Quakers Hill High School

Serious Incidents Policy

2015

Last Revision
Date: 20th August 2014
By: L Claus
Immediate Action

Schools are to request immediate assistance in the management of serious incidents involving violence, illegal drugs, weapons or major criminal activity via the School Safety and Response Hotline on 1300 363 778.

The Designated Officer should contact:

- **000** for any required emergency services
- **1300 363 778** for the School Safety and Response Hotline

Assistance and support will be provided in the management of the incident. The School Safety and Response Unit (SSRU) will record specific details of the incident and will undertake necessary notifications e.g. School Director, the Media Unit. The SSRU will also prepare the serious incident report and disseminate it immediately to:

- Remove Any Immediate Danger
- Basic First Aid
- Send For Help
- Calm Situation
- See Through Till Proper Care Arrives

Committee Members

- Principal / Nominee (if Principal is not on site)
- Deputy Principal
- School Counsellor
- Senior Office Manager
- Federation Representative

Committee Responsibilities

- Developing, in consultation with staff, an effective Serious Incidents Management Plan
- Advising staff and students of planned procedures such as emergency evacuation procedures, etc.
- Undertake risk taking
- Assessing situations which may require emergency action
- Analysing requirements to address these situations
- Liaising with all relevant emergency services
- Liaising with media unit / Education Area Office (if appropriate)
- Facilitating the provision of counselling services where appropriate
- Ensuring all staff understand the Serious Incident Management Plan
- Ensuring that all emergency numbers are displayed in prominent locations
- Assisting the workplace manager with the implementation of the Serious Incidents Management Plan
• Arranging appropriate training and development activities for staff, where necessary
• Regularly evaluating the Serious Incident Management Plan
• Organising practice drills

**Role Statements**

**Principal/Deputy Principal**

- Establish facts
- Provide written facts to Deputy Principals & Establish roles/responsibilities
- Call together the Serious Incident Management Team
- Contact the School Director and Student Services Personnel (who will contact the respective District Guidance Officer/s)
- Inform parents – Verbal/written
- Convene a staff meeting
- Make announcement to students
- Call media unit
- Manage the media
- Fax incident report to School Director

**School Counsellor**

- Contact and brief the District Guidance Officer
- Identify “at risk” students and staff
- Provide counselling as appropriate

**Executive Staff**

- Organise staff meeting – ensure that a playground duty roster is established
- Disseminate information to Stage Staff
- Organise assembly
- Provide students with relevant facts as necessary
- Assist in identifying “at risk” students and staff
- Set up recovery room
- Ensure that school routine is maintained as far as possible
- Liaise with District Guidance Officer and School Counsellor re returning school to normal routine.

**Teachers Federation Representative**

- Mediate with Teachers Federation and School Principal
- Monitor student emotions and inform DPs if help is necessary
• Refer any parent/community questions, concerns, issues to Principal/Deputy Principal
• Ensure that school routines are maintained (as far as possible)

Quakers Hill High School Staff

• Monitor student emotions and inform DPs if help is necessary
• Continue with normal, daily routines
• Refer any parent/community questions, concerns, issues to Principal/Deputy Principal
• Ensure that school routines are maintained (as far as possible)

Senior Office Manager

• Informing parents and other relevant personnel
• Monitoring incoming calls
• Providing first aid as appropriate
• Ensuring that the office area remains calm and focused
• Ensuring that emergency services are notified and that there is clear access to the school
### Serious Incident Management Plan

#### Immediate Tasks (Within 24 hours of the incident)

1. **Find out the facts**  
   Collect information about the incident from reliable sources as soon as possible.

2. **Establish a management plan**  
   Convene an urgent meeting of the administration team and support personnel, determine if additional support from helping agencies needed.

3. **Contact School Director and Student Services Personnel**

4. **(Student Services Personnel, in consultation with the Principal, establishes the counselling needs and contacts District Guidance Officers.)**

5. **Establish specific action plan**

6. **Inform parents**  
   Contact parents of students who are directly affected by the incident. Express concern. Offer counselling support. Seek clarification from the family about what information they want the school community to know.

7. **Inform all staff**  
   Provide the facts of the incident. Outline the proposed Management Plan. Suggest sources of personal support for teachers.

8. **Inform all students**  
   Assemble students and outline the factors of the incident at the earliest opportunity. Outline the counselling available.

