

# Hauraki Primary School

## Policy Document

### Crisis Management

#### **Rationale:**

To provide a framework for coping with the aftermath of any critical or traumatic incident, and work quickly to restore day to day functioning of the school while meeting the physical well being and psychological needs of children, staff and families.

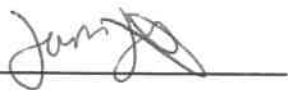
#### **Purposes:**

- To respond appropriately in a crisis situation.
- To have in place, easy-to-follow steps for all staff and students in a crisis situation.
- To reduce confusion, stress, and likelihood of risk to other students or staff.
- To provide appropriate support for those involved in a crisis situation.

#### **Guidelines:**

1. When alerted to a crisis situation, verify that the information received is correct, then follow the general procedures outlined in Appendix 1 & 2.
2. The wishes, feelings and cultural considerations of the families involved in a crisis situation must be respected at all times and they should be consulted on any decisions that might affect them.
3. A Crisis Management Team should be appointed as soon as possible and be assigned areas of responsibility. The team draws on appropriate experience, skills and relationships with those involved.
4. Full records of the crisis and action taken will be kept by the Crisis Management Team.
5. Staff need to be aware that individuals will cope differently and be sensitive to the fact that there may be students acting inappropriately due to the crisis.
6. School should continue as normally as possible to provide a sense of security in a time of shock.
7. The Principal or Chairperson only should deal with all media requests. No other staff member or Board member should respond to these unless otherwise authorised.
8. Emergency Response Checklists are attached.  
Death, Appendix 3,  
Missing Child, Appendix 4

**Signed:** \_\_\_\_\_



**Date:** \_\_\_\_\_

10/5/2021

**Chairperson Board of Trustees**

**Review Date** \_\_\_\_\_

Term 1, 2024

## Appendix 1

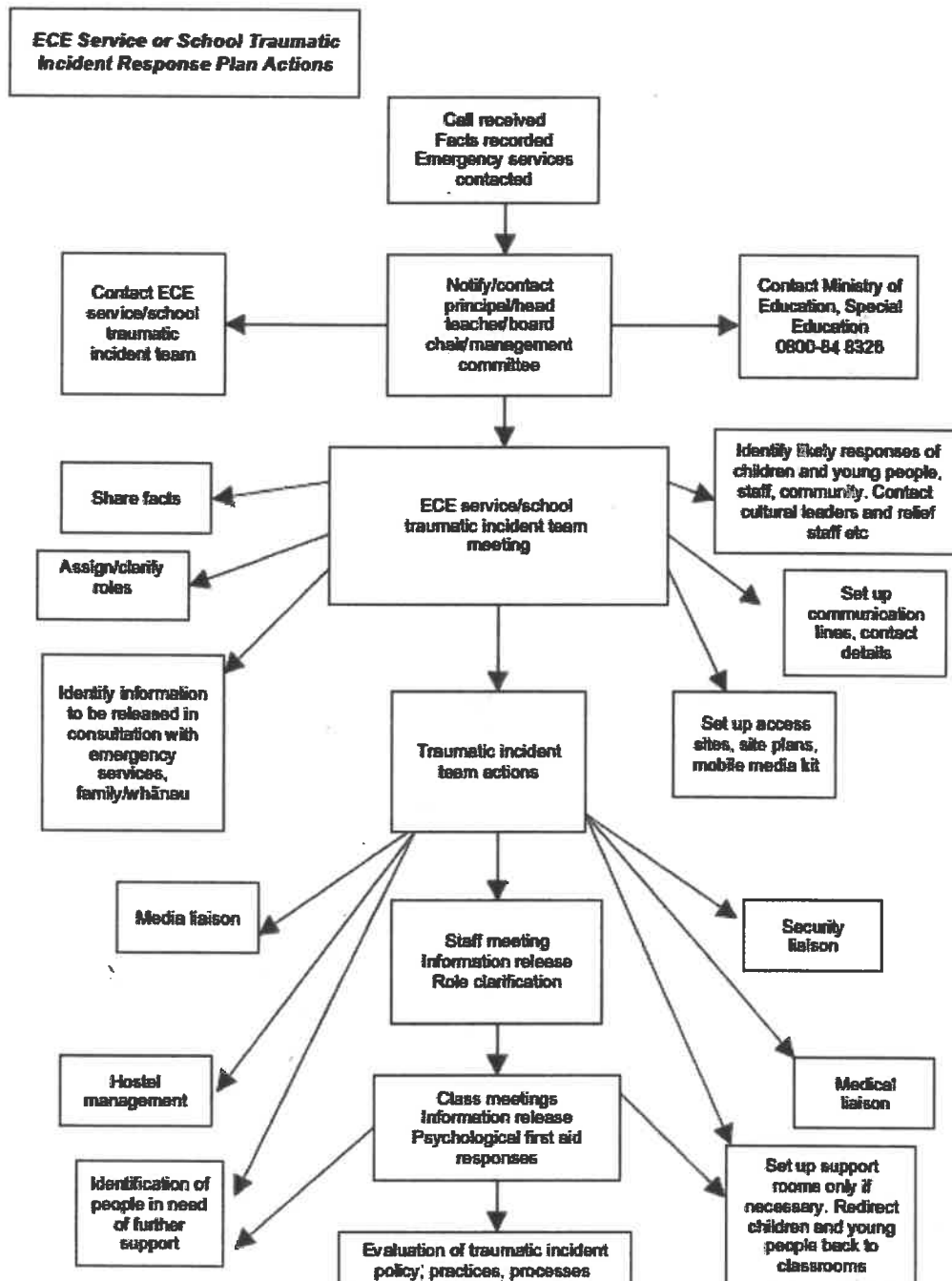
### Crisis Management Procedures

The following procedures provide a framework for coping with a crisis situation but may be adapted according to the nature of the crisis. Refer as necessary to the following Emergency Response Checklists: Death (Appendix 3), Missing Child (Appendix 4) and Lockdown Response (Appendix 5).

- Call together a Crisis Management Team from the following list of people: Principal, Deputy and Associate Principal, Senior Management, Classroom teacher(s) of the victim(s) and office staff.
- Others may be called in, for instance Ministry of Education Traumatic Incident Team, Group Special Education, Board of Trustees member(s), local counselling agency, Resource Teacher Learning Behaviour, Social Worker, local kaumatua, minister.
- Members of the Crisis Management Team are assigned areas of responsibility according to set timeframes:
  - 1) Consultation and communication with family/families.
  - 2) Counselling for students/staff.
  - 3) Principal and/or appropriate designator and counsellor visit family.
  - 4) Arrange information sessions for staff to update incoming information.
  - 5) Staff phone tree may be appropriate – One person rings Senior Management team; they in turn ring members of their team including support staff.
  - 6) Call an emergency staff meeting including support staff to provide details of the situations and outline proposed course of action. Keep staff up to date with the situation.
  - 7) Instruct the office staff as to how to respond to enquiries.
  - 8) Decide how the students will be notified. A suggested method is to prepare a statement for teachers to read and discuss with their classes. This should be clear, reasonably brief, delivered as quickly as possible to pre-empt the spread of rumours and include information about support services that are available. Students may be encouraged to send messages of support to the family.
  - 9) Allocate a crisis room for that day and decide how it will be staffed. If students are particularly distressed, parents should be called and students concerned allowed to go home.
  - 10) Communicate with parents where desirable. Messages may need to be prepared to go home.
  - 11) Maintain contact with the family involved with the crisis.
  - 12) If a funeral is involved and depending on the wishes of the family, students and teachers should be able to attend if they wish. It may be necessary to provide a bus. A memorial service may be held at the school at a later date.
  - 13) A review of events and procedures will take place at an appropriate time to ensure that any outstanding issues are dealt with.

## Appendix 2

The following flow chart gives a visual outline of the first steps and an order in which they might be carried out



## Appendix 3

### Death emergency response – checklist

Incident	Actions
<b>Death occurs at school</b>	<b><i>Do not assume death has occurred – give immediate first aid</i></b>
	Call emergency services
	Call first aider give first aid until qualified first aider and / or ambulance arrives
	Call for assistance from other staff
	Notify principal
	Isolate and contain the area
<b>Action after medical personnel have taken over and before police arrive</b>	Establish what happened
	Complete incident form with all known details
	Principal advises school management team and staff as soon as possible.
	Principal advises the board and the chair
	Liaise with police on their arrival
	Consider accompanying police to advise parents.
	Advise the local Ministry of Education Trauma Incident Team. (contact details will be in the emergency management plan external contact list)
	Discuss with, and be guided by the Trauma Incident Team on the best way to advise the school of the death.
	Discuss, and be guided on counselling issues with the Trauma Incident Team .
	Ensure the designated media person for the school is fully briefed
	Designate staff to attend funeral, if required.
<b>Death takes place outside of the school.</b>	Principal advises school management team as soon as possible.
	Principal advises the board and the chair
	Principal advises school staff before school.
	Advise Ministry of Education Trauma Incident Team. (contact details will be in the emergency management plan external contact list)
	Discuss with, and be guided by the Trauma Incident Team and school management team on the best way to advise the school of the death.
	Discuss with, and be guided on counselling issues with the Trauma Incident Team.
	Set up rooms suitable for counselling as advised by the TI team.
	Ensure the designated media person for the school is fully briefed.
	Designate staff to attend funeral, if required.

## Appendix 4

### Missing Child/Student Emergency Response Checklist

All instances of a child going missing from school have to be treated urgently and steps taken to find the missing student or confirm their safe whereabouts.

There can be a range of possible reasons and associated dangers for a student going missing including:

- The possibility that the child or student has been picked up by a parent or caregiver
- The child has decided to leave school for the day
- The child has felt unwell and simply gone home
- The possibility of an abduction.

Until the student has been found or confirmed in a safe location, action must be taken to locate them.

Event or information received	School action
<b>Information or notification that a student is missing.</b>	Confirm that the person had been present at school at some time during the day.
	Determine when the person was last seen in the school and the circumstances at the time.
	Notify the principal.
	Search the school. This should include checking common areas, likely hiding places and surrounding streets if necessary.
	Check with parents/caregivers that the child is not with them.
<b>Child is found alive and well</b>	Notify principal and other searchers.
	Establish what happened.
	Inform child's parents/caregivers
	Complete an Emergency Management incident report
<b>Child is found in an injured or ill condition</b>	Assess the situation and if necessary call for medical assistance.
	Notify principal and other searchers.
	Establish what happened.
	Arrange for the child's parents to be advised.
	Complete an Emergency Management incident report
<b>Child or student is not found within the school or immediate area (and ascertained not with parents).</b>	Notify the police immediately and follow their advice.
	Complete an Emergency Management incident report.
	Inform other staff and students.
	Board members and person authorised to deal with media notified.
	Follow police advice and provide appropriate support for missing person's family and other students.