

Critical Incident Policy

CIP2017-1.1

Purpose:	The purpose of this policy is to outline procedures for action to take to manage critical incidents at Arcadia College.	
Scope:	The policy applies to all staff and students of the college, and provides information about areas of responsibility, reporting and communication	
Status:	Approved	Supersedes: N/A
Authorised by:	College Governing Body Chairperson / CEO	Approval Date: 16 th December 2016
References:	Duty of Care Handbook Child Protection Policy Lockdown Procedure Risk Management Policy	
Reviewed:	Annually	Next Review: 16 th December 2017
Responsibility:	CEO	Point of Contact: Services Manager
Policy Owner:	College Governing Board	

Policy

The Arcadia College critical incident management plan applies in the event of a disaster which may cause confusion and stress amongst the college community. Critical incidents may include, for example, natural disasters, such as flood, fire or earthquake; a student suicide or accidental death; a bomb threat; the death of a staff member; a violent assault; a terrorist attack.

If a member of the college staff/ community becomes aware of a critical incident, he/she should report the nature of the incident to the CEO, or the CEO's nominee, who will immediately convene the Critical Incident Management (CIM) Team and set up an incident management room.

In making the report the member of staff/community should identify:

- location of incident;
- nature of the incident;
- number and names of those involved;
- name of person reporting the emergency;
- time of report;
- emergency service contacted and by whom;
- phone contact if the incident is remote from the workplace (e.g. on school camp).

Procedures when a critical incident occurs

When the CEO or designee is notified of an emergency or fatal crisis situation he/she will:

1. Tell the person giving the information not to repeat it anywhere in the college, unless notification is critical for the **immediate** safety of staff and students.
2. Tell office staff not to repeat or give out information within or outside the college until instructed by the CEO.

3. Verify the reported incident with police. Verify with police the timing of notification to family and the college if there has been a death. This notification will be made by police and it is critical that no announcements are made by the college until the families of victims of any incident are notified.
4. Verify with police who the school-police liaison person is and provide 24-hour contact details.
5. Notify the CIM Team members who immediately initiate the actions assigned to their roles.
6. Direct the Campus Communication CIM team member to locate, gather and inform closest student friends of the deceased or injured BEFORE any general announcement, and AFTER parents/families have been notified.
7. Notify the Chair of the College Board.
8. Prepare a formal statement to use for initial notification to the whole school. Include minimal details and note that additional information will be forthcoming.
9. Prepare a statement for telephone inquiries directed to office staff.
10. Decide on a time for an emergency staff meeting at which the injured/deceased student/staff member is identified, if applicable; the facts of the crisis are reviewed; support to staff is offered and guidelines are provided for helping students. Encourage staff to return their classes to normal routine as soon as possible and, whenever possible, to dispel rumour and discourage sensationalising of the crisis. Ask staff to identify those students who may require additional support. Request staff to meet 30 minutes early the next morning to update them on any additional information, review procedures and debrief.
11. Provided that the privacy of members of the college community is not infringed, send home a letter at the end of the day/crisis outlining what has occurred and what has been done.
12. Inform staff and students of the outcome of the crisis.
13. Supply the media with a fact sheet on the college and district as well as on the crisis outcome.

Roles & Responsibilities

The Critical Incident Management Team consists of four (4) members, who take responsibility in the following areas:

- the CEO (or the CEO's nominee) – leads team, liaises with media, liaises with police, disseminates information;
- Deputy Principal – campus communication
- Deputy Principal – parent communication
- Head of Welfare - counselling;
- Work Health & Safety Advisor – Advisor (Notification to SafeWork Qld if required!)

Training for the Team is undertaken on a regular basis and clear procedures are in place to ensure that team members understand their roles.

Note: Only the CEO or Chair of the board has authorisation to liaise with media in the event of a Critical Incident.

Role of Team before a Crisis Occurs

1. *Develop necessary forms and information sheets, including incident report forms, attendance lists, lists of people to be notified (including siblings, bus drivers, feeder schools where students may have friends), de-briefing sheets, phone lists etc.*
2. *Develop a plan for emergency coverage of classes.*
Team Leaders/Advisors who will play a significant role in a crisis response need to be assured that their classes will be covered.
3. *Establish a code to alert staff.*
A code that can be used over the public-address system or in notes to alert staff to the nature of an emergency situation will clarify a problem without unduly alarming students.
4. *Have the College Board review the college's policies and procedures.*
Adjust procedures to comply with any liability concerns.
5. *Hold a practice 'crisis alert' drill.*

Provide in-service training for all staff to explain the crisis management plan and exactly what to do in a crisis. Where appropriate include police, community workers and other community members in presentations to staff.

6. *Undertake an annual review of the Crisis Management Plan.*

Such a review might outline any emergency situations that have occurred throughout the year, identify weaknesses in the management plan and allow time for refining procedures and policies.

Role of staff during a Crisis

1. Remain calm.
2. Follow directives/instructions from the appropriate members of the Critical Incident Management Team.
3. Provide accurate information to students, answer questions and lead class discussion if appropriate.
4. Dispel rumours and discourage speculation.
5. Model an appropriate response to the crisis.
6. Identify students who may need extra support.
7. Provide activities, through art, music and writing, to reduce stress and express emotions; and, as much as possible, ensure that students feel secure and remain calm.

Roles and Responsibilities of Critical Incident Management Team

The CEO

1. Mobilise the Critical Incident Management (CIM) Team quickly.
2. Direct the team and take charge of the situation.
3. Be visible, available and supportive to all.
4. Dispel rumours by giving everyone the facts.
5. Communicate with the College Board.
6. Contact families of students involved in the crisis.
7. Liaise with media where appropriate.
8. Provide updated information to all concerned.

Campus Communicator

1. Decide who should receive information and how information will be disseminated to staff and students – public address, note to each class, assembly, alarm system (fire, flood etc) – or if a lockdown procedure is warranted.
2. Be aware of privacy and confidentiality in releasing information and remind staff of privacy and confidentiality issues.
3. Release follow up information as agreed upon with CEO, following the CEO's initial announcement.
4. Release only **necessary** details and make sure information is **factual**.
5. Include in communication information with regard to when and how students will be released to parents/caregivers, if applicable.
6. Make general announcements via public address system or note to classes when appropriate.

Parent Communicator

1. Use previously prepared emergency telephone contact list to ring the three parent liaison people and arrange for them to begin the 'telephone tree' process. That is, these three ring five designated people who ring five more, and so on, until all parents, or all of a particular group, are contacted.
2. Ensure parent liaison group receives a succinct and factual statement about the crisis, approved by the Head of College.
3. Remind parents of the importance of confidentiality, where possible, and of dispelling rumour and speculation.
4. Organise and manage a hotline for parents to provide information and control rumour.
5. Inform office staff that parent inquiries are to be directed to the hotline.

Counsellor

1. Be available.
2. Cancel other activities and appointments.
3. Designate a counselling space.
4. Get extra assistance if warranted.
5. Support the college staff and students; and offer assistance to parents, if appropriate, after the CEO has made initial contact.

Medical Contact Person

1. Before any event:
 - Keep a register of where the college can access advice and assistance.
 - Build a personal relationship with health and other resource groups such as police, fire, and rescue, social welfare, mental health services, juvenile justice and family support systems
2. Be available to assist staff and students who may require medical assistance.
3. Be available to parents who may need assistance/advice or referrals to health services.

Security

1. Check that substitute staff are in place in classes where CIM members were on duty.
2. Notify the police liaison person if the need for extra security needs to be transmitted to police.
3. Ensure that personnel are in place to prevent encroachments onto college campus.