9. **Identify students and staff directly and significantly involved in the incident**

10. **Set up recovery room in the school**  
    Provide, where possible, tea, coffee, comfortable chairs and an appropriate support person. Allow distressed students and staff access to this room for several days after the incident.

11. **Liaise with the media (see separate section on the media)**  
    If necessary, appoint a staff member (preferably the Principal) as Media Liaison person. Minimise media contact with staff and students and provide the media with clear guidance for making any contact with staff and students.
Short Term Tasks (Within 24 hours of the incident)

1. **Restore school to regular routine**
   Provide structure to help students and staff return to normal functioning.

2. **Allow for discussion with students**
   Encourage teachers to allow students opportunities to talk about the incident and about their reactions (especially those students more directly involved). This is an important part of the recovery process but should not be forced on students.

3. **Keep parents informed about:**
   The school’s Management Plan, possible reactions of students and sources of help for families.

During The First Month

1. **Provide ongoing counselling for students**

2. **Monitor carefully the mental health of those in caregiver roles**

3. **In consultation with the family, the school may arrange a memorial service at school within a month of the incident where the incident involved the death of a student or staff member.**
   Close friends and others directly involved in the incident should be provided with the opportunity to participate in the planning.

4. **Be alert for significant and persistent changes in the behaviour of those affected by the incident.**

5. **Convene a meeting of parents of students involved in the incident after three or four weeks**
   Where a number of students were directly affected, involve counselling professionals to encourage parents to express and share their feelings and concern about their children’s welfare and to help them understand their reactions.
In The Long Term

1. Monitor staff for signs of stress
   Encourage staff to seek professional help through the Employees Assistance Program.
   Provide a supportive environment.
   Provide for increased demand on teacher relief time.

2. Be alert for, and sensitive to, the disturbing influences of anniversaries, inquests and legal proceedings.
   Special support for those affected may be needed again at these times. Make extra staff and services available if necessary.

Bring Closure

1. Establish memorials
   Consider planting a memorial garden such as a rose garden, placing a book in the library or creating a perpetual award.

2. Conduct a special ceremony
   Conduct a special school/year assembly to which a favourite piece of music may be played or a story read.

3. Send a gift to the family
   Send pieces of the child’s work etc. to the family.
Serious Incident Management Plan – Checklist

Immediate Tasks

- Find out the facts
- Refer to the School’s Serious Incident Management Plan
- Contact School Director and Student Services Personnel (the latter to contact respective District Guidance Officer/s)
- Establish specific action plan
- Inform the next of kin if necessary
- Inform all staff
- Inform all students
- Identify students and staff in need of counselling
- Set up a recovery room in the school
- Prepare a brief statement for the media, in consultation with the Media Unit (Phone 9561 8500)

Short Term Tasks (2 or 3 days)

- Restore the school to regular routine
- Encourage teachers to allow students opportunities in class to talk about the incident and about their reaction. Provide debriefing and counselling for students.
- Keep parents informed
- Be alert for students (or staff) showing persistent reactions
- Debrief staff. Monitor the welfare of those in caregiver roles
- Liaise with media

Tasks to Address During the First Months

- Provide counselling for students
- Monitor carefully the mental health of those in caregiver roles
- Provide opportunities, where a death has occurred, for those affected to be involved in a public expression of farewell. In other circumstances provide appropriate closure.
- Monitor the progress of any hospitalized students or staff and ensure they have counselling support.
- Remain in contact with families.
- Be alert for significant and persistent changes in the behaviour of those affected by the incident. Media reports may cause additional stress.
- In the case of a serious incident where a number of students are directly involved, call a meeting of parents of those students involved after three or four weeks.
Long Term Issues

- Continue to monitor the emotional and physical welfare of both staff and students. Be aware that “vicarious victims” show up as suffering post-traumatic stress disorder as much as 3-4 years later.
- Be alert for the potentially disturbing influences of inquests and legal proceedings and of special occasions such as Christmas, the birthdays of those killed and the anniversaries of the incident.
<table>
<thead>
<tr>
<th><strong>Nirimba District Office Phone Numbers</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>District Office (Phone)</strong></td>
<td>9208 7611</td>
</tr>
<tr>
<td><strong>District Office (Fax)</strong></td>
<td>9208 7635</td>
</tr>
<tr>
<td><strong>Media Unit</strong></td>
<td>9561 8117</td>
</tr>
</tbody>
</table>

### Community

| Blacktown Community Health Centre       | 9881 8700 |
| Richmond Community Health Centre       | 4578 1622 |

