

TRAUMA

Purpose

To have in place procedures and responses in the event of a crisis (eg suicide, terminal illness, fatal accident, bereavement, grieving, loss) affecting our students, staff or community.

- To assist a return to normality within the school
- To establish a collective process to manage a traumatic event
- To develop an educational process to help students, staff and parents to understand and cope with grief and loss

Guidelines:

A critical incident involves four parts:

Pre-Impact:	Preparation and education before there is such an event
Impact:	While the event is actually happening
Post-Impact:	The period immediately following the event, when we are still without all the information
Recovery:	All the information is available, this stage lasts until people involved are beginning to make decisions again for themselves. Refer to attached resource for further details

Existing Policies and Procedures:

- The Emergency Policy deals with the physical well being of the students and staff within the school
- Accident reporting procedures are in place
- A building Warrant of Fitness is in place and reviewed annually

Crisis Management Team:

- A Crisis Management Team will meet as soon as is possible to consider 'What happens next'.

Possible Personnel:

Principal
Board of Trustees' Chairperson (If appropriate)
Deputy Principal
Assistant Principal
Senior Teachers
Secretary
Property Manager (If appropriate)
Class Teachers/Teacher (If appropriate)

- Identify, enlist and brief others outside the school who can be called on where appropriate:
- Cultural – Community leaders (Maori, Samoan, Chinese etc)
 - Religious – School Chaplain
 - Specialist Education Service – Psychologists
 - Counselling resources, eg Taranaki Healthcare, Health Nurse, medical personnel (Note: These health professionals are to support the adults and work out steps to be taken)
 - CYFS
 - Victim Support

Implementation:

Implementation will vary considerably depending on the nature of the trauma or crises.

Possible Procedures:

1. Principal to be informed immediately of event.
2. Crisis Team (DP, AP, STs, Secretary, plus Board of Trustees Chairperson/Property Manager if required) to meet with Principal. Crisis takes precedence over other commitments.
3. Appropriate steps to be taken:
 - Verification of information
 - Communication with:
 - a. Family
 - b. Staff (phone tree)
 - c. Schools
 - d. Staff (debriefing by health professional)
 - e. Community and helpers outside school
 - f. Media (By appointed spokesperson only – Principal, Chairperson of Board of Trustees)
 - g. Ministry of Education (re staffing)
4. Debriefing of staff and adults by appropriate personnel
5. School Assembly (if appropriate)
6. Defusing procedure with groups immediately concerned by trained staff
7. Second meeting of Crisis Team
 - Information updates
 - Get staff back together
 - Class time if appropriate
 - Follow-up strategy to be planned
 - Communication with media by submitted written questions and prepared answers by designated personnel
8. Debriefing meeting and closure of incident

Refer to Crisis Response Process Flow Diagram for specific guidance on key workers.

Staff Awareness:

Familiarisation of staff/relievers with school policy especially procedures and resources for dealing with students, parents and media.

Staff to be sensitive to cultural and religious perspectives.

Staff to carry out responsibilities as directed by Crisis Team.

Crisis Management Checklist

Immediate to within 24 hours

NB. Start keeping written records as soon as possible.

BOT / Principal Tasks			
Task	Tick as complete or NA	Who is responsible?	Comments
Secure area as appropriate			
Contact appropriate emergency services			
Contact victim's family			
Start accident register			
Inform Insurance			
Inform OSH			
Inform NZEI/PPTA			
Inform Lawyer			
Inform Police			
Assemble Crisis Team			
Crisis Team Tasks			
Immediate Tasks	Tick as complete or NA	Who is responsible?	Comments
Establish facts as far as possible			
Establish time for staff meeting			
Locate register of all staff contact numbers			
Inform all teaching staff of incident and time of full staff meeting			
Inform admin, teacher aides and grounds staff of incident and time of full staff meeting			

Inform RTLBs			
Inform regular relievers			
Inform Kaumatua			
Cancel any visitors due in the school			
Inform local MOE-SE office or MOE Operations Wanganui			
Appoint a media spokesperson			
Appoint a family liaison person			
Family wishes identified			
Start register of at risk students			
Determine system for ongoing identification of at-risk students to go on register			
Determine system to remove at-risk students on register			
Parents of at-risk students informed with rationale and information about how to support their child			
Prepare a statement for media			
Prepare a statement for admin staff to assist with enquiries			
Dedicate a phone line if necessary			
Designate person to acknowledge gifts, flowers, offers of support			
Establish a system for admin staff to handle parents or other people arriving at school			
Prepare a letter to go to all parents – factual, sensitive, where supports are available			

Prepare a script that can be used by teachers when telling their class			
Contact community support people, and support agencies if required			
Relief teachers accessed			
Delegate tasks			
Staff meeting			
Tasks	Tick as complete or NA	Who is responsible?	Comments
Inform of facts as known			
Inform of Crisis Management Team role			
Inform of content of prepared media statement			
'Rules' for media enquiries explained			
Inform of At-Risk register and system of adding to and from the register			
Inform how to communicate concern about a student to Crisis team			
Inform how to tell students and provide script for reference			
Inform of likely reactions, responses, questions and risks, and how to manage			
Discuss importance of normal structure and routines			
Inform of supports available for students and for staff and what the system of access is			
Inform of funeral arrangements			
Delegate tasks as needed			

Establish next staff meeting time			
Student Support			
Tasks	Tick as complete or NA	Who is responsible?	Comments
Students informed in class groups of the incident and what supports are available for them			
Inform how to deal with media if approached			
Support room set up			
Warm drinks, food, tissues, activities available			
Adults identified to be in support room and briefed on role			
Register for students coming into support room drawn up and system established for register at end of day			
At-risk students identified and parents contacted			
System to check on all students considered at risk established			
At-risk students parents contacted when deemed no longer at risk			
Students off-site informed			
Additional supervision in playground			
Media			
Tasks	Tick as complete or NA	Who is responsible?	Comments
Appoint media Spokesperson			
Media statement written			
Log of media personnel who contact			