

Intervene (* Student Counsellor)

- Liaise with outside agencies (re defusing, debriefing, counselling)
- Defuse affected staff/students (within 8 hours)
- Identify student/staff needing further support
- Provide initial support /defusing for parents (within 8 hours)
- Arrange debriefing where necessary (after 5 – 7 days)
- Communication of sympathy / concern etc. to affected parents

Provide

- Information/letter to affected parents (* Principal)
- Information to Press/Media (* Principal)
- Supportive information handouts for parents (* Deputy Principal)
- Supportive information handouts for staff (* Deputy Principal) re:
 - Personal response
 - Understanding student responses

Faith Response (* REC)

- Liaise re funeral arrangements
 - i. Assistance e.g. music, liturgy
 - ii. Students and staff attending
- Memorial Service / Ritual

On-going Recovery needs to be considered including:

- Support for Principal
- Support for affected staff, including office staff
- Support for Intervention Team (Daily debriefing)
- Long-term initiatives (Community and Curriculum)
- Long-term monitoring / counselling of those affected

Review

Meeting to evaluate the School's response (after approximately 1 week) and recovery (after 3 months) in case of serious critical incidents.

(* Delegated Responsibilities)

Emergency Evacuation / Lock In Procedures

Staff and students at Sacred Heart College will regularly undertake Emergency Evacuation and Lock In procedures to protect the school community against the unforeseen consequence of critical incidents.

Important Emergency Numbers

Human Resources Coordinator (CEO)	8301 6600
Crisis Management (CEO)	8301 6600
Fire, Police, Ambulance	000
Catholic Education Office (via Principal's consultant)	8301 6660
Centacare Catholic Family Services	8210 8200
Crisis Care	131 611
Lifeline	131 114
Legal Aid	8205 0111
Legal Aid – Telephone Advice	8205 0155
Poisons Information Centre	131 126
Rape & Assault Services	1800 817 421 / 8226 8777
SAFEWORK SA	1300 365 255
Victims of Crime	1800 182 368
Youth Call	8277 4400

Approved on: February 2012

Review date: February 2015



CRITICAL INCIDENT

POLICY & PROCEDURES

Rationale

The effective and efficient management of emergency incidents is critical to the safety and wellbeing of students, staff and school visitors. Such events can impact considerably on the psychological wellbeing of all members of the school community causing adverse effects in areas such as learning, occupational performance and family interactions.

Sacred Heart College is concerned to reduce the traumatic effects of crisis situations both in the short and long term. This is best achieved by a coordinated, systematic response that restores stability and creates a sense of safety and security for members of the community.

Definition

A critical incident may be defined as any event which causes disruption to an organization, creates significant danger or risk where staff, students and parents feel unsafe, vulnerable and under stress. *Catholic Education*

A crisis situation can derive from sudden, unexpected events (or series of events), or chronic or accumulative (perhaps one or more longer term stressful event/s). Critical incidents may impact on a few students and/or staff or they can significantly affect the whole community.

www.crisis.sa.edu/files/links/crisis_and_emergency_manag.doc

Examples of crisis or critical events include:

- The destruction of all or part of the school.
- The accidental death, serious injury or terminal illness of a student or staff member.
- Major vandalism
- A situation that threatens the safety of staff.
- A group of students lost or injured on excursion.
- A tragedy involving a family in the school community.
- Students and/or staff witnessing death or serious injury.
- Student or staff suicide.
- Extremely damaging media attention.
- A sexual assault.
- A natural or other major disaster in the community.
- Any situation that evokes a strong emotional reaction.

Principles

Sacred Heart College is committed to:

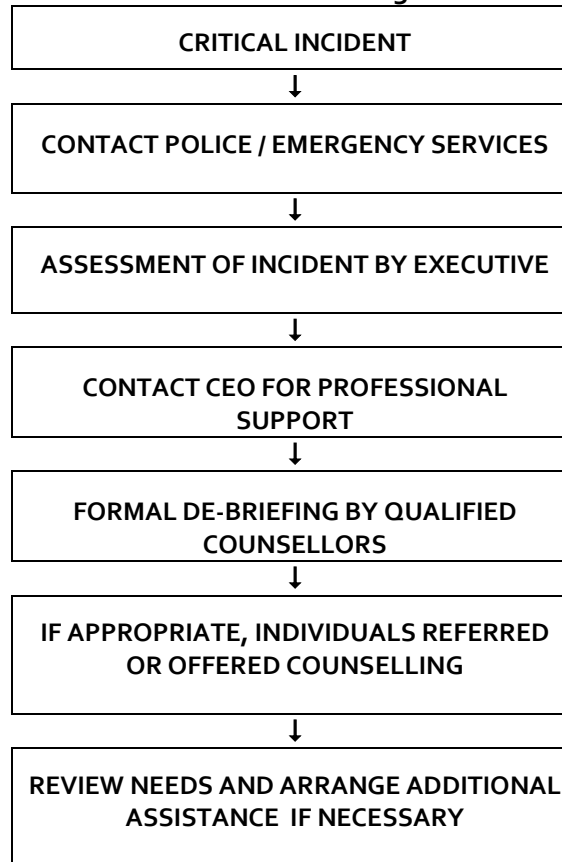
- Responding with precision and sensitivity to critical incidents as they affect members of the school community
- Keeping members of the community informed of events and aware of follow-up procedures
- Being inclusive of all who are affected by a critical incident
- Accessing professional support from agencies who are trained to deal with critical incidents

First Response By a Staff Member – See Appendix A

First Response By a Student – See Appendix B

Completing the necessary documentation – See Appendix C

Procedure for Intervention Following a Critical Incident



Crisis Management

The College Executive shall meet as a matter of urgency to formulate a plan of response to the crisis and act on that plan.

