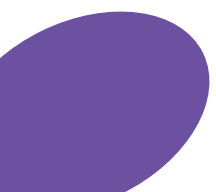


CRITICAL INCIDENT MANAGEMENT GUIDE

This Guide can be used as a prompt for discussions when preparing a school's Critical Incident Management Plan and as a running record during the course of an incident.

The guide divided into 3 sections - Initial Report, Day 1 and Day 2 is a set of recording sheets represented as a sequence of events that need to be considered and recorded. It can be adapted to suit different types of critical incidents and is available at www.deni.gov.uk

The record should be completed with discretion, sensitivity and respect for confidentiality. It should be shared and stored in accordance with Data Protection and Child Protection Policies.



CONFIDENTIAL

Initial Report

CONFIDENTIAL

CONFIDENTIAL

Initial Report

Date: _____ Time: _____

Information received from: _____

Contact details: _____

Name of person informed: _____

Information passed to: _____
(Name of person with overall responsibility)

Time: _____ Date: _____

Facts of incident received so far: Brief Description of the Incident on (Date)

Unconfirmed reports:

CONFIDENTIAL

CONFIDENTIAL

Details of individuals known to be involved

Name	Pupil/Member of Staff or Local Community	Involvement	Known/Suspected	Contact Details

IMMEDIATE ACTION

Critical Incident Team Management Informed _____ (Time) _____ (Date)

Name of Person: _____

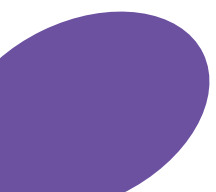
Arrange Meeting of Critical Incident Management Team

_____ (Time) _____ (Date)

Name of Person: _____

_____ (Time) _____ (Date)

CONFIDENTIAL



Day 1: Running Record

DAY 1

1. Assess the ongoing danger and take necessary action eg evacuation/first aid/emergency services

Done: Time: _____ Date: _____

Name of Person: _____

2. Allocate roles to staff members

Lead Roles	Person Responsible	Mobile Number
Establish central information point		
Set up dedicated phone line		
Arrange staff briefing and debriefing (set regular times)		
Inform pupils		
Inform parents		
Manage Media (prepared statement)		
Arrange staff support		
Set up recovery room		

Done: Time: _____ Date: _____

Person responsible: _____

3. Establish a central information point

Done: Time: _____ Date: _____

Person responsible: _____

4. Set up dedicated phone line

Done: Time: _____ Date: _____

Person responsible: _____

5. Inform key people and seek support as appropriate/link with other relevant agencies

List of Key Contacts (name)	Phone Number	Done
Principal/Vice-Principal		<input type="checkbox"/>
Education and Library Board's Critical Incident Response Team		<input type="checkbox"/>
Chair of Board of Governors		<input type="checkbox"/>
Council for Catholic Maintained Schools		<input type="checkbox"/>
Local Clergy/Faith Workers		<input type="checkbox"/>
Local Police		<input type="checkbox"/>
Fire Brigade		<input type="checkbox"/>
Hospital		<input type="checkbox"/>
Designated Medical Officer		<input type="checkbox"/>
Communications Officer		<input type="checkbox"/>
School Nurse		<input type="checkbox"/>
Educational Psychologist		<input type="checkbox"/>
Educational Welfare Officer		<input type="checkbox"/>
Counselling Services		<input type="checkbox"/>
Key Holders		<input type="checkbox"/>

Done: Person responsible: _____

Time: _____ Date: _____

6. Brief all staff

Remember: Clear factual information
Advice on how to inform & support pupils
Team working and practical arrangements (eg cover, flexible timetable, recovery room)
Support for staff
Identify vulnerable staff
Inform absent staff
Set time for debrief session

Done: Person responsible: _____

Time: _____ Date: _____

7. Inform all pupils

Remember: Clear language (no euphemisms)
Dispel rumour
Offer support
Age appropriate factual information
Assurances regarding updated information
Identify vulnerable pupils
Inform absent pupils

Done: Person responsible: _____

Time: _____ Date: _____

8. Inform all parents

Remember: Appropriate format eg by phone, letter, home visit.

