



**lwetb**

*Bord Oideachais agus Oiliúna  
an Longfoirt agus na hIarmhí*  
Longford and Westmeath  
Education and Training Board



**Critical Incident Policy**  
**Lanesboro Community College**

Lanesboro Community College aims to protect the well-being of its students by providing a safe and nurturing environment at all times. The school has taken a number of measures to create a coping, supportive and caring ethos in the school. The school has also formulated a number of policies and procedures to be followed with a view to ensuring the physical and psychological safety of both staff and students during the normal course of the school day and in the event of a critical incident.

Such policies would include:

- Anti Bullying Policy
- Code of Behaviour
- Guidance and Counselling Policy
- Health and Safety Policy
- Pastoral Care Policy
- S.P.H.E Programme

### **Definition of Critical Incident:**

Lanesboro Community College recognises a critical incident to be “an incident or sequence of events that overwhelms the normal coping mechanisms of the school, and disrupts the normal running of the school”.

Critical incidents may involve students, staff, the school or the local community.

### **Examples of a critical incident might be;**

- The death of a member of the school community, through sudden death, accident, suicide or terminal illness.
- A serious accident or tragedy in the school community.
- Serious damage to the school through fire, flooding vandalism etc.
- The disappearance of a member of the school community.
- A physical attack on a staff member or student.
- Intrusion into the school.

## **Aim of Plan:**

The aim of the Critical Incident Plan is that in the event of such an incident as outlined above, the plan will help staff and management to react quickly and effectively and to maintain control of the situation. The plan will also help the school to return to normality as soon as possible and limit the effects of the incident on staff and students.

## **Critical Incident Management Team:**

Lanesboro Community College has set up a Critical Incident Management Team consisting of the following personnel:

The Principal

The Deputy Principal

The Home School Community Liaison teacher

The School Secretary

The School Chaplain

The School Guidance Counsellor

The SPHE Teacher

The Critical Incident Management Team may co-opt other members of staff to assist them, should they deem it necessary.

The Principal will act as Team Leader or in her absence the Deputy Principal. /

## **Role of Team Leader:**

- The team leader alerts team members to the crisis and convenes a meeting of the team
- Co-ordinates/delegates tasks of the other team members.
- Liaises with Longford and Westmeath Education and Training Board (LWETB), the Board of Management and the Department of Education and Skills
- In case of bereavement, liaises with the bereaved family

Other areas of responsibilities, which may be delegated by the team Leader to other members of the team would include:

- Contacting Emergency support services
- Briefing and advising the staff and noting their feelings and concerns.
- Organising the supervision of students in the school
- Keeping staff updated on information/developments /progress
- Meeting students to brief them on the situation
- Taking care of “Vulnerable students/vulnerable teachers”
- Liaising with external agencies for support or referrals
- Liaising with school organisations such as Parents’ Association & Student Council.
- Meeting with individual parents or groups of parents.
- Visiting bereaved families or families closely associated with the incident
- Preparing a Press release and liaising with the media.
- Preparation of an “Incident Room”

### **Record Keeping:**

All team members will keep written records of phone calls, letters, meetings, interventions etc. /

### **Confidentiality:**

The school is conscious of its responsibility to protect the privacy and good name of people involved in any incident and will be sensitive to the consequences of any public statements.

**CRITICAL INCIDENT  
MANAGEMENT PLAN  
Lanesboro Community College**

**Critical Incident Management Team**

School Principal – Ms. Hazel Hannon (085 7480428)

School Deputy Principal – Mr M Lyons (085 8716261)

The Home School Community Liaison – Ms. M O' Brien (087 6158448)

School Secretary – Ms. B Maguire (086 8531229)

School Chaplain – Ms. AM Keenan (086 2124687)

School Guidance Counsellor - Mr. C O' Brien (086 3350207)

SPHE Teacher – Mr. R O' Dwyer (086 3969948)

**Additional Supports (Qualified counsellors)**

Sr. Rosarii Beirne (087 2331011)

Ann Maher (087 6342150)

*The Critical Incident Management Team may co-opt other members of staff to assist them, should they deem it necessary.*

