



RAFFLES
INTERNATIONAL
SCHOOL

Towards Excellence

Critical Incident Policy and Planning Notes

Adopted: August 2014

Revised/Amended: August 2015, August 2016, August 2017

Next review: August 2018

		 Principal
CEO/Board		
 Head of Primary School	 Head of Secondary School	Other relevant staff

Distribution List:

- CEO/ Board
- Principal
- Section Heads
- Academic Staff
- Parents





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School Vision, Mission and Core Values

Our Vision

Providing world-class education

Our Mission

To empower students with a holistic, rigorous and international education for success in an ever changing world

Core Values

Achievement | Collaboration | Innovation | Integrity | Respect | Responsibility

Recommendations

- Each Critical Incident Team has training from a professional agency
- All staff members are trained at the beginning of each school year about dealing with a crisis and grief. The training should be conducted by a qualified grief counsellor so that it is clear to staff about what behavior is expected. This may be someone in house (if a school counsellor is trained) or from an agency.
- A funding source for flowers, memorials, extra staff and other incidentals should be approved each year, so management can be confident to do what is necessary without seeking approval
- There should be a note in parent handbook about the general procedures (but not pass out the plan) stressing that we will be clear and honest when delivering messages. Management should also talk to the parent association about how we would deal with a crisis.
- Each school should develop a phone tree or some sort of immediate response system.

Notes

- There should be one person assigned coordinator for the whole time. This will be someone in the CIT and should be decided on by the Head of School at the time, depending on the circumstances.
- Safe rooms – there should be two rooms available, one for adults and one for students. These are areas where people can go when they are overwhelmed or need to talk. They should be staffed at all times. The person responsible should make sure that this doesn't become a place for gossip or speculation or hysteria, but rather a place for refuge.
- One person is in charge of communication with press and everyone should know to direct all questions to that person. If necessary, this person will also be responsible for advising students about how to deal with press. Be aware that the press can contact students for comment, and it is



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appropriate for a student to politely say 'no comment' and hang up. If students are being harassed, they should speak to the person responsible for dealing with the press.

- When a teacher is telling the class about an incident, there should be another person present in case a student needs some special attention or if the teacher has difficulty.

Memorials:

Memorials are very important even when students or school personnel do not know any of the victims or their families.

- Memorial activities should take place within a week of the event if possible
- Team may want to include staff, parents, and students to assist in planning memorial activities. Parents of deceased may want a part in organizing the memorial
- Establish a temporary memorial site. Students/Parent/Staff can bring for example flowers, poems, candles, pictures, etc. to a designated location decided by the crisis team to pay tribute.
- Team can have group discussions as well as involve classrooms in creating their own tributes, artwork, cards, letters, etc.
- Activities at the memorial may include music and student performance
- The school may ask students/staff to have a moment of silence at an appropriate time
- Observances after a traumatic school incident should be done as soon as possible after the traumatic event in order to facilitate the stages of grief that students, teachers and members of the community are going through.

Reflection on response to inform policy:

The policy should be reviewed and updated every two years. After an incident the CIT should review the policy and suggest updates if required.