



POLICIES

Leschenault Catholic Primary School

Topic:	Crisis Management Planning in Catholic Schools		
Policy No:	2-D2		
Policy Area:	Community		
Updated:	2017	Date of Review:	2019

Crisis Care Management

Definition

Crisis can be considered as any situation faced by staff or students that cause them to experience unusually strong emotional reactions which may have the potential to interfere with their ability to perform at the scene or later.

A crisis can be health related, death, separation, harassment, accident, etc.

- In the event of a crisis situation the Administration team, or designated people, will ensure that key people are informed immediately (e.g. harassment officer, classroom teacher, occupational health and safety officer) and that those involved receive appropriate support, counselling and debriefing programs. The Principal must contact the Director of Catholic Education immediately.
- Ensure that the person or persons affected are immediately given emotional support i.e. make contact and ensure that the person feels heard, understood, accepted and supported.
- Explore the problem – Gather as much information as possible that might be relevant to alleviating the problem and supporting the person involved without encroaching on the person's privacy.
- At times the crisis may require medical attention. A school record will be kept of contact details in the event of an accident or illness. Staff records will also display information of important contact numbers, doctor's name etc.
- A crisis may involve a legal issue. In these circumstances the CEO may need to be contacted by a member of the Admin team.
- It is important in taking action that the person affected by the crisis feels some sense of control over what has been agreed should be done.
- Whatever the skill level of the helper, it is important that there is an appropriate level of follow-up. This may only require a caring card, telephone call, visit to the hospital, or attendance at a funeral service. Follow-up is an important part of pastoral care and may involve one, several or the whole staff.
- Leschenault will establish a Crisis Management team comprising Assistant Principals, CEO Psychologist, Luke Portolan, Occupational Health Safety Officer under the leadership of the Principal. These members will be given opportunities to attend workshops on bullying, suicide, drugs etc.
- A small group of staff will be known as the "Line of Defence" may be called upon should the Leadership Team be absent or if back-up is necessary. This group comprises in order: Luke Portolan, Shevaun Bertelli, Leisa Clark, Kristy Keeler and Monica Jessop
- New staff will be inducted and introduced to key people involved in Crisis Management, e.g. harassment, first aid, fire evacuation, lockdown etc.
- This policy will be assessed regularly to ensure updating and inclusion of current research.

Dealing with the Media

Media reports can make responding to crises more difficult.

- The Media should not be given access to students without the consent of both the Principal and parents.
- No Media statements are to be made without the express consent of the Principal in consultation with CEO.
- The Media are not permitted on the school premises without the permission of the Principal or, in their absence, a member of the Administration team.
- If members of the Media approach a member of the staff the official comment is, "No comment". The staff member then ensures that the Media are taken to the front office to ensure that they are not still unofficially on the school premises.
- At all times keep a professional and positive demeanour with the Media.
- As errors in Media coverage come to hand the Principal is responsible for correcting the information misrepresented in a previous statement.
- Students may need to be advised of the Media procedure and where they stand if approached for interview. Parents should also be told of the advice given to students.
- Cooperation with the Media at appropriate times might be applicable. The Principal will decide this.
- Bereaved families may need to be contacted to assure them that confidential information is being protected. This will be done at the discretion of the Principal or a member of the Administration Team.

In the event of a crisis the following will need to be considered

- Commitment to purchasing necessary resources for staff and students.
- A risk assessment could aid any future planning processes.
- Organisational leaders – involving Admin team, Line of Defence Teachers, Teachers who take on specific roles, eg, First Aid, Fire Evacuation should be aware of
 - response plans.
 - their role during and after the incident.
 - the support resources available.
 - liability issues.
- Who will handle Media?
- Decide on information transfer to students.
- Who records the events? A comprehensive record of any crisis must be kept and maintained.
- What outside agencies need to be contacted?
- What role the school will play in a funeral – consider what the family wants.
- What follow-up is planned for the next day?
- Will relief teachers be required?
- Care of key players involved in a Crisis Management situation.
- A letter sent home to explain a crisis situation.

