

SCHOOL/CENTRE ACTION PLAN

1. GATHER INFORMATION/FACTS

What has happened ? (when, where who was involved?)
Extent of injuries/uninjured adult contacts?(where are they now)
Who's involved managing it from school & externally?



2. COMMUNICATONS

Set up a Critical Incident Management team
Designate Contact Person to deal with communications
Agree basic script



3. CONTACT WITH AFFECTED FAMILIES

Decide who's going to be family liaison person
Make early contact to exchange information and share action plan
Invite to school/offer home visit as appropriate
Discuss whether they want contact from other parents



4. INFORMATION FOR STAFF

Provide information to all staff (teachers/ support staff & absentees)
Agree debriefing arrangements
Give advice to manage children & non-media contact



5. INFORMATION FOR PUPILS

Inform directly (assembly) or via teaching groups
Same message to all (facts at an age appropriate level)
Identify support systems for pupils
Put limits on social networking



6. INFORMATION FOR PARENTS /CARERS

Prepare a letter in consultation with Press Officer
Share same information with all
Inform them what contact /if any bereaved family wants



7. DEALING WITH THE MEDIA

Discuss with Press Officer as early as possible
Prepare an agreed statement to be released /spoken to
Designate a spokesperson (preferably with personal knowledge)



8. FORMAL RESPONSES

Funerals are predominantly for the family and school representation should be limited and by agreement
A post box could be opened on the school website
Materials (films etc) could be collected to make a memory box
A memorial service could be planned in school in the future