



## **CRITICAL/ SERIOUS INCIDENT RESPONSE POLICY 2016**

Calrossy Anglican School recognises the impact that a serious or critical incident can have on staff, students and the wider school community and is committed to acting with concern and compassion and to minimising the impact on all involved. The School recognises that critical or serious incident management and recovery processes involve personal and caring support, efficient management, crisis intervention and the provision of a range of practical assistance as well as follow-up. The School recognises that each situation is unique and that careful consideration needs to be given to how and at what level the school's Critical Incident Management Guidelines may need to be implemented.

### **Critical/Serious Incident Management Guidelines**

#### **INTRODUCTION**

- These guidelines provide a framework through which staff and students may be assisted to respond appropriately to incidents that have caused or are likely to cause trauma or stress. These incidents include those, which affect individuals and/or affect the school community as a whole.
- The guidelines establish basic procedures and reporting systems to cover immediate responses and follow-up actions to deal with both immediate consequences and the longer-term implications of a critical incident. The guidelines are in broad terms and may need to be adapted to suit a particular situation.

#### **DEFINITION**

- A critical incident may be a physical incident or psychological trauma which causes or is likely to cause extreme physical and/or emotional distress to staff and/or students and which is outside the normal range of experience of people affected.
- A serious incident is one where the impact on the school community may not be as widespread or significant, but which still needs to be considered as important and where the management procedures listed below may still need to be implemented to some degree.

Some examples of critical incidents:

- Death
- Violent trauma
- Serious traffic accidents
- Murder or suicide involving staff or students and their family members
- Assault

- Injury or death of a colleague
- Threats of violence to staff or students
- Storms or other natural disasters/manmade disasters/loss of utility services (electricity, etc)
- Major theft, damage or vandalism of or threat to school property
- Hostage situations
- Sensational/unfavourable media attention for the school or groups
- Self harm

**Note:** the above lists are in no way meant to be comprehensive. Every critical or serious incident is unique and may need to be dealt with differently according to the needs of those involved.

## **MANAGEMENT STEPS**

### **PRINCIPAL (OR NOMINEE)**

- Must be informed of any potentially critical or serious incident as soon as possible
- Decides whether incident is to be considered as critical or serious
- Activates and leads the Critical Incident Management Team
- Handles all media responses

The **Critical Incident Management Team** has the following members:

- Principal (or nominee)
- Deputy Principal/Heads of Primary, Secondary Girls, and Secondary Boys
- Chaplain
- Business Manager
- Head of Boarding
- Head of Wellbeing/Counsellor
- School Nurse

**The Principal's secretary will attend all meetings to assist with co-ordination of administrative procedures.**

The **main function of the CIMT** is the implementation of the guidelines and procedures:

- Co-ordination and communication
- Action plan for staff
- Working with students
- Liaison with outside agencies where necessary (police etc)

The Principal (or nominee) convenes the CIMT to respond to an incident and decides, in consultation with the CIMT, at what level the policy and procedures need to be implemented. The Principal's nominee would normally be one of the following: Deputy Principal/Heads of Primary, Secondary Girls and Secondary Boys. The CIMT deals with plans and support after an incident has occurred. Evacuation and lock down procedures and risk management are designed to minimise risk and are detailed elsewhere in School policies and procedures.

## Implementation

### (A) issues to look at in the first 24 hours:

- establish accurate facts
- evaluate ' how critical'
- assess potential impact of incident and determine initial response
- inform staff
- inform students (where/which groups/how much information?)
- inform families (telephone if necessary)
- establish initial counselling provision/support
- consider possible media liaison/response

### (B) issues for the next two or three days:

- restore routine while taking into account staff and student and family needs
- identify any staff or students who may be particularly at risk
- handle reactions in students and staff and families
- ensure that counselling is available
- support those involved in counselling and providing support
- provide any extra assistance as required
- organise/allow a public expression of farewell or closure ceremonies (if required)
- facilitate a psychological debriefing for those most involved
- prepare statement for media where necessary or continue to liaise with media

### (C) issues for up to the next month:

- monitor progress of those affected by an incident
- remain alert for any delayed reactions
- be aware of the possibility of burn-out in counselling staff or staff most involved in ongoing support
- continue parent information if warranted

### (D) long term issues:

- continue to be mindful of 'flashbacks' or impact of inquests or legal proceedings
- consider anniversaries or situations which may trigger memories

### (E) evaluation of procedures:

- a meeting of the CIMT will be held after each serious or critical incident to evaluate effectiveness of the procedure and implement changes (organisational debrief)

## ADDITIONAL NOTES

- **Staff briefing:** All members of staff are to be briefed as soon as possible after the incident. This briefing may involve a verbal explanation but, in some cases, the Principal or nominee may issue a written statement.
- **Student information:** The CIMT determines how information is to be shared with students, eg: at assembly, in class or contact groups.
- **Parent information:** The CIMT will decide if and how parents are to be informed. Consideration may be given to whether parental involvement in counselling process is warranted and parents should continue to be kept informed.
- **Provision of a "Drop-in Room":** to be organised as required and may be in dispensary, drawing room or designated classrooms.

- **Provision of counselling and support:** the School Counsellor and Chaplaincy Team usually provides this. In the case of major incidents or where a large number of people are affected, outside counselling staff may be accessed (eg Anglican Counselling Service or counsellors from other schools). Staff, students and parents are informed of the availability of counselling and support services and how they may be accessed.
- **Mobile phones, email, social networking sites:** the ease and speed with which information can be passed on make it imperative that the Principal, or her nominee, be informed immediately of any potentially serious or critical incident.

# EMERGENCY PROCEDURES WHEN OFF CAMPUS

- **Responsibilities of excursion or activity leaders** are determined prior to embarking on an activity
- **Risk Management Forms** are completed and submitted to Head of Girls/Boys or Primary office prior to excursion or activity. This risk management form must accompany application form, list of students involved and letter to parents (if applicable).

An emergency is difficult to define but may include

- Serious trauma
- Sickness
- Food poisoning
- Missing students
- Road accidents

The following steps are guidelines only and may not apply to all situations.

## Stage 1

1. Ascertain the nature and extent of emergency
2. Call emergency services as required
3. Ensure that an adult accompanies any casualties to hospital if possible
4. Make sure all other group members are accounted for and safe from danger
5. Render first aid where needed and reassure all casualties

## Stage 2

1. Contact the Principal or designated senior staff member with details of emergency, and action already taken
2. In consultation with the Principal, arrange for the remainder of the group to return to school or base
3. Consider the needs of and reassure all members of group
4. Record all relevant details to aid later recall for completion of detailed incident report form
5. Consider any photographic evidence
6. Restrict access to a telephone until Principal has been informed and has had time to inform those directly affected. Consider the ease of communication through mobile phones and the possible dissemination of news before the Principal can activate response (eg CIMT) and inform others
7. Do not discuss or admit liability.

## Stage 3

1. The Principal or designated senior staff member will begin implementation of the Critical Incident Management Plan

## EMERGENCY CONTACT LIST

<b>Chairman CAS School Council</b>	<b>Canon Peter Stavert</b>	<b>(h) 67662318 / (w) 67662170</b>
<b>Principal</b>	<b>Mrs Elisabeth Jackson</b>	<b>0411 547145 / 67608486</b>
<b>Deputy Principal</b>	<b>Mr Mark Doran</b>	<b>0459 527 833 / 67613053</b>
<b>Head of Secondary Girls</b>	<b>Mrs Judy Taylor Brisbane St Campus</b>	<b>0422 375 444 / 67664869</b>
<b>Head of Secondary Boys</b>	<b>Mr Joe Goldsworthy William Cowper Campus</b>	<b>0428 119 609 / 67609534</b>
<b>Business Manager</b>	<b>Mr Hugh Castleden</b>	<b>0419 035 295</b>
<b>Senior Master Boys</b>	<b>Mr Mick Larkin</b>	<b>67662243</b>
<b>Head of Primary</b>	<b>Mr Robert Black</b>	<b>0428 642 575 / 67617310</b>
<b>Preschool Director</b>	<b>Mrs Sally-Anne Merrick</b>	<b>0438 203 838 / 67654152</b>
<b>Chaplain Chaplaincy Team</b>	<b>Rev Andrew Newman</b>	<b>0432 259 268</b>
<b>Head of Wellbeing</b>	<b>Mr Mark Ambrose</b>	<b>0428 274 024</b>
<b>Head of Boarding</b>	<b>Mrs Courtney Coe</b>	<b>0447 408 603 / 67618045</b>
<b>Deputy Head Boarding</b>	<b>Mrs Meg Drury</b>	<b>67608183</b>
<b>School Nurses</b>	<b>Mrs Sally Prowse Mrs Sharon Wright</b>	<b>0427 536 279 / 67671160 67693303</b>
<b>HR</b>	<b>Mr Sandy Cudmore</b>	<b>67671490 / 0427 474 617</b>
<b>Police Youth Liaison Officer Snr Sgt Ron Halliday</b>		<b>67220599 / 0438 884 473</b>
<b>Anglican Counselling Service</b>		<b>0403 341 817</b>
<b>Bishop</b>	<b>Rick Lewers</b>	<b>67724491</b>
<b>School legal advisor</b>	<b>Mr John Boag</b>	<b>67661066</b>
<b>Police</b>		<b>67682999</b>
<b>Ambulance</b>		<b>131233</b>
<b>SES</b>		<b>67620711</b>