### Employee Assistance Program

| Corporate Health Services              | 9954 4399 or 1800 811 951 |

### Emergency Services

| Ambulance                              | 000 |
| Blacktown Police                       | 9622 0000 |
| Quakers Hill Police                   | 9678 8999 |
| Richmond Police                        | 4578 1444 |
| Riverstone Police                      | 9838 2799 |
| Windsor Police                         | 4577 4111 |
| Blacktown Fire Brigade                 | 9622 8932 |
| Richmond Fire Brigade                  | 4578 1222 |
| Riverstone Fire Brigade                | 9627 1005 |
| Seven Hills Fire Brigade               | 9831 8960 |
| Windsor Fire Brigade                   | 4577 3182 |
| Blacktown Hospital                     | 9881 8000 |
| Windsor Hospital                       | 4560 5555 |
| State Emergency Service (Blacktown)    | 9622 8144 (24hr service) |
| State Emergency Service (Hawkesbury)   | 4575 1280 (24hr Service) |
| Telephone Interpreter Service          | 131 450 (24hr Service) |

Quakers Hill High School – Serious Incidents Policy – 2015
## Incident Reporting – Contact Details

<table>
<thead>
<tr>
<th>Nature of incident</th>
<th>Who reports the incident</th>
<th>Report to</th>
<th>Phone Number</th>
<th>When</th>
</tr>
</thead>
</table>
| Injury to employees, student or visitor, dangerous occurrence, near miss, WorkCover Notice | The workplace manager or nominee                  | WHS Directorate                               | Report **Work Cover Serious Incidents (e.g. fatality, explosion) and Other Incidents** to WHS Directorate on telephone 1800 811 523  
Report WHS incidents **for staff:**  
• For school employees – call the **Incident Notification Hotline on 1800 811 523**  
Refer to [WHS website](#) for further information | As soon as possible, but within 24 hours |
| Violence, weapons, illegal drugs or major criminal activity                        | The workplace manager or nominee                  | Schools – School Safety and Response Unit     | Schools – School safety and response hotline  
1300 363 778                                                                      | As soon as possible, but within 24 hours         |
| Allegations of a child protection nature against employees or criminal conduct by employees, that are potentially contentious | The workplace manager or individual who is aware of the incident/conduct | Employee Performance and Conduct Unit         | (02) 9266 8070                                                                  | As soon as possible, but within 24 hours |
| Unfavourable media or community attention, including major complaints or criticism of departmental activities, programs or personnel. | The workplace manager                            | Line manager and DEC Media Unit               | Nirimba office (02) 9208 7611  
Director – Rick Seretis 0467 818 595  
Media Unit on telephone number (02) 9561 8501                                  | As soon as possible, but within 24 hours         |
| Natural disasters                                                                 | The workplace manager                            | Line manager and DEC Media Unit               | Nirimba office (02) 9208 7611  
Director – Rick Seretis 0467 818 595  
Media Unit on telephone number (02) 9561 8501                                  | As soon as possible, but within 24 hours         |
Managing Safety & Security Incidents

Where a police response is required, call 000 or local police first

Report incidents involving:

- Violence (including threats and intimidation)
- Weapons (including replicas and ammunition)
- Illegal drugs (possession, use and distribution)
- Other criminal activity

Report incidents involving:

- Security breaches
- Break and enter
- Malicious damage
- Graffiti vandalism
- Fire

School Safety and Response Hotline

1300 363 778

School Security Hotline

1300 880 021

NOTE:

- Incidents involving injury to staff and students should be reported to relevant WHS officers
- Allegations of a child protection nature against staff, or misconduct by staff, should be reported to EPAC
- Natural disasters, chemical spills, gas leaks, etc should be reported to the DIRECTOR
Serious Incident Involving Injury to Staff – Action to be Taken

By School Staff

1. Principal ensures that appropriate medical attention is provided to member/s of staff and ensures the workplace is safe. This may mean evacuating premises, calling police/ambulance, etc.
2. Principal notifies School Director of the incident and type/level of support required. Serious Incident Report lodged as soon as possible. If this is not immediately possible, a telephone report must be lodged with the School Director in the interim.
3. Serious Incident Report must include: a brief description of the incident, name of those involved, extent/nature of injury. Principals must also indicate actions taken to this stage.
4. Media procedures put in place. Schools will often be contacted by the media following a serious incident. It is critical that the Principal follows the guidelines outlined in the attached checklist for dealing with the media.
5. WorkCover must be notified and workers compensation forms must be completed according to Departmental procedures.
6. It is the responsibility of the Principal to ensure that support is provided to staff members and their families following a serious incident involving injury. This includes the longer term monitoring of the staff member’s progress and welfare.

By State Office Staff

1. School serious incident report processed on receipt by School Director. Briefing note prepared by School Director or Office Manager for Minister and State Office (when requested).
2. School Director/Staff Welfare Officer/Student Services Personnel (as appropriate) contacts Principal to ascertain level and type of support required. Staff Welfare Officer must be notified.
3. Contact made with individual staff members as appropriate (this may include visits to hospital, to the school or to the staff member’s homes.
4. Staff Welfare Officer to monitor and follow-up staff member’s progress in the longer term. This should include an offer of counselling support through EAP.
5. State Office staff will support the Principal in taking disciplinary action against any students as necessary and appropriate.
Serious Incidents - Telephone Threats Checklist

Response by Receiver of Call

Date: ________________
Time: ________________
Duration: ________________
No. Called: ________________
Receiver: ________________

1. Record the exact wording and nature of the threat: ____________________________
2. Ask the following questions and record the answers:

General Threat

What are you threatening to do?
Why are you making this threat?
When do you intend to carry it out?
Do you intend to telephone again?
What is your name?
Where are you?
What is your address?

Bomb Threat

When is the bomb going to explode?
Where did you put the bomb?
When did you put it there?
What does the bomb look like?
What kind of bomb is it?
What will make the bomb explode?
Did you place the bomb?
Why did you place the bomb?
What is your name?
Where are you?
What is your address?

Identifying/Locating the Caller

Identify the caller’s voice/location (see next page)
Other details: ____________________________________________

Follow pre-arranged telephone or switchboard procedures to assist in tracing the call (e.g. leave phone off the hook, notify police using another telephone).
Response by Principal

1. Notify Policy (request trace of call)
2. Notify School Safety and Response Directorate
3. Assess seriousness of threat
4. If evacuation is necessary, check exit route for suspicious objects, then follow your agreed evacuation plan.

Identification of the Caller – Checklist

| Description | Male | Female | Old | Young | Slow | Rapid | Soft | Loud | Laughing | Emotional | Well spoken | Foul | Slurred | Nasal | Stuttering | Lisping | Raspy | Abusive | Incoherent | Recorder | Deep Breathing | Cracking Voice | Disguised | Accented | Familiar | Inconsistent | Irrational | Message read |
|-------------|------|--------|-----|-------|------|-------|------|------|----------|-----------|------------|------|---------|-------|------------|--------|-------|---------|------------|----------|--------------|-------------|-----------|----------|-----------|-----------|------------|-----------|--------------|
| Background noises | Street noises | Motor | Voices | Music | Crockery | Static | PA system | Local | Animal noises | House noises | Aircraft | Office machinery | Factory machinery | Clear | Muffled | Faded | Long distance |
Serious Incidents – The Media Checklist

If your school is involved in a serious incident which is likely to attract the interest of the media, here is a checklist to help you deal with the situation. All staff need to be aware of the following steps, but only one person, usually the Principal, should be responsible for its coordination.

1. Immediately contact your School Director and Media Liaison Unit (MLU) for advice and assistance with media. The Media Liaison Unit (MLU) will assign a Media Liaison Officer (MLO) to work directly with your school. Contact the MLU on 9561 8501. On-site support can be provided. If journalists have been making enquiries, never simply say “no comment” because it can convey the impression that you’re covering something up.

2. Brief front office staff. Your front office staff are the first line of defence and are vitally important to managing issues. Ask them to record the names, media outlets, phone and fax numbers of journalists who ring or arrive and inform them that someone will get back to them shortly.

   Staff should be friendly but aware that any comments they make to journalists may be quoted. Remember, from the moment a journalist identifies himself or herself and the media outlet for which they work, everything from that point forward is on the record.

3. Inform your MLO of the journalists who have made enquiries. Your MLO will support the school by contacting journalists who have rung or arrived to ascertain exactly what information (true or false) they already have and who else they have interviewed.

4. Be aware of the broader context. Your School Director and MLO will be able to provide support by advising you of other relevant developments or broader issues that need to be considered in framing your response and about the most effective ways of doing newspaper, radio and television interviews (if appropriate).

5. Channel all media through one spokesperson.

   Depending on the nature of the incident, whether strictly local or with statewide implications, the appropriate spokesperson may be the Principal, the District Superintendent, the Minister or a DET representative (or even another department). Your MLO will work with you to determine the most appropriate spokesperson.

6. The nominated spokesperson or MLO must return all media calls. Always return the calls, even if the response is simply that the matter is under investigation or the matter is in the hands of the police and it is not appropriate for the school to comment.

7. Internal communication is important. Where appropriate, brief staff, students and other key members of the school community on the incident. This will reduce the risk of idle speculation and inaccurate information taking on a life of its own.
8. Ongoing communication is vital. Keep your School Director and MLO advised of the following as the situation unfolds:
   - Concerns being raised by parents or others
   - Other people making statements to the media
   - Involvement of police, threats of legal action
   - Further media enquiries

9. Devise an after-hours communication plan. Ensure that all relevant parties are kept advised of any late breaking developments and further media enquiries can be dealt with accurately and efficiently.

Other Guidelines

- If any incident occurs in a school which is a serious incident or is likely to attract media interest, a written report should be faxed to the District Superintendent as soon as possible so that they can answer any media or Ministerial inquiries.
- Take care about what is said on the phone in seeking any emergency help eg. refer to “an incident” or “an injury or wounding” when contacting police or the ambulance service, rather than a “shooting” or “stabbing”. Journalists monitor police and ambulance 2-way radio calls and may arrive first.
- Clearly communicate the facts of any incident to staff, students and parents to avoid misinformation and rumour.

Dos

If contacted or approached by the media it is best to have time to organise a statement before speaking to them. Clerical staff should get details of the reporter’s name, phone/fax number, name of media organisation, and at what time reporters will be available. The Principal must advise both the District Superintendent and Media Unit before any comments are made to the media.

- Each school should have identified one person with the skills and confidence to act as spokesperson for the school. Other members of staff and students should be advised that they should not make any comments to the media but refer journalists to the official spokesperson.
- The school spokesperson should, if necessary, ask them to wait before a comment is made or statement issued. Give the school time to prepare. Ask staff to check that photographers are not taking unauthorised photographs of staff and students.
- Prepare a brief factual statement which may include:
  - the facts of the situation without any names of persons or comment on guilt or blame of any kind
  - a concern for the welfare and safety of the students and staff and/or regret for the loss of injury suffered
  - a description of what procedures are in place to deal with the situation and what future action is planned. This would usually include:
    - some reference to parental contact made
• reference to the school’s Serious Incident Management Plan
• other programs in place which indicate the school’s approach
  o a thank you to individuals/groups who have assisted the school in this situation
  o the possibility of providing a more detailed statement to the media if additional
    information becomes available
• If necessary, ask them to “respect private grief” or show concern for the school community
• Inform staff and students about what has been said to the media

Don’ts

• Don’t ask them to leave saying they are trespassing, or refuse to speak to them
• Don’t feel as if you must respond immediately to their questioning. Focus on the content of
  your statement
• Don’t allow them to photograph/film students or interview them without parental approval
  and a teacher being present (DET regulations).

Media Response Plan for School Principals

1. Accept the calls. Channel all media inquiries through one person.
2. Tell the reporter to call back in a set period of time.
3. Contact District Office and the DEC Media Unit for further advice.
4. Prepare a response either:
   a. Verbal, in point form (no more that 4 or 5 points) or
   b. A prepared statement (no more that 4 or 5 points)
5. Ask the reporter informally:
   a. Whom he/she has spoken to already
   b. What he/she knows about the story
   c. What he/she wants from you
6. Choose a desirable setting that is comfortable
7. Keep it brief, calm, reassuring (don’t attempt to fill gaps in the conversation)
8. Speak to your audience and avoid using jargon
9. Inform staff about what has been said to the media. Inform students of what to expect if
   reporters are outside the school. Advise staff and students of an appropriate response.

Preparing a Statement for the Media

The overall aim is to communicate a calm, factual response which conveys quality of care.

The statement should contain:

1. The facts:
   Who, what, why, where, when and how
2. Details of how the incident is being dealt with by the school:
   Include facts such as counselling, support services, alteration of schedules and the
   implementation of programs to counter the incident
3. Mention any special activity by the students and/or staff
4. Any message you need to convey to parents or the community:
   For example: the school will be closed for….days, parents can pick up children, etc.

5. Making reassuring statement:
   a. “The school has been deeply shocked by this incident, but while it has temporarily interfered with school activities, we are making every effort to return things to normal and to help our students to overcome this tragedy”
   b. “While this incident has saddened us all, the teachers and I have acted quickly in ensuring our students are receiving the best possible care and help. We are making sure that school activities will return to normal as quickly as possible”
   c. “This incident has upset the whole school, but we have brought in expert help for the students and teachers affected by this tragedy, and the long term effects of this incident will be minimised”

Useful Statements and Quotes

The Facts

There was an incident today at approximately 2.00pm involving a group of five students. They have been taken to hospital and are reported to be in a stable condition. The school is endeavouring to contact the families of the students involved. The matter is now under Police investigation and it would be inappropriate to make any further comment.

Concern for Welfare or Regret

The school has been deeply shocked by this incident and will do all that is possible to assist those most affected.

On behalf of the school community I would like to express our deep regret at this tragedy. ________________ was a valued member of the school and their loss has deeply saddened students and staff.

Procedures

The school has a Serious Incident Management Plan in place which has assisted us in dealing with this unfortunate incident.

- Parents have been kept informed of the situation
- The Department of Education and Training has provided extra counselling services to staff and students
- A recovery room has been established within the school to support those most affected
- Additional assistance has been provided by the local Community Health Team
Future

- By tomorrow the school will be back to normal routine
- Because of the damage to school, normal classes will not resume until next week, but supervision will be provided for any students who come to school tomorrow
- Close monitoring of students and staff will continue over the next few weeks and, if necessary, months
- A memorial service will be arranged within the next week

Pro-active

The school has very effective Student Welfare Programs in place and ____________________________

- They have done a great deal to create a harmonious supportive school environment
- They will provide a framework for helping students cope with their sense of loss and grief

The following of the School’s Evacuation Procedures greatly reduced the panic and fear and ensured that all students left the building quickly and without injury.

Thank you

I would particularly like to thank ____________________________

- So many of the parents who have assisted the school in this difficult time
- The Fire Department whose speedy actions reduced the potential damage to school property

More information

If more information comes to hand, I will make another statement.
Communicating With Parents & Community

1. **Within the first 48 hours**: Acknowledge the event has occurred through a letter to all parents. In the letter state:
   - what has been said and done in the school
   - possible reactions of students
   - who is available to provide support for students eg. School Counsellors and community agencies

2. **During the next weeks or month**: A second letter may inform parents of details such as:
   - details of the funeral
   - plans for a memorial or tributes
   - feedback from the family

These letters have five functions

They tell parents:

- the facts
- what the school has done
- the school’s plans
- how their children may react
- how to get help
Counselling Guidelines - Serious Incident Management Plan (DGOs)

Summary of Procedures

1. **Planning meeting before school** – Administration team and support personnel including District Guidance Office if possible. Plan announcement to staff, parents, district and students. Consider what to do about the media. Target people or groups who may be significantly affected. Have a plan for this if needed. Contact with EAPs may need to be considered.

2. **Staff Meeting** – Announcement. Some people may wish to make a spontaneous eulogy. Staff will ask questions about how to tell the children what to do. A script for teachers to use when talking to children can be issued.

3. **Announcement to children** – Decision must be made whether to announce at full assembly, year groups, class groups, etc. Will depend to some extent upon the confidence and expertise of staff.

4. **Counsellor availability** - If announcement is made at assembly announces the availability to counsellors. Either invite students to remain behind or give clear directions as to where they may go.

5. **Classes** – Teachers give time to discuss incident. Plan activities which allow for quiet discussions. Can talk to students about how they can respond when X returns to school or activities the class can do as a memorial etc.

6. **Teachers** – Teacher can invite children they feel are distressed to counsellor, individually or in small group.

7. **Groups** – Groups should be formed according to the intensity of an individual's exposure to the incident e.g. those at the scene in a different group from those who were not.

8. **At risk children** – Any children likely to be blamed should be removed until appropriate counselling has taken place.

9. **Location of groups** – Groups should be kept small and located at suitable venues in the school.

10. **Staff Counselling** – Badly affected staff members need to be given the opportunity for counselling. This can be done through EAP.

11. **Clerical staff** – Clerical staff need to be briefed on their response to phone calls.

12. **Staff meeting** – Staff meeting at the end of the day if appropriate.

13. **Counsellor debriefing** – Counsellor group also needs to meet and debrief and evaluate – evaluation may be at a later date.

14. **Ongoing response** – School needs to plan its ongoing response – contact with parents, memorial and hospital visits etc.