Information Gathering

- Inform Principal
- Confirm incident / collect reliable information
- Contact Emergency Services (see attached list)

Plan

* Principal (or delegate) convenes a meeting of The Executive and appoints relevant staff to:

- a) Co-ordinate the management plan coordinator
- b) Assign tasks (as below) to appropriate personnel
- c) Appoint press/media liaison person (must be done through Principal's office)
- d) Appoint coordinator of counselling / support
- e) Appoint contact person for parents (where necessary)

Inform/Consult

- a) Staff: Briefing and Management Plan (* Deputy Principal)
- b) Students who need to know – assembly or specified group meeting (* Director of Student Welfare)
- c) Parents who need to know – phone – letter (* Principal)
- d) Catholic Education Office (* Principal)
- e) Provincial and Trustees of the Marist Order (* Principal)
- f) Chairman of College Council (* Principal)
- g) Principals' of SHCMS and Marymount College (* Principal)
- h) Legal Representation (* Principal)

Allocate Resources

- a) Control use of phones – allocate specific lines for incoming and outgoing calls (* Business Manager)
- b) Arrange for school security as required (* Business Manager)
- c) Designate (* Deputy Principal)
 - Assembly point for parents
 - Media Room
 - Recovery room for staff and /or students

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APPENDIX A – FIRST RESPONSE BY A STAFF MEMBER

When a critical incident occurs the physical safety and psychological protection of everyone involved are the immediate priorities. The staff member should take steps to end the danger and limit further physical and/or psychological harm.

However this must **NOT** involve putting oneself at risk.

ASSESS

Assess the situation to determine whether a whole school response or a limited response is required.

WHOLE SCHOOL RESPONSE

- Initiate the emergency plan by activating the alarms at the nearest Alarm Point Location using your red key.
- Try to keep calm and if possible secure the area.

LIMITED RESPONSE

- Try to keep calm, issue clear instructions.
- Secure the area.
- Send for backup.
- Contact the school Executive (through the Front Office.)
- Assist any injured (contact nurse, call ambulance).

RECORD

As soon as possible after the incident complete a Critical Incident Report (see Appendix C). Critical Incident Reports are available on the R Drive at

R/Staff Resources/Forms/Critical Incident Report Form

APPENDIX B – FIRST RESPONSE BY A STUDENT

When a critical incident occurs the physical safety and psychological protection of everyone involved are the immediate priorities.

However this must **NOT** involve putting oneself at risk.

ASSESS

- Try to stay calm.
- Attract the attention of a staff member or send someone to alert the Front Office.
- If it is safe to do so, stay with anyone who is hurt until help arrives.

RECORD

As soon as possible after the incident assist the relevant staff in completing a report.

APPENDIX C – CRITICAL INCIDENT REPORT



Date

USING THIS FORM

- 1 This form may be used to record information relating to a critical incident.
- 2 If the incident necessitates a Mandatory Notification to the CYFS Child Abuse Report Line (CARL), use the Child Protection Report form.
- 3 Report incidents involving OHS&W matters using established OHS&W procedures
- 4 Date and sign the form
- 5 Keep a copy of this report in a secure place.

IMPORTANT PHONE NUMBERS

Emergency	000
Police Assistance	13 14 44
Child Abuse Report Line (CARL)	13 14 78
SAPOL – Sturt Police Station	8207 4700
SAPOL - Sexual Crime Investigation Branch	8207 5800
CCI (Catholic Church Insurances)	8215 0166
Workplace Services	1800 777 209
Centacare – suicide prevention / critical incident counselling	1300 66 77 00

Tick the relevant box(es). The incident involved:	
<input type="checkbox"/> Student(s)	<input type="checkbox"/> Theft / vandalism / property damage
<input type="checkbox"/> Staff member(s)	<input type="checkbox"/> Verbal abuse / threats
<input type="checkbox"/> Parent / other family member	<input type="checkbox"/> Violence towards other(s) or self
<input type="checkbox"/> Drugs / alcohol	<input type="checkbox"/> Other(specify)

SUMMARY INFORMATION

1. Name of person making this report
2. Signature of person making this report
3. Date, time and location of the incident
4. Has the Deputy / Principal been notified of this issue? Y No
5. If so, when? date.....time
6. Names of people (please indicate whether student, parent or staff member) involved in the incident

Name..... (student, parent, staff member) class/home room

Name..... (student, parent, staff member) class/home room

Name..... (student, parent, staff member) class/home room

Name..... (student, parent, staff member) class/home room

Name..... (student, parent, staff member) class/home room

Name..... (student, parent, staff member) class/home room

3. Resolution (if any)

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4. Notification checklist. The following parents have been notified and responded

Name..... (parent(s) of student,)

response

Name..... (parent(s) of student,)

response

Name..... (parent(s) of student,)

response

Name..... (parent(s) of student,)

response

Name..... (parent(s) of student,)

response

Other notifications as appropriate;

class / home room teacher SAPOL CARL Principal Consultant

CCI Workplace Services other

OUTCOMES:

Details of action taken:

Date	Action	Person responsible

Support actions for the person making the report

- Network Support
- School/System support
- ACCESS counselling (1300 66 77 00)
- Debriefing
- Other.....