



**RAFFLES**  
INTERNATIONAL  
SCHOOL

Towards Excellence

## Critical Incident Resources

**Adopted:** August 2014

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

**Next review:** August 2018

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

### Distribution List:

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

## Critical Incident Resources

PO Box 122900 Dubai UAE Tel +971 4 4271200 Fax +971 4 4271201 [www.rafflesis.com](http://www.rafflesis.com)





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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

### Referral Agencies

#### Kids First Medical Centre

Villa #1171A Al Wasl Road - Dubai

United Arab Emirates

+971 4 348 5437

Website: <http://www.kidsfirstmc.com/>

#### Lighthouse Arabia

Jumeriah Beach Road in Umm Suqeim 2, Villa 2, PO BOX 334273, Dubai UAE.

Office Phone #: 043809298 / 043809289

Office Mobile #: 050 4733563

Website: <http://www.lighthousearabia.com/>

#### Child Early Intervention Medical Center

Building No. 64, Block B, 2nd Floor, 2010 & 2013, P.O. Box 505122

Tel : 971-4-4233667

Email : [info@childeimc.com](mailto:info@childeimc.com)

Website : [www.childeimc.com](http://www.childeimc.com)

#### Stepping Stones

Dubai Healthcare City, Dubai

Tel: 04 363 5433

#### Reachout

Knowledge Village, Dubai

Tel: 04 448 9173

<http://www.reachoutkv.com/index.html>

#### Singhania Children's Clinic

Dubai Health Care City, Dubai

Tel: 04 429 8498

PO Box 122900 Dubai UAE Tel +971 4 4271200 Fax +971 4 4271201 [www.rafflesis.com](http://www.rafflesis.com)

<http://www.singhaniachildrensclinic.com>



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## Letters to parents, staff, etc

### Sample Letter to Parents after a Violent Death

Dear Parent,

I have very sad news to share. We have learned that Jane Smith, the parent of one of our students, was found murdered in her home last night. The police informed us that a neighbor of the family has been arrested and charged with Mrs. Smith's death. However, the death is still under investigation. We shared this information with all of the students in their form classes this morning. We hope that you will be able to talk with your son or daughter about the death. They will probably have many questions about the death. Honest, direct answers are always the best.

A violent death may cause a variety of reactions in your child. Many children become afraid that they or someone they love may also be killed. Your child may not want to leave you or come to school. We hope that you will be able to provide messages of safety for them. We have planned some follow-up activities to help deal with the fears and provide a measure of safety for the students.

You may notice news reporters around the school. We have asked them to respect the privacy of the students and staff. You do not need to respond to them if you do not want to. We will not allow your children to be interviewed at school. However, some reporters may try to contact your son or daughter at home or through social media. We have held discussions with all students about how to manage reporters and hope that you will also support them at home should they be contacted.

Bereavement counselors, teachers, and other staff have been and will continue to be available for the students, parents, and teachers to talk about thoughts, feelings, and concerns. Please contact us at the school if you have any questions or concerns.

A meeting will be held Tuesday evening at 7pm at the school. It is open to parent, students, and staff. A bereavement counselor will present information on violent death issues, including common grief responses of children and how you can help. Please plan to attend.

Our thoughts are with the Smith family as they deal with their mother's death.

Sincerely,

### Sample Letter to Parents after a Suicide Death

Dear Parent,

I have very sad news to share with you. We learned last night that John Smith, a year 12 student in our school,



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died by suicide. According to police reports, he shot himself in the woods behind his home. We have shared this information with all the students in their form room this morning. We hope that you will be able to talk with your son or daughter about the death.

Suicide is a difficult death for most people to understand and accept because it raises many unanswerable questions. We can never really know why a person kills him or herself. There can be a variety of factors that lead to an individual's suicide death. Sometimes students, especially John's friends, may wonder if they could have prevented the death. Others may feel that it was somehow their fault. It is important that students have an opportunity to communicate these concerns and receive help if they need it.

You may notice news reporters around the school. We have asked them to respect the privacy of the students and staff. You do not need to respond to them if you do not want to. We will not allow your children to be interviewed at school. However, some reporters may try to contact your son or daughter at home or through social media. We have held discussions with all students about how to manage reporters and hope that you will also support them at home should they be contacted.