## KEYROLES ASSIGNED BY TEAM LEADER

Name of Team Member	Task
<b>School Principal</b>	<ul style="list-style-type: none"> <li>• Alert team members to the crisis and convene a meeting of the team</li> <li>• Establish all accurate and relevant facts of the case</li> <li>• Prepare a written statement, working in conjunction with the Response Team</li> <li>• Inform staff</li> <li>• Brief and advise staff, noting their feelings and concerns</li> <li>• Liaise with LWETB ( Longford and Westmeath Education and Training Board), the Board of Management and the Department of Education and Skills</li> <li>• Prepare a press release and liaise with media</li> </ul>
<b>Deputy Principal</b>	<ul style="list-style-type: none"> <li>• Liaise with staff and Response Team</li> <li>• Inform students</li> <li>• Inform and update staff on events as the day progresses</li> <li>• Ensure that school continues to operate as a safe and secure environment</li> <li>• Organise the supervision of students in the school</li> </ul>
<b>Home School Community Liaison</b>	<ul style="list-style-type: none"> <li>• Work with parents directly affected by the incident</li> <li>• Link with chaplain to visit and provide support to family</li> <li>• Liaise with outside agencies and supports</li> </ul>
<b>Secretary</b>	<ul style="list-style-type: none"> <li>• Contact all parents and relevant outside agencies</li> <li>• Contact emergency support services</li> <li>• Keep management and Response Team updated on all communications</li> </ul>
<b>Chaplain</b>	<ul style="list-style-type: none"> <li>• Work with students directly affected by the incident</li> <li>• Link with HSCL to visit and provide support to family</li> <li>• Coordinate liturgical response, as appropriate</li> </ul>
<b>Guidance Counsellor</b>  <b>SPHE Teacher</b>	<ul style="list-style-type: none"> <li>• Work with students directly affected by the incident</li> <li>• Work with students directly affected by the incident</li> </ul>

## EMERGENCY CONTACT NUMBERS

Lanesboro Gardaí	043 332 1102
Longford Gardaí	043 335 0570
Ambulance	999
Roscommon Hospital	090 662 6200
Mullingar Hospital	044 934 0221
Tullamore Hospital	057 932 1501
Portiuncula Hospital	090 964 8200
Fr. Merlin Kenny	086 0603433
Fr. Turlough Baxter	087 9972259
Fire Brigade	999
Department of Education and Skills (DES)	090 648 3600
Sarah Miley, press secretary	087 7020941
State Examinations Commission	090 6442700
N.E.P.S. Psychologist – Longford	076 110 8573
N.E.P.S. Psychologist – Roscommon	091 864518
Caroline Treacy, N.E.P.S.	087 2523134
CAMHS – Longford	044 9395608
CAMHS – Roscommon	090 6630350
Vita House, Roscommon	090 6625898
Dr. Colm Farrell	043 332 1832
Dr. Ali	043 332 7058
Suicide Prevention Service	057 935 7807
Suicide Prevention Officer – Eddie Ward	086 380 1152
Brian Higgins, LWETB Director of Schools	085 8704260
TUI – 01 4922588	
Employee assistance service – 1800 411057	

***SUPPORT/ADDITIONAL MATERIAL***

**SHORT TERM ACTIONS AND ROLES ASSIGNED**

**1st DAY.**

<b><u>Task</u></b>	<b><u>Name</u></b>
<b>Gather Accurate Information</b>	<b>Hazel Hannon</b>
<b>Contact Appropriate Agencies</b>	<b>Mary O' Brien</b>
<b>Convene a Meeting with Key Staff</b>	<b>Hazel Hannon</b>
<b>Arrange Supervision of Students</b>	<b>Michael Lyons</b>
<b>Hold Staff Meeting</b>	<b>Hazel Hannon</b>
<b>Organise Timetable for the day</b>	<b>Michael Lyons</b>
<b>Inform Parents</b>	<b>Breda Maguire</b>
<b>Inform Students</b>	<b>Michael Lyons</b>
<b>Make Contact with the Bereaved Family</b>	<b>Hazel Hannon, AnnMarie Keenan, Mary O' Brien</b>
<b>Dealing with the Media</b>	<b>Hazel Hannon</b>



## MEDIUM TERM ACTIONS AND ROLES ASSIGNED.

24 – 72 HOURS

<u>Task</u>	<u>Name</u>
<b>Review the Events of the First 24 Hours</b>	Critical Incident Response Team
<b>Arrange Support for Individual/Groups/Parents/Students/Teachers</b>	Critical Incident Response Team
<b>Plan the Re-Integration of Staff and Students</b>	Hazel Hannon
<b>Plan visits to Injured</b>	AnnMarie Keenan & Mary O' Brien
<b>Liaise with Family Regarding Funeral Arrangements etc.</b>	AnnMarie Keenan,
<b>Attendance and Participation at Funeral Service</b>	Critical Incident Response Team
<b>School Closure</b>	BOM/ETB