Done: Person responsible: _____

How? _____

Time: _____ Date: _____

9. Contact with Media (if appropriate)

Remember: Consult with Communications Officer
Return media calls
Use prepared statement
Use measured tone
Emphasise school pastoral care support as appropriate

Done: Person responsible: _____

How? _____

Time: _____ Date: _____

10. Debrief staff – End of day session

Remember: Thank staff
Advise about self-care
Information about next day
Time to chat/reflect, tea and buns
Next day arrangements

Done: Person responsible: _____

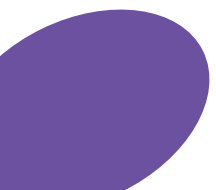
Time: _____ Date: _____

11. Meeting of Critical Incident Management Team (End of day session)

Remember: Support and debrief team
Plan Day 2 – morning briefing for staff
Arrange next meeting of Team

Done: Person responsible: _____

Time: _____ Date: _____



Day 2: Running Record

DAY 2

1. Record any further information/details since previous day

Done: Person responsible: _____

Time: _____ Date: _____

2. Maintain central information point

Done: Person responsible: _____

3. Maintain dedicated phone line

Done: Person responsible: _____

4. Deal with staff cover/flexible timetable/allocate appropriate rooms etc as necessary

Done: Person responsible: _____

5. Briefing Staff – Morning session

Think: Practical arrangements
Support for pupils
Self-care
Time of debriefing session

Done: Person responsible: _____

Time: _____ Date: _____

6. Pupils

- Providing further information (as appropriate)
- Showing care and support
- Providing comforting routine and predictability
- Allowing pupils some involvement/outlet eg cards/drawings/poems/ceremonies
- Recovery room
- Refer vulnerable pupils for further action

Details of action taken or any follow up action required should be recorded separately.

7. Parents

Provide further information (as appropriate) eg letter/meetings etc

Details of action taken:

Person responsible: _____ Date: _____

8. Consideration of memorial services

Remember: Times/dates
Staff involved
Information to parents

Done: Person responsible: _____ Date: _____

9. Debriefing staff – end of Day 2 session

Remember: Ongoing practical arrangements
Longer term monitoring of pupils who may be at risk more
detailed self-care advice
Time to reflect, chat, tea and buns

Done: Person responsible: _____

Time: _____ Date: _____

10. Meeting of Critical Incident Management Team end Day 2

Remember: Support and debrief team
Plan Day 3 – morning briefing, staff cover etc, if required
Discuss need for longer term actions these will include:

- Memorials, services and ceremonies (eg memory books, art work, school event, planting tree)
- Re-establishment of feelings of safety and predictability among school community
- Ongoing support of pupils' emotional coping (eg circle time, Personal Development and Mutual Understanding)
- School support for contact with families affected by the incident
- Ongoing monitoring of children who may be having difficulties – providing support and referring on as necessary
- Ongoing support for staff directly involved and those most affected

Done: Person responsible: _____

Time: _____ Date: _____

CONFIDENTIAL

Details of Pupils and Staff Requiring Ongoing Support

CONFIDENTIAL

CONFIDENTIAL

Ongoing support for pupils and staff most affected

Potential Referral Agencies	Telephone Number
Family doctor (through GP)	
Other Counselling Agencies	
Educational Welfare	
Other Education and Welfare Services	
Schools' Counselling Service	

1. Details of Pupil Referrals for support following Critical Incident

Name of Child	Referred to	Referred by
Date of Referral	Outcome	
Name of Child	Referred to	Referred by
Date of Referral	Outcome	

Person responsible: _____ Date: _____

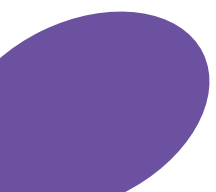
CONFIDENTIAL

- 2. **Details of ongoing support for staff directly involved and those most affected following Critical Incident**

Details of action taken:

Person responsible: _____ *Date:* _____

CONFIDENTIAL





Review

Management of Incident

(To be completed 6 weeks after the incident.)



Reflection

Details of key lessons learned through management of this incident:

- What went well?
- What was most/least helpful?
- Were there any gaps?
- Have all necessary referrals to support services been made?
- Are there any identified training needs?
- Does the policy need to be reviewed/changed/updated?
- Is there any unfinished business?

Completed by: _____ Position: _____

Date: _____