



## St Wilfrid's Catholic Academy

*"Love One Another As I Have Loved You"*

# Critical Incidents Policy

The aim of this policy is to lessen the effect of a critical incident on the staff, children and parents at our school. It is anticipated that by adopting the procedures outlined in this policy we will provide a more secure environment for everyone associated with the school. In addition we hope to continue to maintain the strong working partnership linking home, school and the community.

### **What is a critical incident?**

A critical incident is one which arises suddenly. Critical incidents may occur in school or out of school, but both types will have a major impact on staff and children.

Examples of in-school critical incidents

- A serious accident to a child or adult
- The death of a pupil or member of staff through natural causes, such as an illness
- A traffic accident involving a pupil or staff member
- Violence or assault within school
- A school fire or explosion
- Destruction of part of the school building
- Abduction of a pupil
- A pupil or pupils absconding
- An illness such as meningitis within the school or the local community or a declared influenza pandemic.

Examples of out-of-school critical incidents

- An accident to a pupil or staff while out of school on a visit or swimming etc.
- Death or injuries on a school journey
- Tragedies involving children from many schools eg the tragedy at Hillsborough Football Ground
- Civil disturbances
- Refugee children joining a school uprooted from their countries and perhaps shocked by wars or atrocities.
- Natural disasters etc

### **Support Agencies and Personnel**

A list of significant contacts and telephone numbers is held at school.

### **Practice within school.**

The class teacher has an important role to play in managing critical incidents and will be the best person to deal with the pupils in her/his class. The main role of specialist agencies is one of support, empowerment and to support pupils who cannot be helped by the teachers within the school. In times of crisis teachers must react as they feel is appropriate and there can be no easy formula for dealing with critical incidents, but by ensuring good communication within school the crisis can be managed.

By outlining the appropriate actions to be taken in the event of a critical incident we aim to reduce the affect.

Practices include

- Health & Safety issues
- Evacuation of the school
- Visits procedure
- Use of contract coaches
- Communication with the media
- Infection control procedures

### **Issues during an incident**

1. The Head Principal, Deputy or senior teacher must be informed of any critical incident as soon as possible.
2. As soon as an incident is confirmed, the management team will meet to decide strategies.
3. The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting.
4. All staff should share the same information.
5. Pupils will be told information simply and sensitively, without fabrication, preferably in small group situations.
6. The school will try, as far as possible, to keep to the normal routine.
7. The school will ensure quick, clear communication with parents / carers.
8. Further advice available from various agencies

### **ACTION PLAN**

Differentiate between a major or minor incident.

Major incidents require the following procedures:-

1. Set up a communication network.
  2. Inform immediately the Chair of Governors, Director of Children's Services and any other appropriate Officers.
  3. Collect record and convey as much accurate information as possible.
  4. Identify two telephonists / telephones
- School phone for incoming calls 01782 235676 or Principal or Deputies Mobile
  - Staff mobiles from office contact list
5. Reception area to be used for enquiries
  6. Use the up to date list of pupils' next of kin (record files) and contact parents of affected children
  7. Record all actions
  8. Principal / LA to act as 'press officer'
  9. Do not allow press/television on school premises

### **Action Plan Timing**

<p>Obtain factual information at the start Who, when, where, what? Extent of injuries, number and names Location of injured, name + contact number for adult present Hospital where injured are taken Who has been informed What has been said Are staff / adults safe to drive – do they need collecting?</p>	<p><b>Immediately</b> RECORD ALL INFORMATION IN AN INCIDENT LOG Times and details of actions This is very important for subsequent investigations CONTACT EMERGENCY SERVICES (if appropriate and it has not already been done) Response needs to be appropriate to the incident</p>
<p>Senior staff meeting with support personnel Staff released from other duties</p>	<p><b>ASAP</b> Establish CILT (critical incident leadership team) Briefing to cover the incident Actions to be taken immediately Responsibilities of the team members Establish independent phone line Refer media to the press office Buy time No-one to talk to the press until details are clear, provide only facts Immediately correct any incorrect or misleading information Be sensitive about personal information Do NOT apportion blame or liability Praise and thank anyone or service that has helped REMEMBER THERE ARE NO OFF THE</p>

	RECORD CONVERSTATIONS WITH THE PRESS!
Advise Director of Children's Services	<b>ASAP</b>
Contact families Arrange for families children, adults and staff to be reunited.	<b>ASAP</b> <b>Misleading rumours should not be allowed to spread</b> <b>Log calls</b>  Have a factual script for the incident all parents told the same and then info about their child – injured / uninjured – hospital Suggest they contact a relative or friend to be with them If no information is available parents invited to gather together to wait in school Contact counsellors, Parish Priest Record conversation
Contact the Priest in the case of serious accident	<b>Same Day</b>
Call a staff meeting to give information	Same day if possible Again factual Reminders not to gossip or allow rumours to spread
Inform pupils in small groups	Same day if possible
Arrange a debriefing meeting for staff involved	Same day if possible
Arrange debriefing for pupils directly involved	Same day if possible
Prepare a letter for those parents not directly involved	Following day
Identify high risk pupils and staff	Following day
Promote discussion in classes	Following days and weeks
Identify the need for group or individual treatment	Over days and weeks Facilitate support
Organise counselling	As required
Mark anniversary (discreetly)	Annually

The Director of Children's Services will: -

- Advise Public Relations Unit so that appropriate assistance is made to the school.
- Ensure that the appropriate Officers, including Health & Safety, are advised of the crisis so that the best possible level of support can be made immediately available, as appropriate.
- Ensure that those agencies or services that are skilled in offering counselling are alerted to the crisis so that support is available as soon as seen to be appropriate.

