



Critical Incident Policy

WHAT IS A CRITICAL INCIDENT?

Disasters can strike suddenly and without warning. Pre-Schools can experience fires, fatal accidents, or even violence by a disturbed person. Sometimes a crisis grows quickly from what was at first a manageable event, such as an occurrence of meningitis, into a panic headline situation. This policy sets out guidelines for dealing with such situations at CATEY Pre-School.

Post Traumatic Stress Disorder is defined by the world Health organization and the American Psychiatric Association as a reaction that may follow an event that is outside the range of usual human experience and would be very distressing to almost anyone.

CONTIGENCY PLAN

1. Identify the 'critical incident' which may be:
 - a) Serious damage to the school building e.g. a fire.
 - b) Serious accidents in school
 - c) Accidents during school trips/visits.
 - d) Death of a pupil.
 - e) Infectious illness e.g. meningitis outbreak.
 - f) Widespread emergency affecting the area e.g. severe weather.
2. Contact OFSTED 0300 1231231

ACTION LIST - WHEN A CRISIS STRIKES

1. **IMMEDIATE ACTION**
 - a) **Obtain and collate accurate information about the incident.** It is important that accurate information is passed on when alerting people to an incident. Setting people on a course of action which later turns out to be on-going throughout the incident and keeping a record of this will be important.
 - b) **Inform OFSTED** if appropriate and decide which outside agencies should be involved.
The Chairman will be alerted to the situation as soon as possible.
 - c) **Follow incident action plan.**

www.catey-preschool.co.uk

For further information, or to arrange a visit please contact Teresa on
01284 827274 or e-mail us: cateypreschool@hotmail.com

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- d) **Start the incident log and record keeping procedures.** This is important in the management of an evolving incident and vital in any subsequent review of how the incident was handled. Later enquiries or court cases can depend on the accurate recording and availability of information. It is essential to have an up to date record of:
- what action has been taken
 - what has been said
 - the people who have been informed
 - which people have attended (as visitors, helpers etc)
- e) Contact the families of children involved. It is important to keep a log of which families have been contacted and by whom so that no family is omitted or contacted twice by different persons.
- f) **Arrange to inform other parents** who although not directly involved may be concerned. A brief pre-prepared note may be useful. More detailed information can be provided at a later date if appropriate.
- g) **Inform support staff** who because of their close contact with pupils will need to be given full and accurate information. They will need to be briefed about what can be appropriately discussed with pupils. Staff should be advised that enquiries from the media must be directed to the Pre-School leader.
- h) **Inform pupils** including those not directly involved. There may be a need to give up-dated information as a situation develops.
- i) **Respond to / inform media.** The press and other media can have a considerable impact on an incident. A good working relationship with the media can be very helpful in providing accurate information to the public.
- j) **Inform associated schools** which could be directly affected by the incident, not least because they may have on their roll siblings of pupils involved.

2. **SHORT TERM** (within hours or days)

Hold to normal routine if possible in order to minimize the anxiety in the lives of children, in particular, and ensure some security.

- a. Arrange a debriefing for staff and pupils involved in the incident. This will a. clarify what has happened.
- b. allow for a sharing of reactions
- c. reassure the participants that such reactions are normal



3. MEDIUM TERM

Continue to provide updates on facts for staff, parents and the media for as long as necessary.

Monitor the effects on pupils and adults and organize support for those needing it.

4. LONGER TERM

Continue to be aware of people's state of mind as things return to normal and be aware of those who are vulnerable and watch out for continuing or emerging symptoms. New staff and staff unfamiliar to vulnerable pupils will need briefing about the situation.

Be aware of the effects of legal procedures

As enquiries, court cases etc can be rather protracted affairs the trustees will need to be aware of these proceedings and the possible affects on those involved.

Provide support as the facts progressively emerge and change

The understanding of an event can change as information emerges. Strong feelings of guilt may develop and support may be needed for these people.

Review procedures in the light of experience

SHORT TERM (within hours or days) ·

Hold to normal routine if possible

- Arrange a debriefing for staff and pupils involved in the incident
- Develop a plan for handling feelings and reactions of people
- Release a more detailed press statement **if** necessary

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MEDIUM TERM (within days or weeks)

- Continue to provide updates on facts
- Monitor the effects on pupils and adults and organize support for those needing it
- Prepare for involvement in funerals, memorial services etc.
- Prepare strategies for re-entry into school

LONG TERM

- .Continue to be aware of people's state of mind
- .Prepare for anniversaries
- .Be aware of the effects of legal procedures
- .Provide support as the facts emerge & change

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ACTION CHECKLIST

IMMEDIATE (within hours)

- Obtain and collate accurate information about the incident ·

Inform OFSTED

- Draw up an incident action plan · Establish a communications room and dedicated phone
- Start the incident log and record keeping procedures
- Contact the families of children involved
- Arrange to inform other parents
- Inform teaching and support staff/trustees
- Inform pupils
- Contact appropriate support services
- Respond to / inform media if appropriate
- Inform associated schools

This policy was adopted at a meeting of	CATEY Pre-School
Held on	11 th November 2014
Renewal date:	10 th November 2015

Signed:

Date:

Printed Name:

Position:

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Catey Pre-School

COCKFIELD

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