000 or 112
CATHOLIC SCHOOLS OFFICE	6622 0422
MACKSVILLE HOSPITAL	6568 0666 / 65680600
NAMBUCCA SHIRE WATER	0417 285 269
NAMBUCCA SHIRE SEWERAGE	0417 287 397
POISONS INFORMATION CENTRE	131126
POLICE	000 or 112
POWER EMERGENCY- Essential Energy	132391
RURAL FIRE SERVICE	000 or 112
STATE EMERGENCY SERVICE	132 500
TELSTRA UNWELCOME CALLS	1800 805 996

MAJOR TRANSPORT ACCIDENT

1. Assess damage and injuries
2. Notify
Ambulance.....000 or 112

RFS..... 000 or 112

SES.....132 500

3. Ensure that students are kept away from the immediate scene of the accident.
4. Call staff with First Aid qualifications to render assistance.

TRAPPED PERSON

1. Notify

Ambulance.....000 or 112

SES.....132 500

Police.....000/112 or 6568 1044 (Macksville)/ 6598 5399 (Nambucca)

2. Keep area clear.

3. Secure any structural damage if safe/possible to do so.

4. Render First Aid (use Staff First Aid Personnel) *See listing in Emergency Services Section*

FOOD CONTAMINATION

1. Assess the extent-number of people involved.

2. Notify Doctor as listed in individual student records.

Hospital. (if necessary).....6568 0666

Parents (see Student Information forms.)

3. Call staff with First Aid qualification to render assistance if possible/necessary.

See listing under Emergency Services Section

4. If possible, collect samples of the substances concerned -food, drink and vomitus matter for testing/identification. Label containers appropriately. Containers are kept in the Sick Bay next to the office.

FLOOD

In the event of a flood situation the following procedure will apply:

1. The SES monitors the flood and regularly informs the bus companies.
2. The bus companies make the decision to pick up the children early when a flood is imminent and road closures are to occur. Bus companies will liaise directly with the school.
3. If a flood is imminent all families are contacted to ensure that someone will be home if action occurs early in the day. If students cannot be sent home, they will be kept under the care of staff.
4. Some staff cannot access the school due to flooding around Taylors Arm, Bowraville, Scotts Head, Nambucca Heads and other outlying areas. In these situations, classes may need to be rearranged.
5. If flooding has occurred, parents are advised to keep children at home until roads and bridges are safe to cross. Parents are advised to listen to local radio stations, phone the relevant bus company or check RTA, SES or Nambucca Shire websites.

SIEGE/HOSTAGE

A. Phone Call

1. Detain the caller as long as possible.
2. Have another person use a separate phone line- 2nd or 3rd line or mobile to contact Police..... 000/112 or 6568 1044 (Macksville)/ 6598 5399 (Nambucca)
3. Attempt to confirm available facts:
 - a) Siege/Hostage check list below
 - b) See telephone procedures
4. Evacuate as required by the Principal and/ or Police.

B. In the Building

1. Keep the children calm.
2. Keep away from windows and keep low.
3. Follow directions, thus minimising panic.
4. Initiate Lockdown procedures- *See Lockdown Policy*

Siege/Hostage Check List

1. Time reported _____ am/pm.
By whom: _____
2. Exact location of hostage incident:

3. Number of hostages.

4. Names of Hostages

5. Number of Assailants.

6. Name/s of Assailant/s:

7. If names of Assailants unknown.
Age _____ Sex _____ Height _____

Colouring _____
8. Notable characteristics of Assailants _____
9. Number of weapons _____
10. Descriptions of weapons:

11. Mood of Assailant/s, eg: cool, irrational, nervous.

- 12 Any other information:

GAS LEAK, EXPLOSION, DANGEROUS FUMES

1. Check source, turn off supply if possible.
2. Evacuate if necessary (NOT DOWN WIND) *See Emergency Evacuation Policy*
Alternative assembly area will be designated by the Principal
3. Notify
S.E.S. (if external assistance is needed) 132 500
Police..... 000/112 or 6568 1044 (Macksville)/ 6598 5399
(Nambucca)
RFS.....000

FIRE

1. Locate source of fire and advise the office.
2. Contact the RFS000
3. Evacuate if danger is immediate - ensure that evacuation procedures are followed.
See Emergency Evacuation Policy
11. Close all windows and doors.
12. If it can be done safely - attempt to extinguish the fire using the correct extinguishers.