In determining the timing of the above response by the Local Authority, the Director of Children's Services will be guided by the Principal, making certain that the support offered is timed to acknowledge the school's own response to the tragedy / critical incident.

### **SERIOUS ILLNESS / INFLUENZA PANDEMIC**

In the event of a serious communicable illness, for example in the event of an influenza pandemic, the school will:

- Where possible, continue to operate normally whilst remaining alert to any adult / child exhibiting symptoms.
- Ensure parents' and carers' contact details, including mobile phone numbers, are kept up to date
- Ensure key staff know how to operate computerised texting service to ensure effective communication with parents and carers.
- Ensure that any child / adult who is exhibiting symptoms stays at home and seeks medical advice
- Contact Public Health Advisers for advice if a child or adult is confirmed as having the virus.
- Delegate responsibility to the Principal, in liaison with the Chair of Governors, to make the decision to close the school in the event of staffing falling below an acceptable level to ensure adequate Health and Safety.
- The Local Authority, Public Health Advisers, Police or Government may advise the school to close temporarily in order to contain the spread of infection or because there are high numbers of cases amongst pupils and / or staff.
- The school would close at the end of that school day. Parents / Carers would not be expected to collect their children early.
- Communicate clearly and effectively with parents / carers with regard to the illness and give appropriate advice and signpost to the appropriate agencies.
- Regularly review infection control procedures including ensuring staff and pupils are advised about effective hand washing, use and disposal of tissues etc.
- Regularly review stocks of anti-viral hand gel, soaps, yellow disposal bags, medical gloves and aprons etc.
- Prepare plans for keeping children's learning going if the school has to be closed for a period of time. If the school is closed for up to 3 days arrange for staff to send appropriate work home with children on the day of closure (e.g. extra reading books, story writing frames / activities, maths worksheets, research questions related to topics etc). Arrange for this to be posted to absent children. If the school is closed for a longer period arrange for work to be posted on the website. Text message parents to let them know. Post out to any who request if possible.
- During periods of closure staff will be expected to work at home and to keep a log of work undertaken. Staff will be expected to take home enough work for the expected period of closure. (including support staff e.g. display, making resources etc). For extended periods of closure additional tasks will be sent by e-mail.

### **INTRUDER ALERT**

1. The risk of an intruder entering the premises has been minimised by the risk assessment on site security.
2. All visitors access the building by the office entrance. Visitors must sign the visitors' book and will be issued with a badge.
3. Staff are trained to approach strangers in a non-confrontational way. They must use their professional judgement to take the stranger to the nearest exit, the office entrance or to raise the alarm by pressing the fire alarm.

### **BOMB ALERT**

1. In the event of an emergency, our first priority will be to get everyone away from the building as quickly and safely as possible.
2. Staff to check their own exit door(s) to enable them to leave the classroom safely. We will initially assemble at the far end of the football field.
3. St Wilfrid's has a reciprocal evacuation arrangement with the Sacred Heart Church. We will walk to the church in the event of an emergency.
4. Parents would be given text messages to collect children from the Sacred heart Church.

### **VISITS**

1. A visits file will be kept for records of all visits this information will also be uploaded onto Stoke's EVOLVE web based system. Form to be completed by the organising teacher. Education Visits Co-ordinator to ensure all visits are authorised and all details are entered onto EVOLVE.
2. Parents will be informed of the Insurance Cover for Visits via the School Prospectus.
3. A mobile phone must be taken on all visits and kept switched on at all times. The number of the mobile phone must be recorded on the visits form.

4. There must be designated contact person based at the school for the duration of the visit.
5. The following items should be taken on visits:-
  - First Aid Equipment
  - Camera
  - Asthma Inhalers
  - Spare Clothes
6. Additional information relating to pupils with special needs eg relating to medical treatment in case of an emergency.
7. A signed agreement from parents for all visits involving transport must have been received (The parent who signs MUST have parental responsibility for the child).
8. Signed agreement for local walks must be obtained from parents on entry of the pupil into school.
9. Local coach companies are used to transport pupils and the best tender accepted. All pupils and staff must have a seat with a seat belt. On occasions when the school hires a minibus to transport pupils booster seats are available for those pupils under the required height for an adult seat. Pupils and staff must use the seat belts provided.
10. The ratio between adults and children must be at least 1:10-15 from Y4-Y6, 1:6 Y1-Y3 & higher than 1:6 for under 5's.
11. The minibus will only be driven by a member of staff who has had an up to date minibus driving assessment. There must also be an adult on the minibus, in addition to the driver, to supervise the pupils.
12. A copy of the Critical Incidents Policy must be taken on each visit together with a list of children attending.

#### **ACCIDENTS/BREAKDOWNS**

1. Attempt to park in a safe place.
2. Keep the passengers in the vehicle with seat belts fastened unless there is a danger of fire.
3. Note your precise location.
4. Assess the situation and report the details to school as soon as possible.
5. If on the motorway park on the hard shoulder and contact the police immediately.
6. An adult must remain with the children at all times.

#### **INJURIES**

1. Assess the injured without injury to you, keep them warm until help arrives.
2. Give First Aid assistance if appropriate and safe to do so.
3. Reassure and protect the injured from further danger.
4. Send for help - Dial 999 you will need to know:-
  - Your telephone number
  - Your location
  - The incident conditions
  - How many involved
  - How serious the situation

#### **DELAYS**

If delayed contact the school at the earliest possible opportunity and proceed at a safe speed.  
School Number 01782 235676 or Principals Mobile  
Next Review September 2020