

*S.N. Mhíchil Naofa,
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Critical Incident Management (CIM) Policy

Ethos of the School

Saint Michael's NS is a five-teacher mainstream school in the centre of Limerick City, under the patronage of the Church of Ireland. In line with the Department of Education & Science's (DES) advice that "...a religious spirit should inform and vivify the whole work of the school...", the Board of Management (BOM), the staff and the wider school community, seek to create a Christian ethos and approach within the school. Children are expected to take part in the whole life of the school.

Philosophy

The philosophy of Saint Michael's N.S. is to educate pupils in a friendly atmosphere and to develop high standards of social and moral behaviour. An opportunity is provided for each child to reach his/her full potential and to develop the capacity to think clearly, creatively and critically. Parents/guardians are encouraged to get to know and understand what is happening within the school through contact and discussion with the Principal and members of staff and to take advantage of the opportunity provided for consultation. Co-operation among the groups within the school community is encouraged, with everyone endeavouring to show mutual respect. It is firmly believed within this school community that children also learn from the example of their elders. Older pupils are given the limited and supervised responsibility of looking after younger pupils.

Relationship to the Ethos of the School

Saint Michael's N.S is a school where moral values such as honesty, fairness, justice, truthfulness, tolerance, concern for and a responsible attitude towards others, is fostered and encouraged. Therefore, the staff of the school strives to create a happy, safe environment for the children, where they feel secure and included, knowing that if they have concerns, they will be listened to with understanding and respect, and that these

concerns will be acted upon. The school promotes the development of self-esteem and encourages the child's inner sense of responsibility.

Vision

Every effort is made so that the children and staff may work together in an environment conducive to learning and where trust is built, with the support of the parents/guardians and the Board of Management (BOM).

Aims

The aims of the Critical Incident Management Policy (CIM) of St Michael's NS are:

- **To provide for the effective and safe operation of the school.**
- To provide guidance for pupils, teachers and parents on procedures, should a Critical Incident (CI) occur
- To develop pupils' self-discipline and to promote positive and responsible attitude should a CI occur.
- To ensure the safety and well-being of all members of the school community
- To enable the children to interact with peers and adults with a competency in language to express themselves in every situation
- To enable the children to meet with self-confidence and assurance, the demands of life, both now and in the future.

Ba dheas linn go mbeadh an scoil mar áit shona, shábhailta, slán agus shocair do chách. Tá sé mar aidhm againn go shroichfeadh gach leanbh buaic a gcumas go spioradálta, go h-acadúil, go sóisialta agus go fisiciúil. Ba dheas linn chomh maith go mbeadh na leanáí féin-mhuíneach, go mbeadh meas acu orthu féin agus ar dhaoine eile, go mbeadh meas acu ar a gcultúr, a gceantar agus a dtír féin agus ar chultúir eile chomh maith.

St Michael's NS promotes a psychologically safe environment for the entire school community, pupils, staff and parents/guardians. The Religious Education (RE) and Social, Personal & Health Education (SPHE) programme addresses issues such as grief and loss, communication skills, self-esteem and coping skills. Issues relating to physical, social, emotional and spiritual health are incorporated into regular SPHE/RE provision.

The BOM and the staff endeavour to create and to maintain a physically safe environment, regularly auditing the Health & Safety Statement of the school environment.

Staff training and resources are provided. Fire Extinguishers are strategically placed around the school building and are serviced annually by Folen Electric. All staff and students are familiar with evacuation procedures and fire drills take place regularly (at least once per term).

- The staff of St Michael's NS may identify students at risk, collaboratively, and may link with parents and/or external agencies to support such students.
- Staff are familiar with Child Protection Guidelines and Procedures and staff have this policy readily available in each classroom for reference.
- Support for staff is available through the Employee Assistance Service/Inspire Workplace Services. (Free Phone 1800 411 057)

Defining a Critical Incident (CI)

A CI is an occurrence which is unusual or overwhelming in the day to day life of the school or the school community (cf. Responding to Critical Incidents: Guidelines & Resource Materials for Schools (2016). Examples of a CI that may arise, include the death of a pupil, staff member or family member within the school community, a fire in the school, serious damage to school property or an assault on a person/people within the school environment. Staff are familiar with the contents of this policy, derived from good practice, guidelines issued by support agencies, both religious and secular. Sound common sense is evident among this school's staff and should be relied upon should an incident occur which is beyond the experience of any staff member. (A list of the contact details of relevant personnel is available in Appendix F.)

The Critical Incident Management Team (CIMT)

The CIMT of St Michael's N.S. is made up of the In-School Management (ISM) team.

1. Team Leader: Principal/Deputy Principal
2. Team: Special Duties Teachers (2)

The team will meet annually at the ISM meeting at the beginning of the school year to update and review the plan.

