

Critical Incident Policy

1. Purpose

The purpose of this Critical Incident Policy is to provide a framework for responding to incidents that threaten the safety and well-being of students within Phoenix's environment. This policy aims to ensure that all staff, students, and parents are aware of the procedures to follow in the event of a critical incident, thereby promoting a safe and supportive learning environment.

2. Scope

This policy applies to all students, staff, and visitors at Phoenix Academy. A critical incident may include, but is not limited to, incidents such as natural disasters, serious accidents, acts of violence, or any event causing significant disruption to school operations.

3. Definitions

- **Critical Incident:** An event that poses a serious threat to the safety, health, or welfare of students and staff, requiring immediate action.
- **Response Team:** A designated group of staff members responsible for managing the school's response to critical incidents.
- **Case Manager –** The designated person who manages and leads the event's initial outcomes and monitors solutions and communications for a minimum of five working days after the event.

4. Policy Guidelines

4.1. Prevention and Preparedness

- Regular training and drills will be conducted to prepare staff and students for potential critical incidents. An example of a drill would be an Emergency Evacuation Practice
- Emergency contact information for all students and staff will be maintained and updated regularly.
- Resources and support services will be made available to help students and staff cope with the aftermath of a critical incident.

4.2. Incident Reporting

- All staff members are required to report any critical incident or suspicious activity immediately to the designated Response Team.
- Students should be encouraged to report any concerns to a trusted staff member or the Response Team.

A Critical Incident Report Form accompanies the mandatory reporting.

4.3. Response Procedures

- Upon notification of a critical incident, the Response Team, led by the Critical Incident Case Manager, will assess the situation and activate the appropriate emergency protocols.
- Communication with parents and guardians will be prioritised to keep them informed about the situation and any necessary actions.
- Support services, including counselling, will be made available to affected students and staff.

4.4. *Post-Incident Review

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- After a critical incident, the Response Team, led by the Critical Incident Case Manager will conduct a review to evaluate the effectiveness of the response and identify areas for improvement.
- Communications with affected stakeholders will continue for five working days. Students or Staff affected by the event will be monitored on the critical incident form for five working days.
- Feedback from students and staff will be collected via focus group meetings to inform future training and preparedness efforts.

4.5. Confidentiality and Support

- Confidentiality will be maintained regarding the details of the incident and the individuals involved, by legal and ethical standards.
- Ongoing support will be offered to students and staff affected by the incident, including access to mental health resources.

Conclusion

This Critical Incident Policy is designed to ensure the safety and well-being of all students and staff at Phoenix Academy. By fostering a culture of awareness and preparedness, we aim to effectively manage critical incidents and support our school community in times of need. Regular reviews and updates to this policy will ensure that it remains relevant and effective.