

CRISIS MANAGEMENT PLAN

Immediate Actions

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| <input type="checkbox"/> | 1 | Ensure the safety of all students and staff. Ensure that students are supervised. |
| <input type="checkbox"/> | 2 | Contact all relevant emergency services by ringing 111, if appropriate. Plan to liaise with police and emergency services on their arrival. |
| <input type="checkbox"/> | 3 | Isolate and contain the area, if appropriate. |
| <input type="checkbox"/> | 4 | Ensure that the principal (or acting principal) has been informed. |
| <input type="checkbox"/> | 5 | <p>If the event involves a nonfatal accident or injury, contact and brief the next-of-kin. Ensure that any patient(s) is supported and accompanied by a staff member.</p> <p>If the event involves a fatality or potential fatality, contact the police in the first instance. Consider accompanying the police when they advise the next-of-kin.</p> <p>Try to work to a rapid timeframe for notifying next-of-kin, given the wide use of cellphones and social media.</p> <p>NOTE: The police expect to complete an investigation and will advise the school on their processes. Police may involve staff and/or Victim Support in notifying next-of-kin.</p> |
| <input type="checkbox"/> | 6 | Inform key personnel: BOT chair and other senior staff. Form a Crisis Management Team (e.g. principal, BOT chair, other appropriate members of senior management, board, and staff). |
| <input type="checkbox"/> | 7 | Convene a crisis management meeting to determine <ul style="list-style-type: none"><input type="checkbox"/> the roles and responsibilities of the team members<input type="checkbox"/> how to inform the school community of the crisis<input type="checkbox"/> whether school should close and/or any students should be collected to go home<input type="checkbox"/> the priorities and actions below. |
| <input type="checkbox"/> | 8 | <p>Arrange for the school office to be attended at all times, and ensure that office staff remain fully briefed as the situation is managed, particularly on what they can and cannot say.</p> <p>Ensure that emergency contact details are available in hard copy in the emergency planning and procedures folder as well as the student management system.</p> |

Crisis Management Team: Priorities and Actions

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| <input type="checkbox"/> | 1 | Consider and issue an appropriate briefing to staff members about the incident. Inform them of their immediate responsibilities, including confidentiality, and student safety and well-being. |
| <input type="checkbox"/> | 2 | Gather data and document it carefully and in detail. If the incident involves serious harm or injury, follow the procedures in Managing Serious Injury . |
| <input type="checkbox"/> | 3 | Contact the Ministry of Education Traumatic Incident Team (0800 848 326) and consider their advice. |

<input type="checkbox"/>	4	Consider employing a PR consultant.
<input type="checkbox"/>	5	Seek cultural assistance to ensure that all actions are culturally appropriate and spiritually supportive (such as informing the parish priest or pastor). Consider the needs of any international students.
<input type="checkbox"/>	6	<p>Prepare a written statement to inform all school personnel, media, families, students, board members, and the Ministry of Education.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify the victim's family that this statement will be issued. <input type="checkbox"/> Avoid distressing detail. <input type="checkbox"/> Outline any intended support for other students. Identify on point of contact for enquiries. <input type="checkbox"/> Ensure the accuracy of the information.
<input type="checkbox"/>	7	<p>Appoint a media spokesperson and confirm that no one else talks on behalf of the school. Ensure that the media spokesperson uses the guidelines in the media policy and that they understand that</p> <ul style="list-style-type: none"> <input type="checkbox"/> accuracy is paramount <input type="checkbox"/> privacy guidelines are observed <input type="checkbox"/> saying "no comment" is not helpful – if you don't know the answer, say so <input type="checkbox"/> nothing said to the media is ever off the record.
<input type="checkbox"/>	8	Consider employing security if high media interest is likely to be an issue.
<input type="checkbox"/>	9	Ensure ongoing monitoring of students and staff for their emotional safety, and be prepared to inform parents of any concerns about their child
<input type="checkbox"/>	10	Consider optional student and staff counselling, spiritual support such as the local pastor or priest, liaison and ongoing support for the victim's family, Victim Support, NZSTA, and communication with the wider community.
<input type="checkbox"/>	11	Consider employing relieving teachers to support staff in their duties and to cope with issues as they arise.
<input type="checkbox"/>	12	Following the incident, evaluate all procedures with those concerned and consider ways to improve the process. Notify SchoolDocs of any recommendations that arise from the evaluation.