Roles of the Team

Principal: Garda contact, staff contact and media contact.

Deputy Principal: Parent Contact and community/Agency Contact.

Special Duties Teachers: Administrators - document who has been contacted/unable to be contacted etc.)

Development and Communication of the Plan

All staff have been consulted and involved in the drafting of this plan.

Parent Representatives have been consulted on the draft plan.

The Board of Management discussed and ratified this plan.

Guidelines: Short-term, Medium-term and Long-term Actions

Day 1

- Short meeting of the CIMT
- Initial assessment of the incident
- Clarification of the facts
- Contact/consult NEPS Psychologist: _____
- Decide on level of response required
- Agree level of involvement with NEPS
- Agree schedule for the day
- Inform students (**close friends and students with learning disabilities may need to be told separately**)
- Compile list of vulnerable students
- Contact external agencies if appropriate
- Contact/visit the bereaved family
- Prepare and agree media statement and deal with media
- Inform parents
- Review entire day with staff members.

Day 2

- Meeting with CIMT/Staff to review the events of the first 24 hours.
- List tasks for the day and assign roles
- Review schedule for the day
- Go through list of staff/students that may be vulnerable and review how they are doing
- Liaise with bereaved family regarding memorial/funeral arrangements
- Agree on attendance and participation at memorial/funeral service
- Make decisions about school closure

- Develop a plan for monitoring affected students over the next few weeks especially those identified as vulnerable.

Long-Term Follow-up

- Monitor students for signs of continuing distress
- Liaise with agencies regarding referrals
- Plan for return of affected students
- Decide on appropriate memorials (if appropriate)
- Lessons in RE/SPHE
- Review response to incident and amend plan

Particular issues that need to be addressed in the event of a suicide/suspected suicide, road traffic accident or violent death will be in line with DES 2008 guidelines.

In relation to dealing with the media, the Principal or Deputy Principal (if Principal is unavailable) and/or the Chairperson (BOM), will prepare a media statement in collaboration with the CIM team and this will be used as the basis of all contact with the media.

Communication and Availability of the Policy

1. The plan is readily accessible to all members of staff with a copy in the school office.
2. New and temporary staff and parents/guardians are made aware of the plan and its availability in the office.

Administrative Tasks

- Contact Numbers
- An up-to-date list of contact numbers is maintained.
- Relevant phone numbers are available for Parents/Guardians
- Staff
- Emergency Support Services

The Administrator/s will compile and update these lists at the start of each school year prior to the first staff meeting. These lists will be stored in the office.

The list of Emergency Support Services will be displayed beside the school phone in the office.

Resources

Resources that will be prepared in advance of an incident include:

- NEPS Guidelines
- Checklists for Day 1 and Day 2 and Follow up
- List of Emergency contact details
- Layout of school buildings with exits highlighted.
- The layout will be displayed in the school hallway.
- A room will be made available should a CI occur.
- The school landline will be used as a dedicated phone line should an incident arise.

Information for Field Trips/Outings

- The class teacher will compile a list of all pupils/staff involved and the teacher in charge.
- Parents/Guardians are informed of all trips/outings and staff have their contact details for the day. (If the field trip is by coach, the parents/guardians will have signed a separate permission form with the contact details on it. If it is a walking outing off the school premises, the parents/guardians have already given permission on the Personal Data Form (PDF) 1.)
- Up-to-date medical information and parents'/guardians' contact details are requested at the start of every school year.

Record Keeping

In the course of a CI, the following records should be kept:

- Copy of relevant and completed Appendices
- List of pupils who received individual support from NEPS
- Parental consent for individual support
- Log of all phone calls made
- Log of all phone calls received
- Log of all offers of help including name of agency involved, contact name & number if applicable
- Any other appropriate and important information resulting from critical incident deemed necessary by the CIMT to record.

These records will be kept in accordance with the Data Protection Policy until the pupils involved are 21 years of age. The Principal is responsible for these records. Access to these records is restricted as laid out in the Data Protection Policy.

Date of Ratification: 7th November, 2017

Signature of Chairman: *Jennifer O'Leary*

Appendix A

Record of the Critical Incident

Date of Incident:

Parental Consent for Individual Support	List of pupils who received Individual Support from NEPS	Log of calls made	Log of calls received	Log of all offers of help including name of agency, contact name and number

Appendix B

Short-term Actions & Roles Assigned

	Task	Name (Key & Support)
1.	Gather accurate information	Relevant staff and witnesses (if appropriate)
2.	Contact appropriate agencies	Relevant staff
3.	Convene a meeting with key staff	Relevant staff
4.	Arrange supervision of pupils	Relevant staff
5.	Hold a staff meeting	Principal with all relevant staff
6.	Organise a timetable for the day	Relevant staff
7.	Inform parents	Relevant staff
8.	Inform students (if relevant & appropriate)	Relevant staff
9.	Make contact with the affected family	Relevant staff
10.	Dealing with the media (if necessary)	Most senior staff with BOM

