



# Saint Maroun's College



## Critical Incident Management Policy



# CRITICAL INCIDENT MANAGEMENT POLICY

## PURPOSE

The purpose of this Policy is to establish a framework for St Maroun's College, its Executive team and employees to respond to any critical incidents which may arise.

## POLICY CONTENT

A critical incident is any situation faced by members of the school community causing them to experience unusually strong emotional reactions which have the potential to interfere with their ability to function either at the time the situation arises or later.

Some examples of critical incidents are:

- Serious injury or death (including suicide or murder) of a student, staff member or other member of the College community
- Destruction of part or whole of the College (fire)
- Loss of a group of students on an excursion or camp
- Students witnessing serious injury or death
- Allegation (which has become public) of sexual assault involving a member of the College community
- Natural or other major disaster in the community

## Critical Incident Management

In the event of a critical incident at St Maroun's College, any response by the College will be managed and coordinated by the Critical Incident Manager (CIM). This will usually be the Principal. When the Principal is unavailable, or incapacitated as a result of the incident, the Assistant Principal will assume the role of Critical Incident Manager. The CIM will then manage the College response to the incident, with the assistance of the Critical Incident Team (CIT) convened for the specific incident.

## Immediate Action

### ***(a) Ensure immediate safety***

In the event of an emergency or life threatening event, the staff members present should take what immediate action is required to ensure the immediate physical and emotional safety of the students and others involved or at risk (eg. administer first aid, call an ambulance, move students to safety)

For fire or intruder incidents staff must follow the procedures as outlined in the Emergency Evacuation Policy.

### ***(b) Notify the Critical Incident Manager***

The CIM (usually the Principal) should be notified immediately and should be given all available information about the nature of the event. Important information will include:

- The time and nature of the event and its consequences
- The location of the event
- The names of the students/staff/others directly involved
- A description of what response has already taken place
- Urgent needs that have not been addressed

The CIM will activate other immediate emergency action as required.

### ***(c) Assemble Critical Incident Team***

The CIM will assemble a Critical Incident Team as relevant to the specific event. The CIM and CIT will then establish the ongoing management plan:

- What are the current needs?
- What must be done to address the needs?
- Which people will do what jobs?

The CIT may involve senior administrative staff, those involved in pastoral care and specialist consultants.

### ***(d) Inform immediately***

The CIM (or delegate) will inform the parents/families of those students / staff directly affected by the incident, including their known status and action being taken by the College.

## **Action Within the First 24-48 Hours**

### ***(a) Inform staff***

The CIM (or team delegate) is to call a meeting of all available/relevant staff.

- Inform staff of what has happened
- Inform staff of the management plan, with specific reference to role of teachers
- Inform staff of change to daily or weekly routine
- Inform staff of counselling / debriefing arrangements for staff
- Prayer for those involved
- Deal with staff questions as appropriate

### ***(b) Inform students***

- Call assembly of whole College or relevant Year group
- Inform students of what has happened
- Inform students of what the College is doing
- Inform students of counselling / debriefing arrangements
- Prayer for those involved

- Inform students of change to daily or weekly routine

**(c) Inform parents**

- Ongoing telephone contact as required with parents of students directly involved
- Send a letter to parents of all students outlining what has happened; how the College is managing the event (eg counselling available); who to call for further information; and common reactions to trauma / grief

**(d) Media**

The CIM to issue media statement (if appropriate) in accordance with College media policy.

**(e) Counselling / Debriefing**

- The College Psychologist is to organise and coordinate group debriefings for students, including crisis counselling assistance from other AIS schools
- College Psychologist and other pastoral staff to identify main students involved and affected by the event for individual counselling

**(f) Chapel service**

Chaplain to organise chapel service / prayer support as appropriate.

**(g) Cover arrangements**

The Assistant Principal is to organise staff replacements and cover arrangements as necessary.

**(h) Change of daily timetable**

- Change of daily timetable to be posted on all relevant noticeboards and emailed to all staff
- Consider effect on examinations, productions, other events as relevant

**Action Within the First Week**

**(a) Ongoing direct management**

CIM and CIT to continue to directly manage the event if it is ongoing.

**(b) Return to normal school routine**

CIT to provide structure to help students and staff return to normal routine.

**(c) Ongoing counselling for students**

- School Counsellor to coordinate ongoing counselling for students
- Individual counselling for those most affected

**(d) Ongoing monitoring of students**

Teachers to monitor reaction of students in their classes / groups and give concern of feedback to the College Psychologist or Principal.

**(e) Ongoing information sharing**

CIM and CIT to keep students, staff and parents up to date about the event and the College's management.

**(f) Staff counselling / debriefing**

Ongoing staff debriefing and counselling.

**(g) Chapel service**

Chaplain to organise memorial service / prayer support as appropriate.

**(h) Media management**

Principal / CIM to manage any ongoing media needs.

**(i) Parent information**

Provision of public parent meetings.

**Action Within the First Month**

**(a) Memorial Chapel service**

Chaplain to organise a memorial chapel service (if appropriate and not already done)

**(b) Ongoing counselling for students**

The College Psychologist is to ensure that students with ongoing counselling needs are referred to counsellors in the community.

**(c) Ongoing monitoring of students' reactions**

Teachers to continue to monitor reaction of students in their classes / groups and give concern of feedback to the College Psychologist or Principal.

**(d) Ongoing monitoring of staff reactions**

Senior staff to monitor staff for burnout / ongoing stress reactions and take action as appropriate.

**(e) Parent meeting**

Ongoing parent support meetings as required.

**Action Over the Longer Term**

**(a) Ongoing monitoring of students' reactions**

All staff are to continue to monitor student reactions and inform College Psychologist if concerned. All staff are to be aware of the likelihood of future events triggering further emotional reactions (eg. anniversaries, inquest and legal proceedings).

**(b) Ongoing monitoring of staff reactions**

Senior staff to continue to monitor staff reactions and take action as appropriate.

**(c) Review critical incident response**

The CIM and CIT to review the whole College response to the critical incident, and effectiveness of the Critical Incident Plan.

**RELATED POLICIES AND PROCEDURES**

1. Child Protection Policy
2. First Aid and Medication Policy
3. Risk Management Policy
4. Emergency Evacuation Policy

**POLICY RESPONSIBILITY**

The person responsible for the implementation of this Policy is the College Principal.

**IMPORTANT PHONE NUMBERS**

Emergency – Fire, Ambulance, Police	000
Marrickville Fire Station	9560 1265
Marrickville Police LAC	9568 9299
Poisons Information Centre	13 11 26

## Policy Review

**Last Reviewed:** November 2013  
**Approved By:** College Principal  
**Renewal Date:** 2015