



Good Shepherd Catholic School

— Lockridge —

215 Morley Drive, Lockridge, W.A. 6054

Phone: (08) 6278 9500 • Fax: (08) 6278 9540 • Email: admin@gsi.wa.edu.au

Website: www.gsi.wa.edu.au • ABN 86 853 294 544

CRISIS MANAGEMENT POLICY

Rationale

Catholic schools have a responsibility to provide a safe and supportive environment for staff, students and members of the community. Every aspect of the school's life should reflect a Christian pastoral dimension. The pastoral dimension of a Catholic school needs to include the mutual care and support staff demonstrate both towards each other and for their students. (Mandate, paras 1 and 3).

Learning outcomes for students and the wellbeing of students, staff and community members can be adversely affected by crisis events. Appropriate planning and intervention can reduce the likelihood of such events and mitigate the impact should a crisis occur.

Definitions

Events that cause severe emotional and social distress may occur at any time and without warning. Such occurrences have been variously called Traumatic Incidents, Critical Incidents, Crises, Disasters and Emergencies.

In schools, a crisis might be considered as any situation faced by staff or students that causes them to experience unusually strong emotional reactions. These may have the potential to interfere with their ability to perform at the scene or later. Crises tend to be far outside of the normal experience of those involved and indeed of most of the population. Accordingly, the individual has little by way of guidelines from past experience on how to deal with the event or the reactions to it. Students have even less experience to draw on than adults and usually have a more restricted repertoire of coping responses. Sense of control and self-efficacy are likely to be reduced. Students are likely to be looking to those adults who usually provide support, guidance, direction and leadership to continue to fulfil these roles.

A crisis may involve:

1. A Medical Incident maybe:
 - a. Accidental – involving significant injury to a student or adult
 - b. Related to the need to implement a Medical Action Plan
2. An intruder or adult on the property who causes concern for the safety and well-being of student/s
3. Psychologically disturbed person that cause concern for the safety and well being of students and / or staff
4. Severe behaviour problems of a student

Principles

1. Good Shepherd owes a duty of care to their students, staff and others who may visit the school or be involved in school activities.
2. That to achieve the Good Shepherd Catholic School vision crises are to be resolved in a manner that provides:
 - a. A safe and supportive environment for the individual in the short and long term
 - b. For the repair or maintenance of the relationship between all parties
 - c. Draws on the gifts and talents of each individual
3. Take actions to
 - a. prevent crises or reduce the chance of these occurring and, where these may still occur, acting to mitigate the impact
 - b. prepare for crisis events by appropriate planning, training and education
 - c. respond with a rapid, organised and effective implementation of actions and mobilisation of resources
 - d. facilitate recovery by recognising that this is founded within the Planning, Preparation and Response elements and by providing appropriate levels of support to the school community
4. Establish effective Crisis Management Plans and implement processes that will maximize the opportunity for a successful outcomes.
5. The response to particular kinds of crises may increase the risk of imitative behaviour and require an approach which is different to that needed in other kinds of crises. Appropriate actions can reduce risk and have a protective influence.
6. The involvement and support of any bereaved parents/caregivers/family and other parents/caregivers who are closely involved are particularly important when putting in place support and recovery processes within the school.

Procedures

It is essential that throughout the management of the crisis, the following procedures are adhered to and all instructions from the Principal or delegate are obeyed immediately and in full.
Additional support and guidance may be sought at any stage from the Industrial and Community Relations Team of the Catholic Education Office.

1. At the onset of the crisis the staff member must:
 - a. Establish what the nature of the crisis
 - b. Stabilise the situation
 - c. Immediately notify the Principal or their delegate
 - i. Notification should be via:
 1. A classroom telephone
 2. A school mobile phone
 3. Another staff member
 4. As a last resort by a responsible child
 - ii. The notification should include:
 1. The nature of the crisis
 2. The degree of urgency
 3. The location of the crisis
 4. The name and age of those involved.
 5. The staff and / or parent support already on site
 - d. Upon arrival of the Principal and / or their delegate is to be notified of all matters relevant to the crisis.

2. Having established the nature of the crisis the Principal will:
 - a. Assess the crisis
 - b. Complete a primary assessment to establish:
 - i. The risks
 - ii. The situational needs
 - iii. Which service, if any, is required - police, fire or ambulance service

3. If emergency services are required:
 - a. Nominate someone to call the Emergency Services – as necessary
 - b. Commence First Aide or intervention as required
 - c. The person calling the authorities shall:
 - i. Call **000**
 - ii. Ask for the authority nominated by the Principal:
 1. Ambulance
 2. Police
 3. Fire
 - d. Tell the operator:
 - i. The school address 215 Morley Drive Lockridge.
 - ii. Location Corner of Altone Road and Morley Drive
 - iii. Access via Altone Road gate
 - iv. Describe the problem or incident
 - v. What support is required?
 - e. Notify the Principal in person or by phone
 - i. of the expected time of arrival of the service
 - ii. any advice received from the service

4. The Administration Officer will upon instruction from the Principal:
 - a. Provide them with a two way radio
 - b. Notify the victim's/casualty's parents
 - c. Arrange for the gates near the Church to be opened to allow the service vehicles access to the school buildings if required

5. Assistant Principals
 - a. Will allocate a staff member to each gate to direct the service upon its arrival – each will be given a two way tuned to Channel 6
 - b. Will wear a high visibility vest for easy identification
 - c. Will notify the Principal of the services arrival before directing the service as instructed by the Principal

6. All communication will be via the school's mobiles

7. The children not involved in the crisis will be removed from the immediate area to a classroom or Library where a staff member will be assigned to stay with them
 - a. The Assistant Principal will assign a teacher assistant to assist with the supervision.
 - b. Reallocate any involved teachers classes to other staff to ensure appropriate supervision and duty of care

8. If the victim/casualty requires hospitalisation and a parent is not on site the Principal or their delegate will travel with the child to the hospital until the parent arrives

9. The Principal or their delegates will remain available to all parents to ensure accurate information is disseminated and panic averted

10. The Principal will inform all of the staff:
 - a. Of the crisis
 - b. Its current status
 - c. What information:
 - i. Is to be provided to the children and parent population
 - ii. And by Whom

11. This control of information is to be strictly adhered to.
 - a. **No staff member may speak to the media.**
 - b. **This role remains solely that of the Principal.**

12. All media agencies are to be told

“The Principal is unavailable and all enquires should be directed to the Catholic Education Office.”