

CRITICAL INCIDENTS GUIDELINES

A Policy Guideline for Taunton School

A critical incident is a major accident or incident, on or off the school premises, or one in which a student or member of staff, while in the care of the school, suffers trauma, serious injury or death.

Aims and Objectives

The aim of this document is to ensure that a critical incident is handled effectively by all involved to minimise physical and psychological risks and damage to staff, students and their families.

1. Ensure relevant information is accessible to those who need it.
2. Identify roles and responsibilities in the event of a crisis.
3. Ensure all staff know what to do if faced with a crisis on or off-site.
4. Establish action in order of priority through the period of a crisis.
5. Set out procedures for recording all information and action taken pertaining to a crisis.

Accessible relevant information

All staff in charge of student trips out of school must have with them:

- A list of the students on the trip
- A list of Senior Management and Senior Pastoral Teams crisis contact numbers [laminated sheets with phone numbers are available in the AVA room.]
- A copy of the off-site critical incident instruction sheet [.available in the AVA Room.]
- A mobile phone or from the Deputy Head [obtainable from Site Services].If you prefer to take your own phone then please ensure it is written on the RA.

Details of the trip, the names of the students, and a contact mobile phone number must be posted in the relevant Staff Common Room [Proformas are available in Staff Common Room and AV Aids Room.]

If the trip takes place during school holidays, the member of staff in charge must check in advance SMT / SPT contact numbers and dates of availability, as these may be different from term-time.

SMT and SPT members and the School Health Centre must have available at all times:

- A complete list of school students, with next-of-kin and guardians' contact numbers (an updated list to be distributed termly by the School Secretary)
- A list of SMT and SPT critical incident contact numbers
- A contingency cover plan for school holidays

Back-up copies of these lists must be held by members of SMT and SPT off school premises, in case of need.

All Members of Staff - What to do if faced with a Critical Incident on or off site

1. Establish the nature and extent of the emergency. Ensure you have facts.
2. If there are injuries, establish their extent, as far as possible, and administer appropriate first aid.
3. Account for all other members of the group and ensure they are safe.
4. Establish the name(s) of the injured and call whichever emergency service is required.
5. Call the Headmaster or Deputy Headmaster or other member of SMT who will inform other members of SMT, SPT and the Medical Centre and initiate other emergency procedures as required. In non-life-threatening situations staff may use their discretion about when to make this communication.
6. Advise accompanying staff of the incident and that the emergency procedures are in operation.
7. If possible, ensure that an adult from the group, or a responsible pupil, accompanies casualties to hospital. Advise any accompanying pupil **not** to phone friends or family, and explain that this is to minimise the risk of inaccuracy, unnecessary upset or panic. The School will contact parents or guardians.
8. Ensure that the remainder of the group are adequately supervised throughout and arrange for their early return to school.
9. Advise pupils not to rush to the phone. This may be difficult given that the majority of pupils own mobile phones. It is highly desirable that clear facts relating to the incident, with no hysteria, suppositions or hearsay, are given to parents/guardians of those directly involved from a single source. It will be best for the school to contact parents first. However, we cannot and should not categorically forbid pupils from contacting their parents.
10. Complete necessary Health and Safety paperwork as soon as possible on return to school.

Copies of this page are to be found in SCR and AV Aids Room, and on the reverse of the School Vehicle Check-list sheet.

N.B. Mobile numbers should be used in the case of emergency only (phone numbers updated January 2020)

TAUNTON SCHOOL CONTACT TELEPHONE NUMBERS: <i>(Where no prefix shown, dial 01823)</i>					
School	Home		Mobile		School/Mobile
Lee Glaser	703602	272588	07896 347972	Main Switchboard	703703
Ed Burnett	703821	257639	07490 493059	Health Centre	703161
Damian Henderson	703603	975196	07490 495080	Emily Kane	07719 734745/974876(H)
Hayley Mortimer	703631	974207	07450 680445	Common Room	703650
Ruth Coomber	703759	401265	07429 170599	Soraya Murtiza	703602/07879 405915
Adrian Roberts	703759	421132	07580 670168	Assist. Facilities Manager	07710 362182
Nikki Miller	703128	-	07773 292388	Ian Almond	07790 471156
Dave Tarr	703618	-	07989 353007	School Keeper	07710 362183
Henry Keeling	-	01884 266035	07595 606097	Terry Harris	07475 190121 / 07879 993742
Christine Winter	703751	-	07490 928126	Nathan Simms	07462 832480
Ruth Ryan (Health & Safety Advisor & Fire Safety Officer)			07429 332205	Paul Groves	07476 270239
Maintenance on call	07853 630166	<i>(Boarding Hse Staff please use this number for any out of hours property based issues)</i>			
Out of term time please check SMT availability <u>before departure</u>					
Do not call in a critical incident. For information only.					
Gill Foster	703617	01984 618477	07429 288578	Louise Bolland	703615 07429 216397
Frank Tickner	703625	-	07429 180177	Ben Marsden	703620 07710 011551
Richard Godfrey	703614	-	07805 177376	Neil Gush	703684 07452 860255
Laura Brayley	703622	-	07429 188958	Jennie Windsor	703630 07450 682294
Jo Evans	703613	-	07429 503864	Philip Edwards	703612 322532 / 07914 804549

TPS / TPPS CONTACT TELEPHONE NUMBERS: <i>(Where no prefix shown, dial 01823)</i>					
	School	Home	Mobile		
Andrew Edwards	703304	-	07867 601389	Sarah Launchbury	703339
Chris Coleman	703470	-	07429 154520		
Emma Pike	703407	-	07743 857192		
Joanna Hall-Tomkin	703325	-	07791 747844		
Louise Leah	703300	-	07366 596911	TPS Office	703307
Liz Verge	703305	-	07812 217451	TPPS Office	703300/703339

TSI / TSIMS CONTACT TELEPHONE NUMBERS: <i>(Where no prefix shown, dial 01823)</i>					
	School	Home	Mobile		
TSI Office	703200	-			
Adrian Hallworth	703201	703632	07711 411537		
Camilla Bryden	703202	433736	07876 731649		
Lyndsay White	703264	01278 781975	07728 821261		
TSIMS Office	703222	-			
James Duncan	703236	-	07846 808117/07972 219329		

The TSI office is usually manned during office hours and throughout the school holidays.

Information Hotline – 07779 777 772 – To enter Info Line: dial this number; at the greeting, press # key to interrupt; enter User ID: 0001; Password: 2197*. **To record a message:** Press 6, enter the 4-digit ID (TS: 1001, TPS: 1002, TSI: 1003), speak after the tone; press any key to finish. **To delete message:** Press 7, enter 4-digit ID (TS: 1001, TPS: 1002, TSI 1003), press 1 to hear new messages, press 3 to delete message

Immediate Action by Critical Incident Management Team

1. INFORMATION

- (a) Whoever is contacted initially should write down the facts: **who, what, where** and **when**. From now on, every contact (in and out), action and time, should be logged by everyone in the team.
- (b) Where students have been involved in an accident outside school, the party leader will have an emergency number on which to make contact with SMT back at school or at their homes. This should be different from the regular school number.
- (c) Notify immediately, if possible, all members of SMT, the Marketing Department, Nurse in charge of Medical Centre, School Chaplain and Chairman of Governors. Fix early meeting in the Bursar's Office.
- (d) Confirm a list of all students known to be on the trip or involved in the crisis. A list of any students on a school trip should be available in the Common Room or the Bursar's office. Copy it. Communication of this information to those immediately concerned is the top priority. Secure your copy of the "Whole School Emergency Contact List". (Master copy available in Deputy Head's study.)
- (e) Make contact with the emergency services who have dealt with / are dealing with the situation. Give a contact person and number. (Bursar's Room/Finance Office)

2. MANAGEMENT

- (a) SMT, SPT, Bursar, Marketing Coordinator, Nurse i/c Medical Centre, and School Chaplain meet in the Headmaster's study, appoint a critical incident management team and relieve that team of all other immediate responsibilities. One person will be nominated by the Headmaster (usually his Deputy) as the Incident Manager. Agree on a strategy for maintaining constant communication with each other. A Communications Officer must be nominated.
 - a. Distribute copies of the WMD5 (students and staff on the trip)
 - b. Check for names of students related to colleagues / students who may have siblings in any part of the School. Ensure that communication to any such individuals is rapid and handled extremely sensitively
 - c. Agree on a strategy for maintaining constant communication with each other. A Communications Officer must be nominated, whose responsibility will be to communicate with outside agencies (primarily the media and press)
- (b) Precise arrangements will depend on circumstances; one quick solution might be:

Deputy Head:	liaison with parents (Deputies Offices; Guvvy; UDR)
Director of Studies:	keep school functioning as far as possible (DoS Office)
Bursar:	site; admin support (Bursar's Office)
Communications Officer:	collate and manage all communication (Bursar's Office, Winterstoke) liaise with emergency services (Bursar's Office)
Chaplain / Nurse:	manage support of students and parents (Medical Centre)
Deputy Head's Secretary:	support Incident Manager

The Critical Incident Management Team will move to the Bursar's Office. The Critical Incident Manager will remain in the Bursar's Office until he/she is satisfied that the management of the critical incident is under control.

3. PARENTS and GUARDIANS

- (a) Organise / divert phone lines; (Finance and Personnel Offices to be cleared for such purposes); organise use of mobile phones; organise secretarial support. Set up incoming call reception system. As far as possible all incoming calls should be dealt with by the crisis team. Brief the person staffing the school switchboard; emergency out of hours cover may be required. Keep this person briefed at regular intervals – when any material information is available and throughout the incident. All calls must be logged. This must be coordinated with (b).

Turn to the back of these Guidelines to find a grid for the allocation of phones. Write in the name of the receptionist and their role, eg Carol Manley liaise with Emergency Services (1) Ext 3779.

- (b) **Contact parents/guardians of those closely involved**, with the help of interpreters if necessary. Care and sensitivity required. Check account of incident with Incident Manager first. Information is only to be divulged to parents/guardians and not to any other people/relatives.

- (c) Give parents a contact name and number. Use a dedicated mobile number, not the main Reception. Advise them how further information will be conveyed to them.
- (d) In the case of bereavement, or critical medical condition, remember that next of kin must be the first to be informed of an accident. Take advice from the police as to who should act as messenger in any such distressing circumstances.
- (e) In the event of a fatality, in the case of foreign nationals it is the role of police to contact the appropriate embassy in London, who then undertake to inform the family of the death of their relative.
- (f) Dedicate one school phone extension exclusively to outgoing calls for the period of the immediate crisis. Notes must be kept of all calls.
- (g) Phone the parents/guardians of any other students involved – to inform, and to indicate that their child may be upset.
- (h) Consider, if appropriate, getting parents/staff to the scene of the incident and/or the relevant hospital.
- (i) If parents/guardians arrive at school, a reception room and refreshments should be provided, well away from Press area (**eg Old Library and Foyer**). Members of staff should be assigned to stay with them – House Staff will support in this role.
- (j) Set up an emergency page on the website

For information on follow up insurance matters, please consult the Appendix at the end of this section.

4. COMMUNICATION

- (a) Nominate a Communications Office, preferably a different person from the person dealing with parents and children.
- (b) Prepare a statement, in liaison with the Marketing Department, that can be given in response to enquiries that may be received from press or others not directly involved in the crisis. Stick to facts and offer to report back when more is known.
- (c) Ensure that regular updates are made on the parental Information Hotline and the School's website.
- (d) Arrange a time and venue (Winterstoke Room / Meeting Room / Old Library) for press briefing. No names and addresses should be divulged without the parents' or guardians' permission.
- (e) Inform HMC, via the Headmaster – advice may be offered Tel:01858 465260
- (f) Inform the school lawyer: Veale Wasbrough (Schools' Unit)
Tel: 0117 925 2020 Fax: 0117 925 2025
- (g) If critical incident is centred on TS, inform TPS, Pre-Prep, and TSI.

5. STUDENTS and STAFF

- (a) At earliest opportunity, inform teaching staff **and support staff**, then students – preferably in small groups. Allow questions. Deal with facts and reassurance. Be aware of brothers and sisters who should be seen first. (Arts Centre, Chapel, Sports Hall or classrooms).
- (b) Instruct staff and students not to talk to the press but provide an allocated number if asked without getting drawn into discussion.
- (c) Offer appropriate support (Medical Centre).
- (d) Arrange to communicate with parents not directly involved.
- (e) Inform remaining Governors.

In due course:

- (a) Recruit formal help from outside professionals for counselling support. Use advice of School Doctor and Social Services. Someone to talk to school assembly or small groups? The Headmaster retains overall responsibility for any arrangements made.
- (b) Make plans where appropriate for attendance at funerals, visits to hospitals, visits to homes. Be sensitive to variations of custom (eg funerals: are flowers in order ? Are men and women, and representatives from the school, including students, welcome ?) Later, plan a memorial service. Be aware of the anniversary.

- (c) Protect colleagues from over-work, stress; provide support....and for some time afterwards too.... Pastoral care staff, tutors, etc need for a considerable time to remain vigilant and available to listen and talk to students. Don't overlook the feelings of students who have not been directly involved. Be aware of "survivor guilt". Additional staff may be required
- (d) Watch and especially protect younger members of staff
- (e) Consider debriefing meeting for directly affected students and staff
- (f) Devise a "help" plan for students returning to school after a crisis absence. Watch out for things which will bring back traumatic memories
- (g) Bursar to inform RIDDOR
- (h) Review action taken and learn lessons

Examples of when to implement a Critical Incident Plan:

- an accident in school involving serious or fatal injury (eg a fire in a laboratory)
- an accident on a school trip involving serious or fatal injury, even if those injuries happen not to include our students (eg a coach or ferry accident which will probably involve complex travel home, and major trauma, even for students who have escaped injury)
- a serious accident witnessed by numerous students (eg the maniac who burst into an exam hall and damaged several students)
- an accident which is likely to provoke strong press interest and/or legal complications (eg a “near-miss” involving potential allegations of criminal negligence: member of staff brings party off a mountain in the dark down a dangerous route, etc)
- a major incident on the School campus where no injuries have occurred (eg building on fire)

Critical Incident Telephones

Function	Name	Number	Telephone & Location
		1	3128 – Clerk to Governor
		2	3129 – Clerk to Governor’s Secretary
		3	3123 – Personnel Office
		4	3123 – Personnel Manager’s Office
		5	3602 – Headmaster’s PA
		6	3703 – Reception
		7	3705 – Reception
		8	3141 – Finance Office
		9	3146 – Finance Office
		10	3145 – Finance Office
		11	3143 – Finance Office
		12	3144 – Finance Office
		13	3142 – Finance Office
		14	
		15	
		16	
		17	
		18	
		19	
		20	
		21	
		22	
		23	
		24	
		25	