



Scoil Naomh Erc

Glenderry,
Ballyheigue,
Co. Kerry.
(066)7133827
scoilerc@gmail.com
www.glenderryins.ie

Critical Incident Policy

Glenderry National School aims to protect the well-being of its students and staff by providing a safe and nurturing environment as defined in our Mission Statement). The Board of Management and staff have drawn up a Critical Incident Management Plan which will be reviewed annually.

Review and Research

The Glenderry NS CIMT have consulted resource documents available to schools on www.education.ie and www.nosp.ie as well as -

- Responding to Critical Incidents Guidelines and Resources for Schools (NEPS 201 6) · Suicide Prevention in Schools: Best Practice Guidelines (IAS, National Suicide Review Group (2002)
- Suicide Prevention in the Community - A Practical Guide (HSE 2011)
- Well-Being in Post-Primary Schools Guidelines for Mental Health Promotion and Suicide Prevention (DES, DOH, HSE 2013)
- Well-Being in Primary Schools - Guidelines for Mental Health Promotion (DES, DOH, HSE 201 5)

Define what you mean by the term 'critical incident'

The staff and management of *Glenderry National school* recognise a critical incident to be "an incident or sequence of events that overwhelms the normal coping mechanism of the school". Critical incidents may involve one or more students or staff members, or members of our local community. Types of incidents might include

- *The death of a member of the school community through accident, violence, suicide or suspected suicide or other unexpected death*
 - *An intrusion into the school*
 - *An accident involving members of the school community*
 - *An accident/tragedy in the wider community*
 - *Serious damage to the school building through fire, flood, vandalism, etc*
- *The disappearance of a member of the school community*

Aim

The aim of the CIMP is to help school management and staff to react quickly and effectively in the event of an incident, to enable us to maintain a sense of control and to ensure that appropriate support is offered to students and staff. Having a good plan should also help ensure that the effects on the students and staff will be limited. It should enable us to return to normality as soon as possible.

Creation of a coping supportive and caring ethos in the school

We have put systems in place to help to build resilience in both staff and students, thus preparing them to cope with a range of life events. These include measures to address both the physical and psychological safety of the school community.

Physical safety

In the area of physical safety, the school has put the following in place:

- Evacuation plan formulated
- Regular fire drills occur
- Fire exits and extinguishers are regularly checked
- Pre-opening supervision in the school by the Principal and staff on a Rota Schedule from 8:40am to 9:00am
- Access control panels are attached to all entrance doors
- Rules of the school are displayed in all classes

Psychological safety

The management and staff of *Glenderry NS* aim to use available programmes and resources to address the personal and social development of students, to enhance a sense of safety and security in the school and to provide opportunities for reflection and discussion.

Glenderry NS have implemented the following -

- Social, Personal and Health Education (SPHE) is integrated into the work of the school. It is addressed in the curriculum by addressing issues such as grief and loss; communication skills; stress and anger management; resilience; conflict management; problem solving; help-seeking; bullying; decision making and prevention of alcohol and drug misuse. Promotion of mental health is an integral part of this provision
 - Staff have access to training for their role in SPHE/Friends For Life/ Zippy's Friends
 - Staff are familiar with the Child Safeguarding Statement, Risk Assessment and Associated Procedures of how to proceed with suspicions or disclosures
 - The school has developed links with a range of external agencies – NEPs, CAMHS & CDNT
 - The school has a clear policy on bullying
 - There is a care system in place in the school using the "Continuum of Support" approach which is outlined in the NEPS documents published in 2007 for primary schools.
 - A nurture group has been established
 - Staff are informed on how to access support for themselves.

Critical Incident Management Team (CIMT)

A CIMT has been established in line with best practice. The members of the team were selected on a voluntary basis and will retain their roles for at least one school year. The members of the team will meet annually to review and update the policy and plan. Each member of the team has a copy of the policy.

Team leaders: *Caroline Newman & Mary Griffin*

Role

- Alerts the team members to the crisis and convenes a meeting
- Coordinates the tasks of the team
- Liaises with the Board of Management; DES; NEPS;
- Liaises with the bereaved family

(Mary Monahan will take the lead in the absence of Caroline or Mary)

Garda liaison *Mary Monahan and Aisling Tynan*

Role

- Liaises with the Gardaí
- Ensures that information about deaths or other developments is checked out for accuracy before being shared

Staff liaison *Caroline Newman and Mary Griffin*

Role

- Leads briefing meetings for staff on the facts as known, gives staff members an opportunity to express their feelings and ask questions, outlines the routine for the day
- Advises staff on the procedures for identification of vulnerable students
- Provides materials for staff
- Keeps staff updated as the day progresses
- Is alert to vulnerable staff members and makes contact with them individually
- Advises them of the availability of the EAS and gives them the contact number.

Student liaison *Rebecca Lyons and Emer O'Brien*

Role

- Alerts other staff to vulnerable students (appropriately)
- Provides materials for students
- Maintains student contact records (R1)
- Looks after setting up and supervision of 'quiet' room where agreed

Community/agency liaison *Sheila O'Connor & Aisling Tynan*

Role

- Maintains up to date lists of contact numbers of
 - Key parents, such as members of the Parents Council
 - Emergency support services and other external contacts and resources
- Liaises with agencies in the community for support and onward referral
- Is alert to the need to check credentials of individuals offering support
- Coordinates the involvement of these agencies
- Reminds agency staff to wear name badges
- Updates team members on the involvement of external agencies

Parent liaison *Sarah Fitzgerald & Mary O'Carroll*

Role

- Visits the bereaved family with the team leaders
- Arranges parent meetings, if held
- May facilitate such meetings, and manage 'questions and answers'
- Manages the 'consent' issues in accordance with agreed school policy
- Ensures that sample letters are typed up, on the school's system and ready for adaptation
- Sets up room for meetings with parents
- Maintains a record of parents seen
- Meets with individual parents
- Provides appropriate materials for parents

Media liaison *Mary Brick &, Caitriona O Hanlon & Caroline Newman*

Role

- In advance of an incident, will consider issues that may arise and how they might be responded to (e.g. students being interviewed, photographers on the premises, etc)
- In the event of an incident, will liaise where necessary with the external agencies
- Will draw up a press statement, give media briefings and interviews (as agreed by school management)

Administrators, Caroline Newman and Mairéad Duggan

Role

- Maintenance of up to date telephone numbers of
 - Parents or guardians
 - Teachers
 - Emergency services
- Takes telephone calls and notes those that need to be responded to
- Ensures that templates are on the schools system in advance and ready for adaptation
- Prepares and sends out letters, emails and texts
- Photocopies materials needed
- Maintains records

Record keeping

In the event of an incident each member of the team will keep records of phone calls made and received, letters sent and received, meetings held, persons met, interventions used, material used etc.

Mairéad Duggan, School Secretary will have a key role in receiving and logging telephone calls, sending letters, photocopying materials, etc.

Confidentiality and good name considerations

Management and staff of *Glenderry National School* have a responsibility to protect the privacy and good name of people involved in any incident and will be sensitive to the consequences of public statements. Members of school staff will bear this in mind, and seek to ensure that students do so also, e.g. the term 'suicide' will not be used unless there is solid information that death was due to suicide, *and* that the family involved consents to its use. The phrases 'tragic death' or 'sudden death' may be used instead. Similarly, the word 'murder' should not be used until it is legally established that a murder was committed. The term 'violent death' may be used instead.

Critical Incident Rooms

In the event of a critical incident, the following rooms are designated for the indicated purposes

Room Name:	Designated Purpose:
	Staffroom for meeting staff
	Halla for meeting with students
	Halla for Meetings with parents
	Halla for Meetings with media
	Individual sessions with students (Principal's Office)

	Meetings with other visitors (Principal's Office)
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Consultation and communication regarding the plan

All staff were consulted and their views canvassed in the preparation of this policy and plan. Students and parent/guardian representatives were also consulted and asked for their comments.

Our school's final policy and plan in relation to responding to critical incidents has been presented to all staff. Each member of the critical incident team has a personal copy of the plan.

All new and temporary staff will be informed of the details of the plan by the Principal The plan will be updated annually (January of each year)

Critical Incident Management Team		
Role	Name	Phone
Team leaders:	<i>Caroline Newman Mary Griffin</i>	
Garda liaison	<i>Mary Monahan and Aisling Tynan</i>	066 7133827
Staff liaison	<i>Caroline Newman and Mary Griffin</i>	066 7133827
Student liaison	<i>Rebecca Lyons and Emer O'Brien</i>	066 7133827
Community liaison	<i>Sheila O'Connor and Patrice Diggin</i>	066 7133827
Parent liaison	<i>Mary O'Carroll and Sarah Fitzgerald</i>	066 7133827
Media liaison	<i>Caitriona O'Hanlon, Mary Brick and Caroline Newman</i>	066 7133827
Administrator	<i>Caroline Newman and Mairead Duggan</i>	066 7133827

Short term actions – Day 1

Task	Name
Gather accurate information	Caroline Newman & Mary Griffin
Who, what, when, where?	Caroline Newman & Mary Griffin
Convene a CIMT meeting – specify time and place clearly	Caroline Newman & Mary Griffin
Contact external agencies	Mary Monahan & Sheila O'Connor
Arrange supervision for students	

	Rebecca Lyons & Emer O Brien
Hold staff meeting	All staff
Agree schedule for the day	All Staff
Inform students – (close friends and students with learning difficulties may need to be told separately)	Rebecca Lyons & Emer O Brien
Compile a list of vulnerable students	All Staff
Prepare and agree media statement and deal with media	Caitriona O Hanlon, Mary Brick & Caroline Newman
Inform parents	Mary O Carroll & Sarah Fitzgerald
Hold end of day staff briefing	Caroline Newman, Mary Griffin and Mairéad Duggan

Medium term actions - (Day 2 and following days)

Task	Name
Convene a CIMT meeting to review the events of day 1	Caroline Newman, Mary Griffin, Mairéad Duggan
Meet external agencies	Mary Monahan, Sheila O Connor & Patrice Diggin
Meet whole staff	Caroline Newman, Mary Griffin, Mairéad Duggan
Arrange support for students, staff, parents	Caroline Newman, Mary Griffin, Rebecca Lyons, Emer O Brien, Sarah Fitzgerald, Mary O Carroll
Visit the injured	Caroline Newman, Mary Griffin
Liaise with bereaved family regarding funeral arrangements	Caroline Newman
Agree on attendance and participation at funeral service	Caroline Newman and staff
Make decisions about school closure	BOM

Follow-up – beyond 72 hours

Task	Name
Monitor students for signs of continuing distress	Class teachers
Liaise with agencies regarding referrals	Caroline Newman, Mary Monahan & Sheila O Connor

Plan for return of bereaved student(s)	Caroline Newman, Mary Griffin & Rebecca Lyons
Plan for giving of 'memory box' to bereaved family	Caroline Newman, Mary Griffin,
Decide on memorials and anniversaries	BOM/Staff, parents and students
Review response to incident and amend plan	Staff/BOM

Agency	Contact Numbers
Garda	Ballyheigue Garda Station, Buncurrig, Ballyheigue, V(2WP73 066 7133122
Hospital	Kerry General Hospital 066718400
Fire Brigade	112
Local GP	Clanmaurice Medial Practice 066 7133200
HSE/Community Care Team/Child & Family Centre/CAMHS	HSE 0667184500 CAMHS 0667144081 School Nurse
School Inspector	Rosemarie Corry [REDACTED]
NEPS Psychologist	Dr Cathy Hayes [REDACTED]
DES	0906483600
INTO	018047700 / 1850 708 708
Parish Priest/Clergy	Fr. Pat Crean Lynch [REDACTED]
Chairperson	Mrs Bríd Cotter [REDACTED]
Employee Assistance Service	1800 411 057

Signed: Brid Cotter Date: 24/3/2026
Brid Cotter, Chairperson, Board of Management

Signed: Caroline Newman Date: 24/3/2026
Caroline Newman, Principal