BUSH FIRE

In the event of a bushfire the following procedure will apply:

School Open- Evacuation Procedures

1. The school may be instructed by RFS, Fire and Rescue NSW or Police to close or evacuate.
2. The Principal or delegate to monitor emergency notifications from the RFS- www.rfs.gov.nsw.au and local ABC radio 684 AM or 92.3FM
3. Cancel or postpone school camps, all off site excursions, any off site school sporting events. Consider cancelling or postponing any staff off site professional development.
4. The Principal or delegate to enact evacuation procedures to local safe area in Macksville, Donnelly Welsh Playing Fields or to a designated Evacuation Centre if this area unsafe.
5. Teachers to keep students calm, take the roll and assembly in the COLA. As buses arrive a designated person will ensure each homegroup proceeds to the Bus Bay where they will board a bus.
6. Parents/carers to be notified the school is evacuating to a safe place and for students to be collected from this place, not from school. Parents/carers to be notified by email, SMS and through the School Facebook page of the evacuation.
7. Secretaries to coordinate local bus companies to evacuate students to designated safe area. School bus to be used if practical.
8. If the evacuation route is unsafe, staff and students will shelter in place in the **School Hall**. If you are sheltering in place, the Principal or delegate is to inform the Police and CSO School Services Consultant/WHS Officer.
9. Parents/guardians are NOT permitted to pick up children if the school is in "Lockdown", i.e. students and staff are sheltering in place, until notified the lockdown has been lifted
10. Students cut off from parents/carers are to be supervised by staff until collected. If parents/carers are unable to collect students, emergency contacts will be contacted to arrange collection. If emergency contacts unable to collect children, they are to be taken to the nearest Evacuation Centre.
11. School to advise families that no student should be left at home unattended during a bushfire period as advised by the RFS, regardless of their age.

School Closed Procedures

1. In the event of a bushfire causing the school to close, the Principal and Leadership Team are to use Emergency Contact Chart to communicate school closure to all staff.
2. Once all staff have been notified, the Principal or delegate will communicate the school closure to parents/carers through Schoolzine email and app and School Facebook page.
3. Principal or delegate to monitor emergency notifications and to liaise with the School Services Consultant regarding any change in the situation.
4. Principal or delegate to keep the parent community informed of any developments and actions by the school.
5. Staff and families are recommended to download the free Fire Near Me NSW app from the Apple Store or the Android store. Alternately, monitor the NSW Rural Fire Service website: <https://www.rfs.nsw.gov.au> or Sentinel Website for current bushfire hotspots www.sentinel.ga.gov.au
6. Principal to check school each morning to ensure that no staff or student is on site, then email the all clear to the CSO WHS Officer.
7. Once the decision to reopen is made, the Principal and Leadership Team will use the Emergency Contact Chart to inform all staff.
8. Once all staff notified, the Principal or delegate will communicate school to reopen to parents/carers through Schoolzine email and app and School Facebook page.
9. Provision for counselling to be accessed through the school for affected families. Staff are able to utilise Access EAP for counselling.
10. Principal or delegate to conduct a staff briefing the morning of reopening to discuss:
 - The school's current bushfire risk level
 - Identifying impacted and at risk students and staff
 - Evacuation procedures should the school's status change
11. When communicating the reopening to parents/carers, the message should include:
 - How families will be notified if the situation changes
 - Children with respiratory illnesses or asthma will be able to stay indoors if there is still smoke present. In the event of thick smoke, all staff and students will remain indoors and in extreme cases, the school will close.
 - The school will provide normal lessons or supervision only (depending on available teaching staff)
 - Parents still affected by ongoing bushfires are to notify the school their child will be absent

Reflective Materials

- St Patrick's Emergency Evacuation Policy
- St Patrick's Lockdown Policy
- St Patrick's Staff Handbook
- St Patrick's Parent Information Book
- CSO Emergency Planning SOP 2017

Plan Devised- June 2010

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