



Mount Hawthorn Education Support Centre

Crisis Response management Plan

2017 - 2019

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SITUATIONS WHEN THIS WOULD BE USED

This response plan has been devised for implementation in response to critical events that affect members of the School Community.

- sudden death of a student or staff member while at school/on an excursion/outside the school eg, drowning, heart attack, seizure
- serious injury to a student or staff member while on an excursion or at schools/outside the school eg, bus/car accident, loss of limbs
- students or staff member witnessing serious injury or death ie, involves witnesses as well as victims
- student or staff member committing suicide
- crisis without warning: natural or other disaster in the community – gas explosion, lightning strike, chemical spill, earthquake, fire, etc which affects the school
- abduction of student or staff member
- assault (sexual/physical etc) or murder of a student/staff member by another member of the school community or an outsider
- tragedy involving a family in the school community
- crisis with warning: bomb threat, cyclone

NOTE

Aspects of this plan may need to be modified to cater for the needs of certain cultural/religious/racial groups in order to respect their values and beliefs (eg, Aboriginal groups).

RATIONALE

The Mount Hawthorn Education Support staff recognise the potential for sudden, unexpected crisis to affect the entire school community. There is value in having in place a set of procedures to implement in the event of a crisis so as to:

- return to normality as soon as possible
- ensure a supportive, caring response that considers the mental health needs of all members of the community – student, staff and parents
- minimise the adverse effects of such an event on the school community and maximise the potential for positive learning
- facilitate the grieving process for staff and students
- enable students to gain a greater understanding of issues associated with death and dying in a supportive environment

GUIDING PRINCIPLES

- to acknowledge the event and its likely impact on the school community (including therapists, bus staff)
- to determine the level of response required
- to establish the known facts about the event

- to have a co-ordinated response
- to disseminate carefully controlled and accurate information in a consistent manner
- to consider the needs of the entire school community
- to maintain stability in the school while allowing for flexibility in the handling of school routines
- to assess the need to maintain contact with the affected family or families
- to use outside assistance appropriately
- to monitor longer term needs arising from the crisis

SUPPORT NETWORK

It is anticipated that in the event of a crisis, all staff will offer support to colleagues as required, eg, Administration, Teachers on DOTT, education assistants to:

- supervise the class if the teacher is dealing with a traumatised child
- support time for a teacher who needs time out
- support time for a teacher who requires counselling
- support time for a teacher whose student required counselling

PROCEDURES FOLLOWING A CRISIS

CHECKLIST

This checklist provides a reference list and working document of steps that can be taken in the event of a crisis associated with the school community as a whole. These steps will be modified according to the situation.

The order in which the steps are taken and the person taking responsibility will vary according to the events.

In the event of the Principal being off-site, the Teacher-In-Charge will assume responsibility for the implementation of the plan.

ON THE DAY

Form the Management Team immediately – Principal, Registrar, Teaching Staff, Teacher Assistants, School Psychologist.

Refer to current Staff List and Phone Numbers

PRINCIPAL TO CO-ORDINATE TEAM AND PLAN

It is important to note that many tasks on Day One will occur concurrently. The order of tasks given for Day One may not be appropriate for the situation; however it is important that all tasks are given consideration.

Principal to advise teachers and students not to sign any legal documents (eg statements) or make statements to the media without the Principal being present.

Several Crisis Response Plans are outlined below.

CRISIS RESPONSE MANAGEMENT PLAN 1 SCHOOL BASED CRISIS
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HAPPENING WITHIN SCHOOL HOURS

ON THE DAY (FIRST 24 HOURS)

In the event of a school based crisis this procedure should be followed. The order of tasks may not be appropriate for the situation. However, it is important that all tasks are given consideration. The Principal (or Teacher in Charge) will co-ordinate these tasks.

- 1 An assessment of situation by staff present
- 2 Safety response as required by staff present:
 - removal of students from immediate danger
 - attending teacher to inform Principal (or Teacher in Charge) and if off site contact on mobile (0412 400124) when practically safe to do so
- 3 Contact emergency services if required, organised by the Principal (or Teacher in Charge)

(Be prepared to relay or release copies of student medical information)

Emergency 000 or 112 Mobile
Ambulance 000
Police (Wembley Local Police Team 1 servicing Mt Hawthorn) 0466521367 or 000
Fire Brigade 000
Western Power (faults and emergencies) 13 13 51
Alinta Gas (faults and emergencies) 13 13 52
Poisons Information 13 11 26

- 4 Administer First Aid if necessary by Teacher or Teacher Assistant trained in first aid
- 5 Notify Parents or care givers of students and key family members of staff affected by the incident.