Medium-Term Actions & Roles Assigned (24-72 Hours)

	Task	Name/Group
1.	Review the events of the first 24 hours	Staff
2.	Arrange Support for individual/groups of students, parents etc	Staff
3.	Plan the reintegration of students and staff	Assembly
4.	Plan visit to injured	As appropriate
5.	If bereavement, liaise with family re. funeral arrangements/memorial service as appropriate	Principal & relevant staff
6.	Attendance/participation at funeral service etc. (if relevant)	Staff/BOM
7.	School Closure	BOM

Long-Term Actions & Roles Assigned (72+ hours)

	Task	Name/Group
1.	Monitor students for signs of continuing stress	Relevant staff
2.	Evaluate response to incident and amend CI plan appropriately	Staff/BOM
3.	Formalise plan for the future	Staff/BOM
4.	Inform new staff/pupils	
5.	Decide on appropriate ways to deal with appropriate anniversaries	BOM/Parents

Fire Safety

The safety of the pupils in St Michael's N.S. is a priority at all times. The following are the procedures in place in the school to ensure their safe evacuation in the event of a fire in the school premises.

Fire Drills are conducted at least once every term.

The staff member working in **Room 6** is responsible for calling the fire drill, noting the time. Calling a fire drill is done by activating the fire alarm. A record is kept by this teacher of the fire drill.

Each teacher is responsible for safely evacuating the group of children/class in her care. Before the teacher leaves they will check their class toilets. The names of the pupils in the class are immediately inside the room door and will be taken to call the roll in the yard.

Sna's will evacuate with the classroom that they are assigned to at that time.

Rooms 1 & 2 leave the building by the fire escape door at the north end of the building.

The teacher in room one will check the cleaning cupboard to ensure it is empty.

Rooms 3 & 4 exit via the double front doors, the Principal being the last to leave the building will check the staff toilets and boys/girls toilets at the end of the corridor along with the Art store and Science store .

Rooms 5, 6, & 8(a) leave via the side door with the teacher checking the toilet on the right of the room and the staff room/resource room on the left.

The teacher in room 6 will also ensure that the secretary has left the building.

Rooms 7 & 8(b) leave by the emergency exit at the back of the room, with staff member in **Room 7** having checked the kitchen area.

*(In a real emergency, pupils may be evacuated through the windows marked **Fire Exit**. However, this is not a safe option for fire drills. In any event, all staff must act in*

accordance with the "prudent parent" principle.) All students are aware of this procedure, as are regular visiting teachers.

All children and staff are to move to the fire assembly point, marked in the playground, as quickly and safely as possible with a roll call done immediately by the relevant member of staff. The Principal will ensure that the caretaker is present for this roll call.

The school is constantly trying to improve the fire safety standards in the school. Children have visited the local Fire Station as part of their studies. Visits from relevant personnel will be invited to the school to talk to pupils and staff. Recommendations will be considered practically by the BOM.

Priority may be given to any individual with a need e.g. broken limb.

All fire drills are evaluated afterwards.

Appendix F

Useful Contact Numbers

Dr Barnardo's	01-4530355
The Samaritans	1850 609090
Childline	1800 666666
Parentline	1890 927277
Aware	1890 303302 01-6617211
The Bereavement Counselling Service	061-485800
Rainbows	061-400133
National Suicide Bereavement Counselling	061-400133
National Educational Psychological Service	061-430027
Limerick Diocesan Pastoral Centre	061-400133
Church of Ireland Board of Education	01-232682946
Presbyterian Board of Education	048-90322284
Methodist Board of Education	
Dean Niall Sloane (Patron)	061-396244 0868288579
Southill Health Centre	061-209985
Dr. Philip Cullen	061-314810

Individual Clergy/Church Leaders

Dean Sandra Pragnell	<i>Limerick City Parish</i>	061338697/0872658592
Mr Kevin Fitzgibbon	<i>Abundant Life Church</i>	061405023/0851496846
Rev. Paul Ritchie	<i>Baptist Church</i>	061278051/0834017116
Rev. Vicky Lynch	<i>Christ Church</i>	061325325

Appendix G

Suggested Guidelines for the Procedure(s) to be used for a Variety of Critical Incident Situations in SMNS

Part 1

1. Fire

- Fire drill - at least once a term
- All emergency exits clear and signed
- All staff - timetable with list of pupils
- All staff - whistle and keys
- Evacuation of school - to date under 90 seconds
- Gathering points clearly marked
- Roll-call when all pupils out of building

2. Visitors

- All doors closed and locked - possible to open them from the inside as emergency exits
- Gates locked when pupils outside including for PE
- Only staff members open the outside doors (unless a staff member instructs a senior pupil to open it)
- No exiting or entering through the emergency doors
- If a visitor appears to act in a suspicious manner, ensure that there is another member of staff nearby
- If in doubt, call 999.
- Remain calm in the presence of aggressive behaviour.
- Notify Gardaí if someone acts suspiciously when on the school grounds.

