Critical Incident Policy

CONTEXT:

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.

Saint Ignatius’ College aims to minimise 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 organisation, creates significant danger or risk where staff, students and parents feel unsafe, vulnerable and under stress.

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.

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 students or staff
- A group of students lost or injured on an 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 bushfire or other major disaster in the community
- Any situation that evokes a strong emotional reaction

PRINCIPLES:

Saint Ignatius’ 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.
• Being mindful of the safety and well-being of all members of the school community.
• Accessing professional support from agencies who are trained to deal with critical incidents.

**PROCEDURES:**

Procedure for Management following a Critical Incident

<table>
<thead>
<tr>
<th>CRITICAL INCIDENT IDENTIFIED</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT POLICE/EMERGENCY SERVICES</td>
</tr>
<tr>
<td>ASSESSMENT OF INCIDENT BY CRITICAL INCIDENT MANAGEMENT TEAM</td>
</tr>
<tr>
<td>CONTACT PROFESSIONAL SUPPORT WHERE NECESSARY</td>
</tr>
<tr>
<td>- Media Liaison</td>
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<tr>
<td>- Professional Standards</td>
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<tr>
<td>- Contingent Counselling Service</td>
</tr>
<tr>
<td>COMMUNICATION TO THE SCHOOL COMMUNITY, CHAIR OF COUNCIL AND EDUCATION DELEGATE</td>
</tr>
<tr>
<td>FORMAL DE-BRIEFING BY QUALIFIED COUNSELLORS</td>
</tr>
<tr>
<td>IF APPROPRIATE, INDIVIDUALS REFERRED OR OFFERED COUNSELLING</td>
</tr>
<tr>
<td>REVIEW NEEDS AND ARRANGE ADDITIONAL ASSISTANCE IF NECESSARY</td>
</tr>
</tbody>
</table>

**Critical Incident Management**

The Critical Incident Management Team shall meet as a matter of urgency to respond to the crisis, in accordance with procedures as outlined. Each member of the Team has been issued with contact cards.
Review

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

See Appendix A

Emergency Evacuation/Lock Down Procedures

Staff and students at Saint Ignatius’ College will regularly undertake Emergency Evacuation and Lock In procedures to protect the school community against the unforseen consequence of critical incidents.

Procedural Guidelines – see Appendix A

First response by a Staff Member – see Appendix B

First response by a Student – see Appendix C

Completing the necessary documentation – see Appendix D

**IMPORTANT EMERGENCY NUMBERS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire, Police, Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>Chatswood Police</td>
<td>9414 8499</td>
</tr>
<tr>
<td>Main Reception</td>
<td>9882 8222</td>
</tr>
<tr>
<td>Regis Reception</td>
<td>9882 8306</td>
</tr>
<tr>
<td>ACCESS Employee Assistance Program</td>
<td>1800 818728</td>
</tr>
<tr>
<td>Ausgrid Electricity</td>
<td>131 388</td>
</tr>
<tr>
<td>Catholic Church Insurance</td>
<td>1800 011 028</td>
</tr>
<tr>
<td>Catholic Education Office</td>
<td>9569 6111</td>
</tr>
<tr>
<td>Child Protection Helpline</td>
<td>133 627 / 132 111</td>
</tr>
<tr>
<td>Law Access NSW (Free Legal Advice)</td>
<td>1300 888 529</td>
</tr>
<tr>
<td>Legal Aid Head Office</td>
<td>9219 5000</td>
</tr>
<tr>
<td>Lifeline</td>
<td>131 114</td>
</tr>
<tr>
<td>Northern Sydney Sexual Assault Service</td>
<td>9462 9477</td>
</tr>
<tr>
<td>NSW Rape Crisis Centre</td>
<td>1800 424 017</td>
</tr>
<tr>
<td>NSW Sexual Assault Service</td>
<td>9462 9266</td>
</tr>
<tr>
<td>NSW Victims Services</td>
<td>1800 011 028</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>131 126</td>
</tr>
<tr>
<td>Province Education Delegate</td>
<td>0418 285355</td>
</tr>
<tr>
<td>Security Theo Cotsinis MD Corporate Security</td>
<td>0401 151 074</td>
</tr>
<tr>
<td>Sydney Water</td>
<td>132 092</td>
</tr>
<tr>
<td>WorkCover NSW</td>
<td>131 050</td>
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</table>
APPENDIX A – PROCEDURAL GUIDELINES