Crisis Care (Short Term)

- Who will attend to the victim's desk/belongings?
- Who will attend the funeral?
- How will staff and students be debriefed?
- What follow-up plan will be required in the following week for the specific crisis?
- How will staff, students and parents be updated?
- Who will maintain contact and support the families or the victim?
- Who will monitor those in caregiver roles?
- The Administration team will be responsible for ensuring that relief teachers are arranged where necessary.
- The Office Administration will be supplied with a statement with which to respond to incoming calls.
- The Principal or a member of the Administration may need to contact other schools.
- A specified person may need to keep a written record of events and keep this report updated as required.

Further Crisis Care Planning (Long Term)

- A form is available and must be filled in on the gathering of information after an incident.
- Will the school hold a memorial service or create a memorial to the victim?
- What debriefing will be required?
- What follow-up will be required?
- Will the school do anything to mark an anniversary date? Memorial service for student /teacher a year later.
- A coronial inquest may take place some considerable time after the event. Follow-up support may be required and an explanation to senior classes as to what this may involve.
- The Crisis Care Management Team may need to convene during specific times to ensure that necessary amendments are made to the Crisis Care Plan to review individual needs.

Critical and Emergency Incident Report Forms

Registration Standard regarding Management, Recording and Reporting of Critical and Emergency Incidents in schools

A crucial requirement for meeting this standard is that 'the Director General of the Department of Education Services (DES) is notified of any critical and or/emergency incident as soon as practicable and, in any event within 48 hours of the incident.'

For Catholic Education Western Australia (CEWA) schools, all notifications to the Director General of DES are to be made by the Executive Director of CEWA. Principals are required to complete the Critical and Emergency Incident Form and email it to ecr@cewa.edu.au or their school's Employment and Community Relations Officer.

Jennifer.maccarone@cewa.edu.au

The first part of this form requires you to identify the type of incident from one of the four categories:

1. Death, or life-threatening injury, of a student or staff member at school, or following an incident that occurred at the school or through a related school – based activity;
2. Circumstances that pose a critical risk, to the health, safety or well-being of one of more students or staff;
3. Receipt of allegation of child abuse, including but not limited to sexual abuse, against a student by a staff member or student or other person, whether the abuse is alleged to have occurred recently or in the past;
4. Issuing a formal warning to a staff member or ceasing the employment of a staff member for breach of the Staff Code of Conduct suspected to be grooming behaviour;
5. Incidents requiring school closure, lockdown, or reduction of number of students or staff attending.

If the potential incident does not fall within one of the above five categories it may not need to be reported.

If you are in doubt or unsure of the process, please contact our Employment and Community Relations Consultant. (Jennifer Maccarone 6380 5231)

Lockdown and Evacuation Procedures:

The Principal and person in charge is to read the instructions in the first box of each procedure and follow these instructions carefully.

Lockdown Procedure

Event: Intruder or threat to the school.

The Principal is to be notified immediately of any emergency situation by phoning the front office (extension 102) or notifying in person.

Principal: Normal Announcement - Chimes followed by an announcement that will contain Specific Words. Lockdown song will then play. At the conclusion of the song the entire school remains in lockdown until you hear an announcement containing Specific Words.

Procedure During Class Time

1. Staff to have phone numbers of all staff in their phones, communication via text message only during lockout. If necessary locate missing children using phone becomes priority, once children in immediate care are deemed safe.
2. Students who are in the hallways, toilets, oval or other areas, must enter the nearest classroom.
3. Staff must close and lock exterior doors and windows and draw blinds. Keys must be carried by all staff at all times.
4. Move students to safe corner to reduce visibility
5. Turn off lights (including computer monitors). Remain in position until all clear.
6. Insist that no one enter or leave the building until the immediate threat has passed.
7. An announcement that will include two specific words will signify an end to the lockout.
8. Admin staff prepare to take many phone calls from parents who hear about the lockdown or who arrive at the school and expect to be allowed into the building. Remind parents who demand to take possession of their child that there can be no exceptions made during a lockdown situation.