3. Child Protection

- Familiarise oneself with the Child Protection Policy.
- No pupil is allowed home without parental/guardian permission either in writing or in person.
- No child is released to a person unfamiliar to a member of staff.
- No member of staff may be on the premises on his/her own with a pupil. (The Gardaí must be notified on 999.) Staff are responsible for their own

children outside school hours and must supervise them in such a way that there is no liability to the Board of Management (BOM).

4. Death/Serious Accident

- Remove pupils from vicinity of injured person, pupil or staff.
- Call 999 for ambulance
- Call parent/guardian in the case of a pupil, next-of-kin in case of an adult – this information is available on Aladdin and in the office on the noticeboard.
- Counselling service available from National Educational Psychological Service (NEPS) and the Department of Education & Science (DES) and from the Irish National Teachers Organisation (INTO). Please refer to previous appendices

In all instances where there is a noteworthy incident, the Chairperson of the BOM must be notified.

All staff act “in loco parentis” or as a wise and prudent parent/guardian towards the pupils in the school, and with care towards their colleagues on the staff. Visitors are also treated with Christian respect, as would be expressed by the ethos statement of the school.

Part 2

(Where possible, TWO adults should be present with the pupil(s). Class teachers must send two responsible pupils to fetch a second adult. Then if necessary, pupils in the classroom should be dispersed to other classrooms for supervision.)

For any of the situations outlined below, a member of staff is acting “in loco parentis” or as a wise and prudent parent should act. S/he is also acting in “good faith” and it must be remembered that there are as many styles of parenting/guardianship as there are pupils. Restraint may be necessary to prevent self-harm or injury to others, including staff. This restraint should take place, where possible, when another adult is present as witness.

These situations are neither exclusive nor exhaustive and it is expected that staff use common sense and discretion in any given situation or if an incident not outlined below, occurs, in other words:-

“in loco parentis” or as “ a wise and prudent parent/guardian”

Threat of:-

1. Suicide

- Remove pupil (or evacuate all the other pupils to adjacent rooms – staff know that if a whole class is sent into his/her classroom without prior warning, that there is a serious situation for which a colleague needs additional help.)
- Remove any dangerous objects (Restrain the pupil where necessary, where possible when a second adult is present as a witness, in order to prevent self-harm.)
- Get someone to call for an ambulance (999) and the parents/guardians.
- Adults stay with pupil in some room apart from other pupils.

2. Offensive Weapons

- As above and include Gardaí in 999 call.

3. Prescribed Substances/Medication

- As 1 & 2 above
- Advice might need to be sought from medical personnel or school doctor (Dr.Cullen) whether a pupil should be:-
 - placed in a certain position
 - refused or given liquids

4. Verbal, Physical & Sexual Abuse

Verbal

- Pupil may be removed from the classroom or the rest of the pupils may be sent to adjacent rooms for supervision.
- Pupil may be sent to another member of staff. Parents/guardians may need to be called.

Physical

- As above.
- Staff need to be aware that they have a duty to protect the pupil him/herself, the remaining pupils and one's own self.
- Restraint or separation may be needed where two or more pupils are engaged in the physical abuse of one another. "In loco parentis" requires that the responsible adult has to intervene where there is a threat of serious injury or to life. (Caution: staff need to call or blow a whistle for help.)

Sexual

- As above
- The "victim" may need counselling. The parents/guardians of the "victim" must be notified as well as the perpetrator.

The above list is a guideline of the procedures that should be taken should an incident occur. The class teacher and the Principal should be informed immediately. All staff have to be informed as to the behaviour of pupils, as all staff supervise pupils on a weekly basis in the playground and at hometime.

As has been the custom, staff use their discretion and experience as to the tone of voice needed to immediately arrest the behaviour.

N.B. Staff need to be aware that some Special Educational Needs pupils may need a differentiated approach. All staff are aware of the pupils who have SEN, though they may not be cognisant of the contents of their assessment reports.

Safety for ALL pupils, staff and visitors to the school, (and when the pupils and staff are off-campus), is the remit of the Board of Management (BOM), as the employers of the staff cohort. The BOM is bound by the legislation in the relevant Health & Safety Acts.

Appendix H

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Incident Report

Date of Incident:

Pupils Involved:

Staff member(s) present:

Staff member(s) dealing with incident:

Other adult(s) involved:

Description of Incident:

Action to be taken:

Notification to parent/guardian (if any is warranted)

Sanctions imposed (if warranted)

Initials of Staff member: _____

Date of Report _____