## BEYOND 72 HOURS

<u>Task</u>	<u>Name</u>
<b>Monitor Students for Continuing Signs of Stress</b>	All staff – report concerns to Care Team
<b>Evaluate Response to Incident and Amend Critical Incident Plan Appropriately</b>	Board of Management
<b>Formalise Plan for the Future</b>	Critical Incident Management Team
<b>Inform New Staff and Pupils</b>	Hazel Hannon
<b>Decide on Appropriate Way to Deal With Anniversaries</b>	Care Team

Lanesboro Community College  
*Coláiste Pobail Bhéal Átha Liag*

Lanesboro, Co. Longford  
Office: (043) 33 21139  
Email: [admin.lcc@lwetb.ie](mailto:admin.lcc@lwetb.ie)  
Website: [www.lanesborocc.com](http://www.lanesborocc.com)

Príomhoide (Principal)  
**Hazel Hannon**  
Leasphríomhoide (Deputy Principal)  
**Michael Lyons**

Dear Parents/Guardians

The school has experienced (the sudden death/injury) to one of our students/staff. We are deeply saddened by this death/injury.

*(Brief details of the incident, and in the case of death, perhaps some positive remembrances of persons lost)*

We have support structures in place to help your child cope with this tragedy.  
*(Elaborate)*

It is possible that your son/daughter may have some feelings that they may like to discuss with you. You can help your son/daughter by taking time to listen to them and encouraging them to express their feelings. It is important to give truthful information that is appropriate to their age.

If you would like any advice or support you may contact the following people at school (Details)

Hazel Hannon

Principal



**Lanesboro Community College**  
*Coláiste Pobail Bhéal Átha Liag*



Lanesboro, Co. Longford  
**Office: (043) 33 21139**  
**Email: [admin.lcc@lwetb.ie](mailto:admin.lcc@lwetb.ie)**  
**Website: [www.lanesborocc.com](http://www.lanesborocc.com)**

Príomhoide (Principal)  
**Hazel Hannon**  
Leasphríomhoide (Deputy Principal)  
**Michael Lyons**

Dear Parents/Guardians,

Following the recent (tragedy/ death of x) we have arranged specialist support for students in the school who need particular help. (X) is available to help us with this work. The support will usually consist of talking to students either in small groups or on a one to one basis, and offering reassurance and advice as appropriate

Your child has been identified as one of the students who would benefit from meeting with (X). If you would like your child to receive this support, please sign the attached permission slip and return it to the school *b'í* ..... If you would like further information on the above or if you would like to talk to the psychologist, please indicate this on the slip, or contact the school.

Kind regards,

Hazel Hannon

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I/We consent to having our child meet with .....

I understand that my child may meet x in an individual or group session, depending on the arrangements that are thought most appropriate.

Name of Student: \_\_\_\_\_.

Class: \_\_\_\_\_

Date of Birth: \_\_\_\_\_.

Signed: \_\_\_\_\_

(Parents /Guardians)

## Useful Contact Numbers

Barnardos	01 453 0355
The Samaritans	1850 609090
Childline	1800 666666
Teenline	1800 833 634
Parentline	1890 927277
AWARE	01 661 7211 1890 303302
National Suicide Bereavement Support	024 95561
Suicide Prevention Resource Service	057 935 7807 086 8157320
HSE Suicide Bereavement Support Group	086 4180088
Midlands Living Links	086 1600641
Rainbows	4734175
Bereavement Counselling Support	01 839 1766
Bereavement Counselling Service	01 676 7727
Console Suicide Helpline	1800 247 247
Vita House, Roscommon	090 6625898
Employee Assistance Service	1800 411053

This Critical Incident Policy was ratified by the Board of Management on

4/10/2023

Signed: Willie Denny (Chairperson)

Date: 4/10/23

Signed: Alasdair Munn (Secretary)

Date: 4/10/23

Date of next review: Autumn 2024

## **Appendices:**

- 1. Steps to be take in the event of incident**
- 2. School Response Team Contact Information**
- 3. Critical Incident – Allocation of Tasks (First 3-4 hours)**
- 4. Liturgical Response**
- 5. Resource documents for school**
- 6. Support Information Directory**

## Appendix 1

### **Steps to be taken in the Event of an Accident**

- Contact the School Response Team (phone numbers on appendix 2).
- All accurate facts regarding the incident must be established by the principal. Contact may need to be made with hospital, Gardaí and relevant bodies (full list and contact numbers for agencies attached).
- An accurate written statement will then be prepared, by the principal, and all staff members, the Board of Management and LWETB will be informed. This statement will then be read in a sensitive manner to all classes and circulated to parents.
- Special care and attention will be given to friends / classmates of student involved. They may be taken to a special room and told the news in a gentle manner by management accompanied by the relevant staff, e.g. Chaplain, Guidance Counsellor. (Use of Guidance Office and Religion Room)
- Students will be given time to grieve, be angry, phone home.
- The School Response Team should discuss school routine for the first day. The advice is to try to maintain, as far as possible, a normal routine. This may not be possible for those students who were close to the deceased.
- Management must ensure that teachers dealing directly with the tragedy are free of all classes in order to be available to help students through the ordeal.
- All teachers should be furnished with the guidelines for dealing with the classroom situation.
- Important for staff to be around congregation points for pupil's e.g. break time in the yard etc.



- The School Response Team will then decide on the relevant professional personnel to contact – see attached contact lists.
- Home School Community Liaison teacher will link in with Parents / Guardians, those directly involved and the general parent body where necessary. Parents' room will be available for parents, who, on hearing that an incident has occurred, may want to be with their own child. Have an up to date list of all local support services available and where appropriate provide families with list (list attached).
- The Principal will deal with media queries in a manner in keeping with the guidelines for dealing with the media. If staff members are asked for a comment they must refer the media to the appointed staff member (Principal). (Media guidelines attached)
- Two staff members, Home School Community Liaison teacher and Chaplain will visit the home of the deceased and offer sympathy on the school's behalf. Be supportive in whatever way possible, e.g. school; could take on catering in the home of the family (Principal will have already visited).
- The evening of the tragedy or as soon after as appropriate, the school will try to organise a brief prayer service in the Assembly Hall for the deceased and their family and friends.
- The Chaplain will co-ordinate the liturgical response necessary to the situation (Appendix 4)
- Allow students time afterwards to discuss with appropriate staff how they are dealing with the tragedy (look at various stages of grief).
- A number of weeks after the tragedy (with parental permission) organise a day of reflection facilitated by trained personnel who will help the students to move on to some level of normality following the death.

- It is also important for the School Response Team to look after their own welfare (and also other staff members), during the difficult time. A day of reflection may well be needed for staff in order to help them move on also.
- Continue to make students aware of the supports available to them both inside and outside of school.
- Keep a watchful eye on close friends of the deceased who may be having trouble coping.
- Review on a regular basis this policy and make any necessary changes to the plan. Continue to monitor and update the contact phone numbers on a regular basis.
- Let staff refer to the attached relevant reading materials, which may be useful.

## Appendix 2

### School Response Team Contact Information

Ms Hazel Hannon 085 7480428

Mr Michael Lyons 085 8716261

Ms. Mary O' Brien 087 615 8448

Ms. Breda Maguire 086 853 1229

Ms. Ann Marie Keenan 086 212 4687

Mr. Robert O' Dwyer 086 396 9948

Mr. C  il  n O' Brien 086 3350207

#### **Additional Supports**

Sr. Rosarii Beirne 087 2331011

Ann Maher 087 6342150

## **Appendix 3**

### **Critical Incident – Allocation of Tasks (First 3-4 hours)**

#### **Hazel Hannon - Principal**

- Establish all accurate and relevant facts of the case
- Prepare a written statement, working in conjunction with the Response Team
- Inform ETB, BOM and staff.
- Liaise with staff and Response Team

#### **Michael Lyons – Deputy Principal**

- Inform and update staff on events as day progresses
- Inform students
- Ensure that school continues to operate as a safe and secure environment.

#### **Mary O’ Brien – Home School Community Liaison**

- Work with parents directly affected by incident.
- Liaise with outside agencies and supports

#### **Ann Marie Keenan – Chaplain / C  il  n O’ Brien – Guidance Counsellor/**

#### **Robert O’ Dwyer**

- Work with students directly affected by the incident.

#### **Breda Maguire – School Secretary**

- Send statement to all parents
- Contact relevant outside agencies and supports
- Keep management and Response Team updated on all communications

## Appendix 4: Liturgical Response

**Appendix 5: Resource documents for school**

## Appendix 6: Support information directory

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