IMPORTANT - in the event of a fatality POLICE MUST notify the next of kin

Please see page **17** for information on what to say to parents

- 6 **PRINCIPAL (or TEACHER in CHARGE) WILL:**
 - Ensure care and supervision of other students (may need to evacuate to other sites). See Emergency Evacuation Plan
 - Establish facts, verify information as much as possible. **STAY CALM**
 - Inform all school staff members
 - Secure and minimise disturbance of the accident site
 - Inform Primary School **9242 3677**
 - OSCA **0408011765**
- 7 **INFORM REGISTRAR**
 - Ensure a free phone line at all times.
 - Principal to manage media enquiries with assistance from Regional Office and DoE.

8 **PHONE North Metropolitan Education Region Office 9285 3600** also online incident report

9 **CONSIDER THE NEED TO RING –**

- Department of Child and Family Services (eg; Mirrabooka Branch – **9344 7666**)
- Therapists
- Case workers

10 Establish facts and verify and prepare statement for the front office staff to respond to calls.

(If the Manager Corporate Services is not available then there will be a nominated staff member to respond to calls).

11 Ensure support is given/organised to most vulnerable staff, students and families. Relief staff may need to be organized

12 Identify staff off campus and contact:

Bus drivers	Jim Veza	9576 0335 or mobile 0427 009 703
	Roza Karabeleska	9342 9128 or mobile 0447 384 048

May need to inform other students/other parents

12 Complete paperwork ensuring basic details are recorded

13 Staff informed, debriefing preparing for Day 2

<p style="text-align: center;">CRISIS RESPONSE MANAGEMENT PLAN 2 SCHOOL AUTHORISED ACTIVITY</p>

EVENT HAPPENING OFF SCHOOL SITE SUCH AS AN EXCURSION

ON THE DAY (FIRST 24 HOURS)

In the event of a crisis this procedure should be followed. The order of tasks may not be appropriate for the situation. However, it is important that all tasks are given consideration. These procedures would be co-ordinated by a senior staff member who would assume role of co-ordinator on site.

1 An assessment of situation by staff present

2 Safety response as required by staff present:

- The administration of First Aid if necessary by Teacher or Teacher Assistant trained in First Aid.
- Removal of students from immediate danger
- Take other appropriate safety precautions as required eg; turn off gas/power

3 Contact appropriate Emergency Services **000** (if using mobile phone **dial 112**) if required – organised by co-ordinator who should be prepared to release student medical information. Minimal medical information to be taken on all off-site excursions.

4 Advise Principal or Teacher-in-Charge **9443 4022** or Mobile **0418 922 297**

- 5 The co-ordinator will ensure:
 - Care and supervision of other students present
 - Minimise disturbance of the accident site
- 6 Establish and verify facts
- 7 Record details
- 8 Principal (or delegate) then follow procedures from Step 5 of School Based Crisis
- 9 Principal/Teacher-In-Charge will assess and act upon the need for onsite support of children

NOTE - The responsibility of the co-ordinator is one of duty of care to the children remaining on the activity until they are returned to the care of their parents.

CRISIS RESPONSE MANAGEMENT PLAN 3

PARENTS IN CRISIS

Staff Member on site to:

- 1 Assess the situation
- 2 Escort parent to quiet area (if possible) or remove remaining students and staff from the area
- 3 Send for Principal/Teacher or other significant staff member
- 4 Respond to duty of care needs of children (as required)
- 5 Ensure the parent has the opportunity to talk (witness may be required)
- 6 Ensure Principal is informed about circumstances
- 7 Determine whether follow-up counselling is required, call School Psychologist if necessary
- 8 Provide counselling for staff and students if required
- 9 Consider need for:
 - relief staff
 - parent meeting
- 10 Review responses and needs. Form Pastoral Care Team to monitor concerns e.g. Class Teacher, Education Assistant and Administration contact person

CRISIS RESPONSE MANAGEMENT PLAN 4

COMMUNITY BASED CRISIS

(AN EVENT THAT HAPPENS OUTSIDE THE SCHOOL BUT IS LIKELY TO AFFECT THE SCHOOL COMMUNITY)

- 1 Assess the situation/establish the facts.
- 2 Consider the need to contact:
 - School Psychologist
 - District Office
 - Other Principals of local schools
- 3 Contact family/families involved
 - To express sympathy and offer support
 - Request establishment of on-going communication between family and school
- 4 Advise staff directly affected/then rest of staff
- 5 Inform students (if appropriate)
- 6 Inform other parents (if appropriate)
- 7 Provide counselling for staff and students if required
- 8 Consider need for:
 - relief staff
 - parent meeting
- 9 Review responses and needs, form pastoral Care Team to monitor concerns eg, Class Teacher, Assistants and Administration contact person.

CRISIS RESPONSE MANAGEMENT PLAN 5

ARSON OR BUILDING DESTRUCTION OUT OF SCHOOL HOURS

The following steps should be considered in the event of buildings being destroyed or severely damaged. The steps listed are not necessarily in order, but rather items that need to be addressed.

The Principal will need to:

Attend as soon as notified

Immediate Response

- 1 Notify Regional Executive Director – see West Coast District Emergency/Critical Incident Chart if Fire Brigade and/or DET Security have not done so Regional Office **9285 3600**

- 2 Notify DET Security Control Room 9264 4632 or 9264 4771 (24 hr service)
 - that the site be secured
 - on site protection be put in place
- 3 NB: Often DET Security will notify the Principal if fire occurs out of school hours
- 4 Contact school site contractors Building Management and Works **PH: 132 134** 24 hr repair service
 - assessment of damage
 - need to secure any dangerous structures or equipment
 - fencing off affected area
- 5 With the Western Property personnel, assess the situation and plan for an immediate response:
 - how much of the site has been damaged
 - will classes be affected
 - what time frame is likely for repair or damage
- 6 In consultation with the Regional Executive Director plan for:
 - response to media
 - closure of site if needed (short term or longer)
 - relocation of classes while buildings are repaired
 - transportables to be brought in
 - plans for transporting of students and staff to temporary location if needed
- 7 DoE Security will contact Insurance Assessor at Insurance Commission of WA 9264 3333
- 8 Contact School personnel and advise:
 - of situation
 - that only the Principals or DoE Media team (9264 5821 or media@education.wa.edu.au) to speak with media
 - It is recommended that you contact Corporate Communications and Marketing's media team for advice and assistance before you agree to an interview or make any comment. Refer the journalist to Corporate Communications and Marketing, Media Unit by saying, "It is proper protocol to contact Corporate Communications and Marketing in the first instance".
 - outline initial response (ie what will be happening to classes etc)

Short Term Response

- organise off-site accommodation if required
- arrange for transport to and from the temporary accommodation and Mount Hawthorn Education Support Centre
- use the media, if necessary, to advise parents and students of arrangements
- have School Psychologist on site for support for staff and students
- consult with Western Property and Insurance Assessor as to replacement/repairs and possible timeframes
- advise staff as to the process for replacing personal items lost or destroyed

Long Term Response

- keep parents, students and staff advised as to progress of repairs
- maintain contact with Building Management and Works and Insurance Company
- monitor the need for support from Student Services
- acknowledge the completion of repairs (ie, re-opening assembly etc)

CRISIS RESPONSE MANAGEMENT PLAN 1,2,3,4 AND 5

1 – 3 DAYS AFTER THE INCIDENT

TASKS FOR PRINCIPAL

In the event of a crisis this procedure should be followed. The order of tasks may not be appropriate for the situation. However, it is important that all tasks are given consideration. The Principal (or delegate) will co-ordinate these procedures.

Underlying the following procedures is the need to return the school to regular routines as soon as possible.

- 1 Access available Regional Office resources to help formulate a structure to help students and staff return to a regular routine.

- 2 Establish area for staff and students to go for counselling etc. eg, Conference Room.
 - debriefing within 72 hours by appropriately qualified Student Services staff
 - support and counselling for staff and (include all personnel directly involved)
 - advise on alternative support available

- 3 Keep all parents informed:
 - principal to co-ordinate a process to manage parent communication (written and verbal)
 - inform parents about the Response Management Strategy to Incident
 - possible reactions of students
 - source of help for families
 - offer avenues of communication between parents and the school
 - involvement of School Psychologist

- 4 Consider the need to contact other personnel involved:
 - Therapy Staff
 - Speech Therapist
 - Therapy Focus
 - Senses
 - CPA
 - Hearing
 - Caseworkers
 - Disability Services Commission – Local Area Coordinator
 - Autism Association
 - Department of Child and Family Services

- 5 Have information available for Staff from the Crisis Response Team on:
 - Possible effects on themselves of grief and trauma.
 - Possible effects on student(s).

- Possible effects on parents.
- 6 Consider the need for:
- Relief staff
 - Death notice
 - Memorial service
 - Funeral attendance by staff and students
 - Continued assistance for students and staff
 - Class/whole school grief activities

<p>CRISIS RESPONSE MANAGEMENT PLAN 1,2,3,4 AND 5</p>

FIRST MONTH AFTER THE INCIDENT (within Day 4 – Day 30)

- organize parent/caregiver meeting.
- prepare formal reports to DET etc.
- follow up logistical, professional and human responses. Are systems in place?
- decisions re memorial services etc.
- review progress and monitor staff, student reaction, logistical, professional issues.

LONG TERM

- monitor and ensure long term issues, commitments are followed through:
 - Contingencies: Plan for significant events – eg – anniversaries, coroners hearing etc.
 - Ensure support services are being monitored, supported. (eg monitor staff for signs of undue stress)
- maintain a supportive environment (eg social, flexibility, relaxation)
- ensure Crisis Management Plan is reviewed in light of experience

EMERGENCY PHONE NUMBERS

EMERGENCY

Police:

- Local (Wembley Local Police Team 1 servicing Mt Hawthorn) **0466 521 367**
- **000**
- **112** (mobile)

Ambulance	000
Fire Brigade	000
State Emergency Services	9444 9044
Western Power	13 13 51
Alinta Gas	13 13 52
Poisons	13 11 26

EDUCATION

North Metropolitan Education Region Office	9285 3600
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DET OSH
 Employee Services Australia
 School Staff (attached)
 School Parents (attached)

AGENCIES

Princess Margaret Hospital	9340 8222
Royal Perth Hospital	9224 2244
Disability Services Commission	9388 1399

PHONING THE PARENTS

In the event of a serious or fatal accident involving their child.

Hello Mr/Mrs (parent's name) this is (your name) from Mount Hawthorn Education Support Centre. I am very sorry but (child's name) has been involved in a serious accident at school (or excursion). We have called the ambulance and (child's name) is being taken to (name of Hospital).

The parent may ask for more information – so if required tell them:

The accident (or critical event) happened at (give time) and (child's name) was injured.

<p>In the case of a fatality, it is the responsibility of the police to inform parents and counsel them.</p>
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CRISIS RESPONSE – STAY CALM

- 1 **ASSESSMENT** by staff present
- 2 **SAFETY** remove student from danger
inform Principal 9443 4022
mobile 0418 922 297
- 3 **EMERGENCY SERVICES 000**
Wait – informed where, when, what
- 4 **NOTIFY** Parents, Guardians, family members of staff affected
FATALITY – Police must notify
- 5 **PRINCIPAL or Teacher in Charge**
Care & supervision other students
Evacuation on campus or Park opp.
Establish facts
Inform all staff and if necessary
Mt Hawthorn PS – 9242 3677
- 6 **BRIEF Manager Corporate Services**
Ensure **phone line is free**
Redirect calls Principal/Regional Office
- 7 **PH. REGIONAL OFFICE 9285 3600**
Inform receptionist of emergency.
Central Office 9264 4111
- 7 **CONSIDER THE NEED TO RING**
Therapists
Caseworkers
- 8 **RELIEF STAFF**
Ensure support for staff, student, families
- 10 **OFF CAMPUS STAFF**
Bus part/time staff
- 11 **Inform** other students and parents
- 12 **Ensure INCIDENT RECORDED**
- 13 Staff debriefing prepare Day 2

CRISIS RESPONSE – STAY CALM

- 1 **ASSESSMENT** by staff present
- 2 **SAFETY** First Aid
 - a. remove student from danger
appropriate safety precautions
- 3 **EMERGENCY SERVICES 000**
 - a. **Mobile No 112**
 - b. Wait – informed where, when, what
- 4 **ENSURE**
 - a. Care and supervision other students
 - b. Minimise disturbance of accident site
- 5 **NOTIFY** – Principal or Teacher in Charge 9443 4022
- 6 **Establish and verify facts**
- 7 **Record details**
- 8 **Principal or Teacher in Charge**
Procedure from Step 4 Crisis Plan

School Evacuation Kit

Mobile phone and charger

Copy of Emergency and Critical Incident Plan

Copy of Emergency and Critical Incident Diary

Copy of student Health Care Plans

Student Medication – Epipen, asthma inhaler, Midazolam

Class lists

Student home and emergency telephone numbers

Pens

Pads of paper

First Aid Kit

Attendance register/visitor sign in book/staff sign out book