Information Gathering
- Confirm incident/collect reliable information
- Contact Emergency Services (see attached list)

Plan
- Principal (or delegate) convenes a meeting of the Critical Incident Response Team and appoints relevant staff to:
  a) Co-ordinate the management plan
  b) Assign tasks (as below) to appropriate personnel
  c) Appoint press/media liaison person (all communication must be through Principal’s office)
  d) Appoint coordinator of counselling support
  e) Appoint contact persons for staff students and parents (where necessary)

Inform/Consult
a) Staff - Briefing and Management Plan (Deputy Principal Staff)
b) Students who need to know – assembly or specified group meeting (Deputy Principal Students)
c) Parents who need to know – phone/letter/email twitter/Facebook (Principal)
d) The Education Delegate and the Provincial of the Society of Jesus (Principal)
e) Chairman of College Council (Principal)
f) Other schools and agencies (where necessary)
g) Legal Representation (Principal)

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

Intervene (Student Counsellor)
- Liaise with outside agencies (re defusing, debriefing, counselling)
- Defuse affected staff/students (within 8 hours)
- Identify staff/students 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

Communication
- Information/letter to affected parents (Principal)
- Information to Press/Media (Principal)
- Supportive information handouts for parents (Deputy Principal Students)
- Supportive information handouts for staff (Deputy Principal Staff)

Re: Personal response
Understanding student responses
Faith Response (Rector)

- Liaise re funeral arrangements
  Re: Assistance with music, liturgy
  Students and staff attending
- Memorial Service/Ritual

Ongoing Recovery needs to be considered including:

- Support for Principal/College Executive
- 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
APPENDIX B – 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 through the Principal or Executive Team, to alert the school via the PA system, activated by Property Manager or Capital Works Manager.
- Try to keep calm and if possible, secure the area.

Limited Response

- Try to keep calm, issue clear instructions.
- Secure the area.
- Send for back up.
- Contact the College Executive (through the Reception).
- Assist any injured (contact the Health Centre, call an ambulance)

Record

As soon as possible after the incident complete a Critical Incident Report (see Appendix C).
APPENDIX C – 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 Senior Reception.
- 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 D – 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 Child Protection Helpline, use the Child Protection Report form.
4. Date and sign the form.
5. Keep a copy of this report in a secure place.

IMPORTANT TELEPHONE NUMBERS

<table>
<thead>
<tr>
<th>Emergency</th>
<th>000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Assistance</td>
<td>13 14 44</td>
</tr>
<tr>
<td>Chatswood Police Station</td>
<td>9414 8499</td>
</tr>
<tr>
<td>Catholic Church Insurances</td>
<td>1800 011 028</td>
</tr>
<tr>
<td>Centacare Suicide Prevention/Incident Counselling</td>
<td>9318 1566</td>
</tr>
<tr>
<td>Child Protection Helpline</td>
<td>13 21 11</td>
</tr>
<tr>
<td>NSW Health Sexual Assault Service</td>
<td>9462 9266</td>
</tr>
<tr>
<td>Workplace Services</td>
<td>8346 1333</td>
</tr>
</tbody>
</table>

Tick the relevant box(es). The incident involved:

- Student/s
- Theft/vandalism/property damage
- Staff member/s
- Verbal abuse/threats
- Parent/other family member
- Violence towards others or self
- Drugs/alcohol
- 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 Principal been notified of this issue? Yes/No

5. If so, when? Date …………………………… Time ……………………………

6. Names of people involved in the incident (indicate whether student/staff member/parent)
Name ………………………………………………… House ……………………………………

Name ………………………………………………… House ……………………………………

Name ………………………………………………… House ……………………………………

Name ………………………………………………… House ……………………………………

Name ………………………………………………… House ……………………………………

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Name ………………………………………………… House ……………………………………

Name ………………………………………………… House ……………………………………

Name ………………………………………………… House ……………………………………

INCIDENT DESCRIPTION

Please describe the incident/issue/event as you understand it:

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Please describe any actions taken as a result:

Resolution (if any):

Notification checklist - the following parents have been notified and responded:

Name ........................................Parent(s) of student ........................................
Response.................................................................

Name ........................................Parent(s) of student ........................................
Response.................................................................
OUTCOMES

Details of action taken:

<table>
<thead>
<tr>
<th>DATE</th>
<th>ACTION</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

Support actions for the person making the report

- Network Support
- School/System Report
- Counselling
- Debriefing
- Other

Other notifications as appropriate:

Head of House/ Class Room Teacher Regis)  Police  Child Protection Helpline

Catholic Church Insurances  Workplace Services  Other
CRITICAL INCIDENT MANAGEMENT TEAM

TEAM MEMBERS’ CONTACTS:

PAUL HINE 0407 226 170
KAREN BROAD 0419 686 707
ROSS JONES 0419 818 814
GUY MASTERS 0417 216 857
LEANNE NEAL 0418 405 629
GREG CONLON 0417 223 958
SALLY TRANTER 0408 445 325
LISA WOOD 0408 654 241
STUART HALSALL 0417 208 846

BOARDING STAFF

<table>
<thead>
<tr>
<th>Boarding Masters</th>
<th>Mobile No.</th>
<th>Duty Masters</th>
<th>Mobile No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neil Mushan</td>
<td>0408 292 480</td>
<td>Year 12</td>
<td>0400 988 712</td>
</tr>
<tr>
<td>Gerard Carson</td>
<td>0417 231 152</td>
<td>Year 11</td>
<td>0400 988 711</td>
</tr>
<tr>
<td>Michael Webb</td>
<td>0419 203 883</td>
<td>Year 10</td>
<td>0400 988 710</td>
</tr>
<tr>
<td>Adrian Byrne</td>
<td>0438 444 715</td>
<td>Year 9</td>
<td>0409 615 660</td>
</tr>
<tr>
<td>John Newey</td>
<td></td>
<td>Year 8</td>
<td>0400 988 708</td>
</tr>
</tbody>
</table>

HEADS OF HOUSE

<table>
<thead>
<tr>
<th>House</th>
<th>Head of House</th>
<th>Mobile No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campion</td>
<td>Paul Achmar</td>
<td>0414 005 735</td>
</tr>
<tr>
<td>Cheshire</td>
<td>Belinda Clark</td>
<td>0439 955 374</td>
</tr>
<tr>
<td>Chisholm</td>
<td>Rosanna Comastri</td>
<td>0466 910 855</td>
</tr>
<tr>
<td>Claver</td>
<td>Denyse Gibbs</td>
<td>0408 371 069</td>
</tr>
<tr>
<td>Dalton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gonzaga</td>
<td>Marty McGoldrick</td>
<td>0419 977 058</td>
</tr>
<tr>
<td>MacKillop</td>
<td>Dan Bradford</td>
<td>0406 724 978</td>
</tr>
<tr>
<td>More</td>
<td>Sue Walsh</td>
<td>0433 419 300</td>
</tr>
<tr>
<td>Owen</td>
<td>Jeremy Bennett</td>
<td>0409 547 271</td>
</tr>
<tr>
<td>Ricci</td>
<td>Bill Dowers</td>
<td>0419 227 826</td>
</tr>
<tr>
<td>Southwell</td>
<td>Damien Reidy</td>
<td>0415 404 560</td>
</tr>
<tr>
<td>Xavier</td>
<td>Rob Stuart</td>
<td>0431 489 533</td>
</tr>
</tbody>
</table>
ON CALL STAFF

BOB MARSH 0418 641 154
  On call mobile 0407 738 938
MARK WHITE 0417 204 841
WILL MARSH 0415 504 486
PETE SCALA 0424 805 991

CHAIR OF COUNCIL, Mr John Wilcox 0411 870 859
P & F ASSOCIATION President, Mrs Denise Wilson 0417 693 350

Approved:
Review: