



# Critical Incident Policy

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## 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

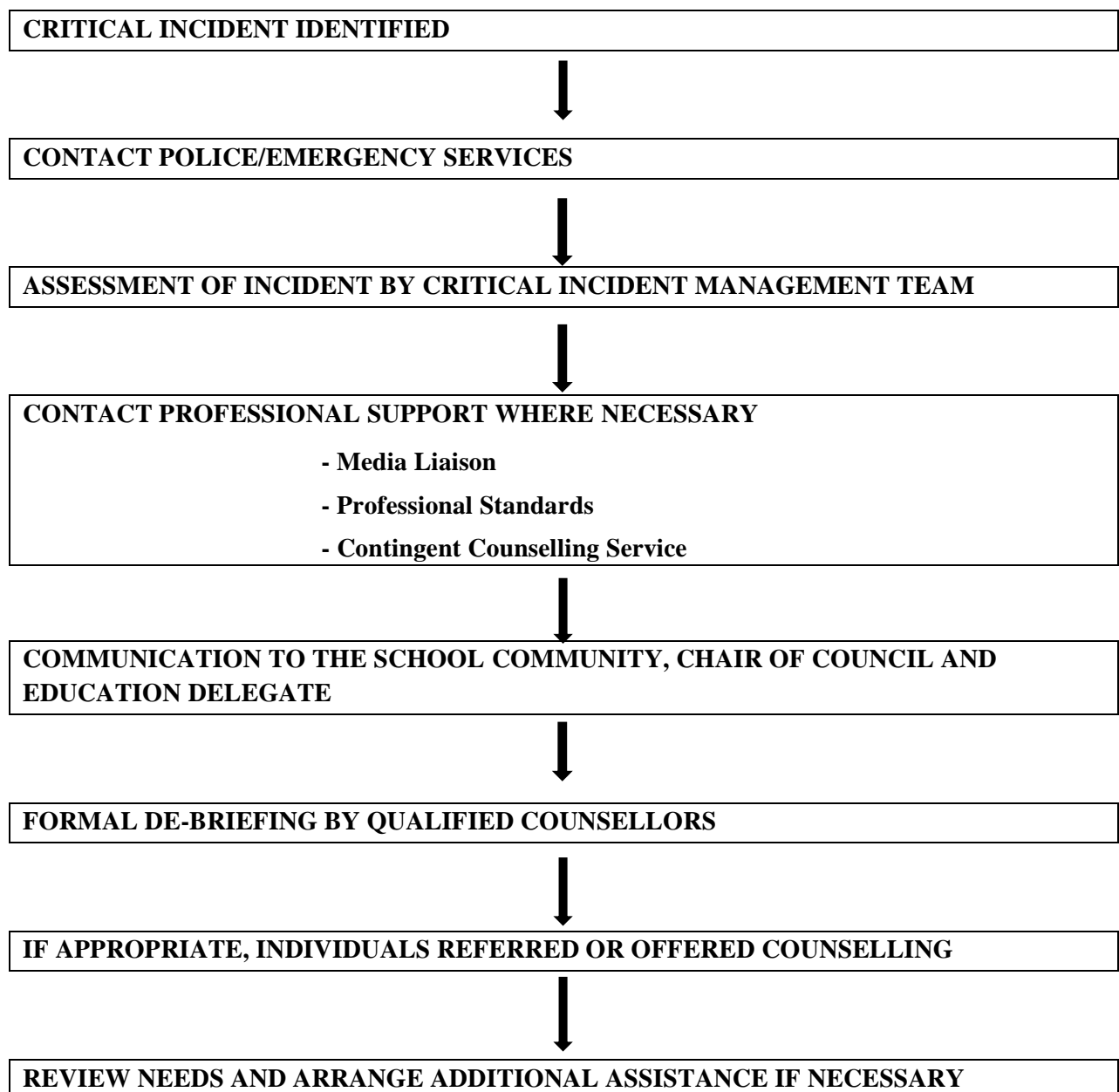
## PRINCIPLES:

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



### 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 unforeseen 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**

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

## 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 .....

<b>USING THIS FORM</b>	
<ol style="list-style-type: none"><li>1. This form may be used to record information relating to a critical incident.</li><li>2. If the incident necessitates a Mandatory Notification to the Child Protection Helpline, use the Child Protection Report form.</li><li>3. Report incidents involving WHS matters using established WHS procedures.</li><li>4. Date and sign the form.</li><li>5. Keep a copy of this report in a secure place.</li></ol>	
<p align="center"><b>IMPORTANT TELEPHONE NUMBERS</b></p>	
EMERGENCY	000
POLICE ASSISTANCE	13 14 44
CHATSWOOD POLICE STATION	9414 8499
CATHOLIC CHURCH INSURANCES	1800 011 028
CENTACARE suicide prevention/incident counselling	9318 1566
CHILD PROTECTION HELPLINE	13 21 11
NSW HEALTH SEXUAL ASSAULT SERVICE	9462 9266
WORKPLACE SERVICES	8346 1333



<b>Tick the relevant box(es). The incident involved:</b>	
<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 others 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 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)





Please describe any actions taken as a result:

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**Resolution (if any):**

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**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:**

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

Helpline

Catholic Church Insurances                      Workplace Services                      Other

**OUTCOMES**

Details of action taken:

DATE	ACTION	PERSON RESPONSIBLE
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**Support actions for the person making the report**

- Network Support .....
  - School/System Report.....
  - Counselling .....
  - Debriefing .....
  - Other .....
- ACCESS 1300 667 700

## **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**

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

### **HEADS OF HOUSE**

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

**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: