

Critical Incident Recovery Plan (CIRP)

Responsibilities and Procedures

1. PLAN STATEMENT

This plan is an integral part of the Emergency Management processes of the school.

2. IMPLEMENTATION

The Recovery Team will be responsible for coordinating and implementing the Plan (refer to **4.3** for the composition of the team).

It will need to consider:

- Establishing the facts as soon as possible.
- Developing an action plan of short, medium and long term tasks.
- Contact with the Department of Education (DET)
 - DET (Security Services) : 03 9589 6266
 - SEIL – Leonie Roberts : 03 544 03132 041 8528989
 - Regional Director (Bendigo): 0354 403 111
- Liaising with external bodies including the media.
- Communication with the whole staff as soon as possible.
- Meeting with staff both as a whole and with individuals or groups for debriefing.
- Contacting parents/guardians.
- Short term and long term counselling requirements for groups or individuals.

The relevance of each of the above will depend on factors such as the nature and magnitude of the incident, the intensity of the impact on the school community and the number of people affected.

3. DEBRIEFING

Critical Incident Stress Debriefing has three components:

1. Initial discussion about feelings and an assessment of the intensity of the stress responses
 2. Detailed discussion of signs and symptoms of stress responses.
 3. Closing stage – provides overview and information with referral.
- 3.1** The Recovery Team will assist the Principal to facilitate the recovery of staff and students and those of the school community affected by the critical incident.
- 3.2.1** The debriefing meeting of the Recovery Team should include a mental health professional and one peer who were not involved in the incident.
- 3.2.2** The Recovery Team will decide the structure and composition of the debriefing meetings; such meetings should be held within **eight hours** of the critical incident. These meetings will review the impressions and reactions involved during or following the incident.
- 3.3** Counselling support and referrals for students and their families will be provided initially by the Principal or their nominee and a Regional Guidance Officer.

4. REVIEW

- 4.1 The Recovery Team will meet to view the implementation team of the Critical Incident Recovery Plan within **seventy-two (72) hours** of the critical incident.
- 4.2 As part of the Critical Incident Recovery Plan, the Principal will set up a Recovery Team at the beginning of each year.

- 4.3 Following a critical incident, the Principal will convene the Recovery Team as soon as possible.

The composition of the Recovery Team will be:

- The Principal
- A member of the teaching staff (leading teacher)
- A member of the Education Support Staff (first aid trained)
- Other support staff as appropriate
- As necessary, psychologists, counsellors and DET personnel

- 4.4 The Principal will convene the Recovery Team once each semester to review planning and strategies for the Critical Incident Recovery Plan.

5. EVALUATION

Evaluation of the Plans will follow any critical incident at the school.

Critical or Traumatic Incident Plan – First 24 hour Short Term Tasks

Responsibilities and Procedures

1. Emergency Record

Record Information

- Nature of the incident.
- Location of the incident, number and names of persons involved.
- Name of the person reporting the incident.
- Contact telephone number if away from school.

Verify all Details

- Confirm that the information given about the event is accurate.

Record the Incident

- Notify Principal.
- Ensure emergency services have been called, notify the Department's 24 hour Emergency Communications Centre on **(03) 9589 6266**.

2. Ensure students and staff are safe from harm or injury

- Non-teaching staff cordon off any 'crisis' area and keep students away from there.
- Manage the grounds while staff are briefed and ensure media do not intrude.
- Check corridors, toilets etc. for stray students – try to prevent students leaving on their own, particularly if distressed.
- Send all extremely stressed students to the Recovery area in the Library and Grade 5/6 room as necessary.
- Ensure that students and staff do not make hysterical calls out of school, nor use any form of social media to do so.
- Ensure the school continues as normally as possible.

3. Establish Critical Incident Recovery Team

The composition of the Recovery Team will be:

- The Principal.
- The Assistant Principal.
- A member of the teaching staff.
- A member of the Education Support Staff (first aid trained).
- Other support staff as appropriate.
- As necessary, psychologists, counsellors and DET personnel.

4. Allocate responsibilities

- Emergency message register.
- Emergency contact list.
- Evacuation and assembly of staff and students.
- Cordon off area of 'crisis'.
- Establish a Support Team and Communications Centre to:
 - Manage information and phone calls.
 - Coordinate media requests for information.
 - Provide information to parents arriving at school.

- Coordinate routine school activities – maintain where practical.
- Notify students, teaching staff and non-teaching staff about the emergency.
- Notify parents first, and then siblings in the school.
- Establish a recovery room and supervisor for affected students.
- Establish a waiting room for parents.
- Inform students.
- Inform School Council.
- Inform school community by newsletter.
- Monitor school community's reactions.
- Liaise with outside agencies and emergency services.
- Brief key personnel and review responses.

4.1 Recovery Room(s)

Set Up Recovery Room

- Set up Library, and if necessary the Staffroom.
- Empty adjoining rooms if possible and relocate to other rooms.
- Screen windows.
- Have available pens, textas, paper, scissors, envelopes, tissues.

Appoint Recovery Room Supervisors

- First Aid Staff.

Recovery Room Supervisors' Responsibilities

- Keep calm
- Monitor students for shock reactions, provide first aid if necessary.
- Encourage students to gather in small friendship groups rather than bigger ones.
- Keep a list of students attending the recovery room.
- Give the students a task to undertake such as making a card or writing a letter.
- Contact parents of students who remain in the recovery room and alert them to possible concerns.