Procedure During Recess and Lunch

1. On Alert Siren all staff must return to their classrooms immediately, unless on duty where you will assist children to safety.
2. All children to proceed quickly and quietly to nearest classroom. Those unable to enter a classroom go to the Admin door near the Assistant Principals office.
3. Staff to work as a team to ensure that all children can enter a classroom safely. Ensure doors remain locked
4. Instruct all students to go to the safe part of the room and sit on the floor.
5. Locate missing students using phone (see #1 of Procedure During Class Time).
6. An announcement that will include two specific words will signify an end to the lockout.
7. Admin staff prepare to take many phone calls from parents who hear about the lockdown or who arrive at the school and expect to be allowed into the building. Inform parents of your lockdown policy well in advance of any practice lockdown. Remind parents who demand to take possession of their child that there can be no exceptions made during a lockdown situation.

Evacuation Procedure

Signal – Normal Announcement - Chimes followed by an announcement of where to evacuate to (Oval or Rear of Church). Evacuation Button – RED – front office. Evacuation Siren will then continue.

Procedures During Class-Time

1. Each teacher is responsible for the class in their care.
2. On instructions from the teacher students are to line up in twos just inside the door. No child is to go out through a corridor.
3. All students, staff and parents are to leave ALL personal belongings behind except a puffer or ventolin and a class list.
4. Make sure the door is left **unlocked**.
5. Children are to move quickly and quietly to the “muster point” and obey the "zero noise signal" once out on the oval. They must not run. They must not stop off for a drink or to go to the toilet. Children are not to be sent on messages e.g. to get a child from the sickbay or to call someone who has gone out to the toilet.
6. EAs to check their designated areas, teachers are to remain with their class.
7. Classes are to line-up in two's in designated areas on the oval facing away from the school. When a class is with a specialist teacher, the classroom teacher is to join their class with a class list at the “muster point”.
8. Names are to be checked as soon as possible. Students should be seated.
9. When names have been checked by staff the coordinator, who will be wearing “fluoro” coloured top, will walk along the line ensuring all children are present. Once their class is assembled, a teacher may not return to the building to look for a missing student unless authorised by the coordinator.
10. The principal will report to the coordinator on the oval

Procedures during Recess and Lunch

1. Children are to move quickly to the “muster point” and obey the "zero noise signal". They must not run. They must not stop off for a drink or to go to the toilet.
2. Teachers on duty are to direct students to the “muster point” and ensure the playground is clear.
3. Duty teachers are responsible at the “muster point” until the coordinator arrives.
4. Teachers are to assemble in front of their class as soon as possible. Names are to be checked as soon as possible. Students should be seated.
5. EAs to check their designated areas, teachers are to remain with their class.
6. When names have been checked staff are to report to the coordinator who will be wearing “fluoro” coloured top this is normally the assistant principal or designated person. Once their class is assembled, a teacher may not return to the building to look for a missing student.
7. The coordinator will report to the principal
8. Classes will remain seated on the oval until they are directed by the coordinator to move.



CRITICAL AND EMERGENCY INCIDENT REPORT FORM

The Critical Incident Standard determined by the Minister for Education in accordance with s.159(1)(i) of the *School Education Act 1999* requires the principal to notify the chair of the governing body and the Director General, Department of Education Services, about any critical and emergency incidents as soon as practicable and, in any event, within 48 hours of the incident.

This form should be completed as soon as practicable and, in any event, within 48 hours of the incident, saved for your records and sent to:

Assistant Director, Non-Government Schools
Telephone: (08) 9441 1900 Facsimile: (08) 9441 1901

Email: criticalincidents@des.wa.gov.au
Postal address: PO Box 1766, OSBORNE PARK DC WA 6017

INCIDENT TYPE

Please indicate the type of critical or emergency incident by ticking one or more of the boxes below.

- Death, or life-threatening injury, of a student or staff member at school, or following an incident that occurred at the school or through a related school-based activity or circumstance;
- Circumstances that pose a critical risk to the health, safety or well-being of one or more students or staff;
A circumstance posing a *critical risk* is one which would, if action had not been taken or the risk otherwise averted, have resulted in death, life-threatening illness or life-threatening injury to one or more students and/or staff.
- Receipt of an allegation of child abuse, including but not limited to sexual abuse, against a student by a staff member or student or other person, whether the abuse is alleged to have occurred recently or in the past;
- Issuing a formal warning to a staff member or ceasing the employment of a staff member for a breach of the Staff Code of Conduct suspected to be grooming behaviour;
- Incidents requiring school closure, lockdown, or reduction of number of students or staff attending.

If you cannot tick one of these boxes, the incident may not need to be reported to DES as a critical incident. If in doubt, please contact the Assistant Director, Non-Government Schools, for clarification.

SCHOOL DETAILS

School:	Campus:
Chair of Governing Body:	Principal:
Telephone (business):	Telephone (mobile):
Email:	

INCIDENT

Date of Incident:	Time of Incident:
Location of Incident:	
Date Principal first notified of incident and by whom:	
Date Chair of Governing Body notified:	
Date Parents/Caregivers notified (if applicable):	

PERSON(S) INVOLVED (tick all applicable)

- Whole School
 Student(s) – Year level(s): _____
 Teaching Staff
 Support Staff
 Volunteer
 Former student
 Student from another school
 Other (please specify): _____

DESCRIPTION OF THE INCIDENT (detail what happened, who was affected and whose actions caused the incident)

AGENCIES NOTIFIED OF INCIDENT (by governing body, principal or staff members – when applicable and known to the Critical Incident Reporter)

<input type="checkbox"/> WA Police notified	Date:	Report No:
<input type="checkbox"/> DCPFS notified (Mandatory report)	Date:	Receipt No:
<input type="checkbox"/> DCPFS notified (child protection concern)	Date:	
<input type="checkbox"/> DEFS notified	Date:	
<input type="checkbox"/> TRBWA notified	Date:	
<input type="checkbox"/> WorkSafe notified	Date:	
<input type="checkbox"/> Other:	Date:	

ACTION(S) TAKEN TO RESOLVE THE INCIDENT (by governing body, principal or staff members)

<input type="checkbox"/> Suspension/exclusion of student(s)	Period of time:
<input type="checkbox"/> Expulsion of student(s)	Date:
<input type="checkbox"/> School closure	Date:
<input type="checkbox"/> School lockdown	Date:
<input type="checkbox"/> Reduction in students or staff attending	Date:
<input type="checkbox"/> Counselling sought/provided	Date:
<input type="checkbox"/> Health and safety services advice sought	Date:
<input type="checkbox"/> Staff Code of Conduct breach warning issued	Date:
<input type="checkbox"/> Staff disciplinary action taken (please specify):	Details:
<input type="checkbox"/> School policies/procedures followed (including School Critical and Emergency Incident Policy)	Details:
<input type="checkbox"/> Other action(s) taken (please specify):	Details:

DESCRIPTION OF ACTION TAKEN TO RESOLVE THE INCIDENT

HOW ARE ANY ONGOING RISKS TO STUDENTS AND/OR STAFF BEING MANAGED?

Who is responsible for management of these risks? _____

LODGED BY AUTHORISED CRITICAL INCIDENT REPORTER

Name:	Date:
	Position:

Thank you for completing the Critical Incident Report.

The Department may contact you at a later date to obtain further information.

DES INTERNAL USE ONLY

Incident Number:	Related RM8 References:
DES Staff Name:	Position:
Date Received:	Time Received: