

Critical Incident Policy

XCL Education Malaysia



Approved by:	[Anthony Partington]	Date: [1 August 2024]
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Purpose

This procedure outlines management systems put in place to secure the welfare for students and staff during a critical incident. It assigns responsibilities for the implementation of critical incident measures based on a set of guidelines corresponding to the health advisory.

Scope

This procedure applies to all School Activities and all members of the School Community.

Procedure

A Critical Incident can be defined as an event which causes disruption to an organisation, creates significant danger or risk, and which creates a situation where staff, students and parents feel unsafe, vulnerable or under stress. It is an unusual or unexpected occurrence or event that has the capacity to trigger significant emotional reaction in individuals such that their coping mechanism can be overwhelmed, and/or cause significant disruption to the normal operations of the school.

Examples of Critical Incidents include

- Serious injury, illness or death, of a member of the school community (where community includes staff, students and their families)
- Suicide of a member of the school community.
- Students or staff lost, injured or killed on an excursion.
- Students or staff being taken hostage.
- Students or staff retained or stranded overseas.
- Violent assault on a member of the school community.
- Violent event in the local or global community, including terrorist activity.
- Students or staff witnessing a serious accident or incident of violence.
- Significant vandalism or destruction of part of the school property.
- Fire, bomb threat, explosion, gas or chemical hazard or natural hazard.
- A hostile intruder gaining access to the school.

- Any situation which causes the school to go into a lockdown.
- Any situation where the school is exposed negatively i.e social media, print or news channels.

Following a Critical Incident there may be significant diminishing of decision-making skills and the ability to plan. Often the very people who need to implement the Critical Incident Management Plan feel intense trauma themselves. Added to this is a sense of immediacy to implement a number of system strategies with a high level of competency.

Two key strategies which facilitate the process are:

- The formation of a Critical Incident Management Team; each team member has a predetermined role but there will be overlap. The CEO has the overall leadership role.
- The Use of Checklists: Each team member has a one-page checklist to clarify their duties.

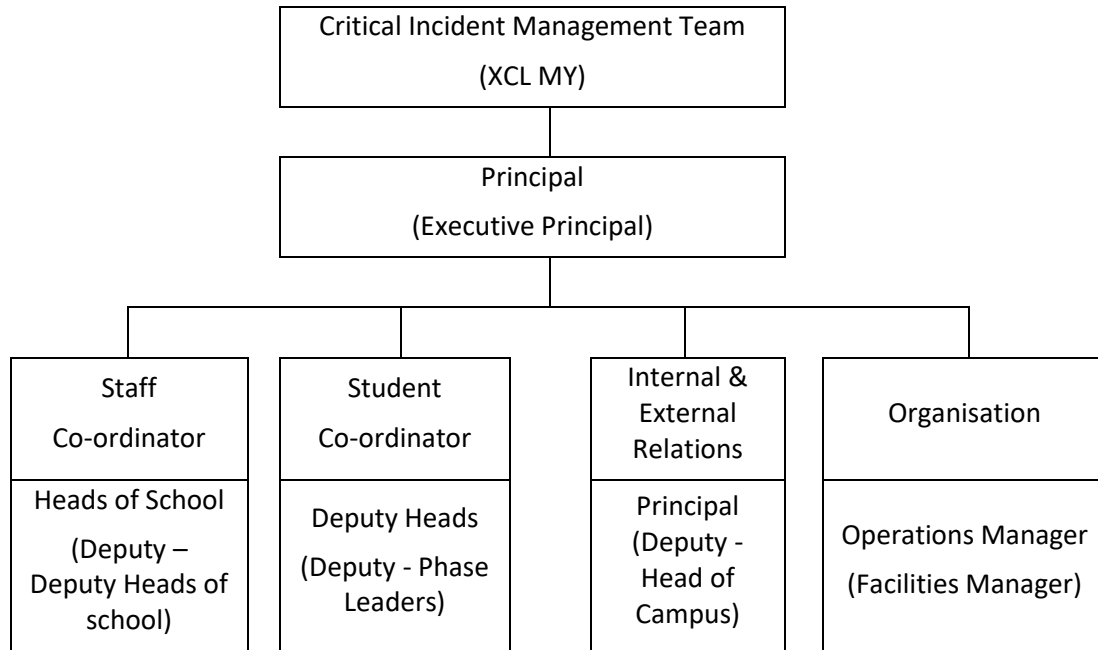
Evaluation

- At the start of each year, the Critical Incident Team and back up personnel meet to clarify roles and procedures.
- After a critical incident, procedures will be reviewed which examine the effectiveness of response and the use of appropriate support. This may include outside agencies, professional development for staff and information evenings for parents.

The Critical Incident Team

The Critical Incident Team (CIT) comprises of XCL MY senior leadership and school-based teams.

Critical Incident Management Team (CIMT)	
Designation	Name
CEO	Anthony Partington
CSO	Eric Tan
CTO	Alfonso Johan
CFO	TBC
CHRO	TBC
DOO	Jawad Siddique
DMA	Janice Foo



Recovery Timeline

The recovery time after a Critical Incident will vary according to the circumstances.

	Gather the facts
	Ensure the safety and welfare of the school community
First	Where possible notify the time and place for debriefing all relevant persons
24 Hours	Manage the Media
	Set up a Counselling Centre and Reflection Room
	Keep staff, students, parents and XCL informed
	Arrange counselling as needed
	Provide opportunities for staff and students to talk about the incident
	Provide support to staff and helpers
First	Debrief all relevant persons
72 Hours	Restore normal functioning and service delivery as soon as possible
	Keep school community informed
	Monitor progress of hospitalised staff or students
	Monitor mental and physical health of all helpers
	Arrange a memorial service if appropriate
First month	Encourage parents to participate in meeting to discuss students' welfare
	Identify behavioural changes and possibility of post-traumatic stress disorder and arrange for support



Medium term	Monitor staff and students for signs of delayed stress and onset of post traumatic stress disorder – refer for specialised treatment
	Provide support for staff, students, parents if needed (e.g. workshops)
	Consider including the issue as a topic in the PSHE programme

Long term	Plan for and be sensitive to disturbing influences of anniversaries, inquests and legal proceedings
	Access special support if needed
	Organise a permanent memorial if appropriate

Role Descriptions

Internal & External Relations

- Liaise with family or relevant person about an appropriate statement to the media.
- Brief staff and students that all requests from the media are directed to the Principal.
- Prepare
 - a media statement,
 - a phone response to the media,
 - a phone response to enquiries and offers of support.
- Liaise with
 - SAB,
 - XCL
- Ensure legal assistance, if required in liaison with XCL.
- Write, produce and distribute correspondence.
- Discuss school support and grief/trauma reactions.
- Co-ordinate offers of parental and outside assistance.
- Lead daily debriefs as appropriate.
- Prepare follow up article for Newsletter.
- Arrange Parent Support Evening with facilitators from external agencies.
- Distribute comprehensive list of Community Support Services (if appropriate)
- Consider need for Parent Education for all Parents.

Student Co-ordinator

- Individually interview those directly related to the Critical Incident, considering legalities.
- Check tutor/class teacher announcement and provide guidelines on how to manage the announcement.
- Initial “at risk” list prepared of those students seen as most vulnerable.
- Phone parents of students most at risk.
- In case of death liaise with family relating to their wishes.
- Prepare counselling centres.
- Organise for a suitable staff member to act as a liaison person in the counselling centre.
- Record all names of students receiving counselling and the name of their counsellor.
- Distribute interview proformas.
- Establish an appropriate environment for a reflection room.
- Co-ordinate the preparation of reflection for students.
- Organise student involvement, e.g., hospital visits, funeral attendance.
- Update list of students at risk with recommendations.

Staff Co-ordinator

- Liaise with appropriate staff to disseminate information.
- Inform Finance Manager, who will disseminate information to support staff.
- Individually interview those directly related to the Critical Incident, considering legalities.
- Employ supply staff in case teachers are unable to carry out normal routines.
- Make appropriate changes to timetable, bells and classrooms.
- Contact counsellors and appropriate agencies for support.
- Explain to staff that they will be temporarily relieved if they wish.
- Provide information to staff on counselling services available to them.
- Prepare counselling centres.
- Establish appropriate environment for a reflection room.
- Co-ordinate the preparation of reflections for staff.
- Organise daily debrief for staff involved.
- Co-ordinate support for Critical Incident Management Team.
- Organise staff involvement, e.g. hospital visits, funeral attendance.
- Examine the long-term professional development needs of staff.
- Remember anniversaries.

Organisation

- Notify and negotiate with Police and Emergency Services as required.
- Release suitable staff to replace key personnel.
- Advise to office staff re direction of enquiries.
- Organise secretarial support for log to record names.
- Organise secretarial support to take any general phone enquiries from parents.
- Provide guidelines for secretarial staff on how to respond to parental enquiries.
- Prepare practical information sheet for students and staff.
- Prepare reflection room.
- Organise roster of supervision of reflection room.
- Organise for morning tea and lunch for visiting counsellors.
- Make changes to class rolls as required.
- Manage the site as appropriate.