5. Informing Staff

- Provide teachers and ancillary staff with a brief outline of the incident.
- Restate to ensure that staff understand and it sinks in.
- Outline recovery management arrangements.
- Discuss procedures to be followed by staff during the day.
- Discuss the general procedures that Critical Incident Team will be following.
- Discuss guidelines for informing students and ways of answering questions from them.
- Give staff time to discuss this among themselves.
- Provide a brief factual outline to others in the community on a need to know basis.
- Inform staff as soon as possible about a serious emergency involving death or injury which occurs after hours, on the weekend or during the school holidays.

- Inform staff as soon as possible about arrangements for holding a brief meeting before informing students at the start of the next school day.
- Review with staff afterwards any issues and needs.
- Provide staff with contact numbers for counselling or support services for themselves.

6. Informing Students

Principal or senior staff

- Contact the bereaved family or police to ascertain what information may be released within the school.
- Prepare a written factual statement, without graphic detail, for use as a reference by teachers when discussing the incident with students.
- Determine whether to tell students about the incident at a whole school assembly, by year levels or individual classes, depending on the nature of the incident.
- Discuss with teachers who feel uncomfortable raising the event with students and arrange for support from another teacher or a member of the recovery team.
- Identify staff who may be too distraught to take classes and arrange replacements.
- Inform students soon after briefing staff.
- Ask teachers to mark a roll to identify who has been informed and who has not.

Teachers

- Provide a factual account of the incident at the beginning of the first class in a way that ensures all students hears the same information.
- Limit speculation and rumours.
- Inform students about arrangements of counselling and recovery rooms.
- Inform students about arrangements for services, and appropriate ways to express condolences.
- Outline the arrangements for the day.

Notifying close friends

- Notify close friends prior to making an announcement to other students.
- Take these students aside when they arrive at school and inform them privately.
- Consider contacting their parents.
- Prior to the start of the day.
- Ensure individual attention is given to friends who are likely to have special needs beyond those of other students.

7. Communication Centre

Organise the following to be on hand:

- Mobile Phone.
- Telephone message if necessary.
- Message records.
- Phone lists.
- Excursion list.
- Timetable.
- Computer and printer.
- Photocopier.

- Displan instructions.

8. Media Coverage

- Nominate a media coordinator, prepare the School Council President and Principal to provide on camera interviews.
- Contact DET Media Unit on 9637 2871 or 9264 5821.
- Prepare a three paragraph report:
 - Briefly outline the facts.
 - Outline what the school has done to assist those affected.
 - Outline support and recovery arrangements.
 - Include a name and contact number for the school media coordinator.
- Liaise with the family about any statements made to media.
- Exclude discussion of policy matters, limit comment to the emergency and the school response.
- Set rules for persistent media.
- Keep a record of media enquiries.
- Media updates to be released on social media (Facebook and Tiqbiz) by media coordinator.
- Offer scheduled interviews in return for media commitment not to seek uninvited access to staff, students and parents.
- Negotiate accepted areas for filming e.g. school boundary and not within.
- Check that information provided does not conflict with court requirements or police proceedings.
- Anticipate renewed interest arising from anniversaries, court proceedings.

9. Long Term Actions

- Monitor and support members of the school community, particularly on significant dates such as anniversaries.
- Consider longer term intervention activities such as counselling or specialist support.
- Consider establishing an area within the school as a place of remembrance.
- Reconvene key people at regular intervals to review the school response and effectiveness of planning arrangements.
- Review the School Emergency Management Plan in light of experience gained.
- Consider a ritual of marking significant dates.
- Prepare for legal proceedings if necessary.
- Remove students' name from the roll if deceased.
- Consider article in school magazine.

This document was ratified by School Council in Month/Year and will be reviewed as part of cyclic review processes.

Emergency Record Form – Template

Date: / __ /

Time of notification: _____ : am/pm

Name of person taking the call _____

Position: _____

Name of person reporting the incident _____

Contact telephone number _____

DETAILS

Describe:

Where everyone is now

What action is being taken to help?

Who: _____

When: _____

Where: _____

How: _____

Nature and extent of injury: _____

Immediate Actions Required

Principal notified? 0428142690
am/pm

Yes

Time: ____: ____

Other school staff? Yes Time: ____: ____
am/pm

Emergency Services notified? 132 500 Yes Time: ____: ____
am/pm

Emergency & Security Management notified? Yes Time: ____: ____
am/pm

(03) 9589 6266

Emergency Contact Telephone Numbers

POLICE 000

AMBULANCE 000

FIRE BRIGADE 000

STATE EMERGENCY SERVICES (SES) 132 500

LOCAL HOSPITAL (Echuca Hospital) (03) 5485 5000

Contact the North-Western Victoria Region
nwvr@edumail.vic.gov.au

Regional Offices

Bendigo

Postal address: PO Box 442, Bendigo, Victoria 3552

Location: 7-15 McLaren Street, Bendigo, Victoria 3550

Ph: (03) 5440 3111

Fax: (03) 5442 5321

SEIL - Paul Hon
(Senior Education Improvement Leader)

Ph: (03) 5440 3130 / 0428 448 550

EMERGENCY SECURITY MANAGEMENT (03) 9589 6266

Emergency Message Record Form

Time: ____ : ____ : am/pm

Message from _____

Action required? Yes No
(please circle)

If 'YES', please detail:

Completed

Message taken by _____

Emergency Message Record Form

Time: ____ : ____ : am/pm

Message from _____

Action required? Yes No
(please circle)

If 'YES', please detail:

Completed

Message taken by _____

Critical Incident Flow Chart