Counselors, teachers, and other staff have been and will continue to be available for the students, parents, and teachers to talk about thoughts, feelings, and concerns. Please contact us at the school if you have any questions or concerns.

A meeting will be held Tuesday evening at 7pm at the school. It is open to parent, students, and staff. A bereavement counselor will present information on suicide issues, including risk factors and warning signs to watch for and prevention efforts. Please plan to attend.

Our thoughts are with the Smith family as they deal with their son's death.

Sincerely,

### Sample Letter to Parents after a Death

Dear Parent,



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A very sad thing has happened in our school community. This weekend, one of our staff, Mr. Smith, a year five teacher and our football coach, was hit by a car on his way home from the beach and he was killed. According to his family, a car crossed over into his lane and hit his car head on. He died at the scene of the accident. We are profoundly saddened by his death.

We have shared this information with your children today and had discussions with all the students in their form classes. Bereavement counselors, teachers, and other support staff have been and will continue to be available to students, teachers, and parents. Please contact the school if you have any questions or concerns.

As a parent, you may want to talk to your child about death because it impacts each person in different ways. How children react will depend on the relationship they had with the person who died, their age, and their prior experience with death.

Your child may:

- Appear unaffected
- Ask questions about the death repeatedly
- Be angry or aggressive
- Be withdrawn or moody
- Be sad or depressed
- Become afraid
- Have difficulty sleeping or eating

We suggest that you listen to your children. If they want to talk, we encourage that you answer their questions simply, honestly, and consistently. It is very common for children to ask the same questions repeatedly as a way of learning and processing a tragic event. We encourage you to be prepared to answer these repetitive questions patiently and consistently.

*(Optional)* A 'Parent Information Night' is planned for (date, time, and place). At that time, we can talk further about how to support grieving children.

Our thoughts are with the Smith family as they deal with Mr. Smith's death.

Sincerely,

### Anniversaries

Schools may want to hold other events at important dates after the event. As the anniversary schedule on, the anniversary will naturally become more joyful after students, teachers, and members of the community begin to heal. This can be seen as a time to remember the positive times and events that the deceased was a part of.



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This schedule and the activities are given as an example. It is up to the school to decide what is appropriate to a particular incident.

## One week anniversary

- Moment of silence for students and staff
- Rituals such as the ringing of bells, lighting of candles, or the placing of flowers are all effective ways of honoring those affected by the traumatic incident. These rituals should be performed at a temporary memorial sight.

## Four week anniversary

- Moment of silence for students and staff
- A reminder of why the anniversary remembrance is being held
- Ringing of bells, lighting of candles, or the placing of flowers to honor those affected by the traumatic incident.

## Six month anniversary

- Large gathering of students and staff to celebrate the lives of those affected.
- Half day of academic work followed by an afternoon of music, food, and fund raising.
- Student involvement in this anniversary should be a priority. Four weeks before the anniversary, the crisis team, Head of School, and selected members of staff should meet with a group of selected students to plan activities and fundraising in the name of those involved in the tragedy.
- Begin and end the anniversary with a remembrance of those involved in the tragedy and a thank you to students and staff for their hard work, dedication, and contributions.

## One year Anniversary/Annual remembrances

- Gathering of staff around a permanent memorial sight.
- Moment of silence for those affected by the tragedy.
- A call to remember those affected by the tragedy in a positive light and for students and staff to dedicate themselves to their schoolwork/jobs in the memory of those affected.

## **An example of a Student Referral Form**

Name of referred student: \_\_\_\_\_

Name of referring staff, parent, or student: \_\_\_\_\_





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Description of concern:

Level of concern – referring person please check one:

\_\_\_\_\_

Crisis team screening is needed within the day

\_\_\_\_\_

Some concern: Request Crisis team to follow-up with a few days

\_\_\_\_\_

Monitoring requested: Crisis team to monitor the student

---

Results Screening Outcome:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Staff who screened: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Parent contacted \_\_\_\_\_ Date: \_\_\_\_\_

### Policy Review

This policy is to be reviewed annually, though; any deficiencies or weaknesses in Policy will be remedied without delay.

