



GP04 – Critical Incidents



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| Last Review Date | November 2017 | Next Review Date | November 2018 |
| Leader of Policy Review | Headteacher | | |
| Associated Policies | Health and Safety | | |

A critical incident is any sudden, unexpected incident, e.g. fire, flood, accident, sudden serious illness or death of an individual or group of individuals. This policy provides a framework that will operate to support the School and hence reduce the likelihood and severity of distressing, emotional consequences for students, staff and parents. It should enable the School to manage difficulties by drawing on its own resources and by accessing additional support, advice or information from other agencies as appropriate.

IMMEDIATE ACTION

We will obtain as much accurate, factual information about the situation as possible to prevent rumour, uncertainty and misinformation that can greatly add to distress levels, create confusion and take time and effort to correct. It may be appropriate to inform some or all of the following about the incident:

- Leadership Group, or all staff via a staff meeting/briefing
- Chair of Governors, Director of Lifelong Learning, Local Authority Officers
- Other agencies, depending on the nature of the incident, in order to provide support or access resources that might be of help, e.g. Education Psychology Service, Education Social Worker, School Nurse, local churches, community based groups and others as appropriate
- Ysgol Maes Garmon and Sports Centre if the incident has campus wide implications

All school-based records or information about students involved in the incident will be collated and lodged securely with the Headteacher. Flintshire County Press Officer will act on the School's behalf to provide support and advise on press releases and other communications. A brief written statement will also be prepared which can be used by the school's office staff to respond to enquiries. This statement will be updated as appropriate as new information becomes available.

When providing information to students on a major incident, close friends and close friends of the siblings will be informed individually or in small groups. Other students will be given factual information, if possible within their tutor groups rather than a large assembly. Where appropriate, information will be to all parents, informing them of the facts of the incident, and depending on the circumstances, it may also be necessary to provide additional health information or contact numbers where such information can be obtained.

As far as possible we will maintain the 'normal' structure of the school day so as to ensure stability in the lives of students. Where necessary we will provide a support structure for students/staff. This may involve a place for persons who are upset to go for a time-out period in order to express and share their feelings with a member of staff or other support person.

FURTHER ACTION

In the days and weeks that follow we will aim to re-establish normality in the running of the school but continue to provide opportunities for students/staff to take time out with support. In the event of death(s) we will make arrangements for appropriate students and staff to attend the funeral(s), with parental permission, and provide support afterwards. This may include an after-school or evening meeting for parents to discuss practical concerns and/or bereavement issues. Over subsequent weeks we will continue to monitor students so that any signs or symptoms of delayed grieving can be identified and action taken.

In the longer term we will seek to maintain home-school links of affected families to help encourage the early reporting of difficulties being experienced at home, including being aware of anniversaries in order to respond to reawakened feelings of distress.

This policy should be read in conjunction with Flintshire's document '*School Guide to Managing Emergencies*' that provides further guidance.