

# MARY IMMACULATE COLLEGE CRITICAL INCIDENT PROTOCOL

## 1. Scope of Policy

This policy relates to critical incidents involving staff and students, both on and off campus, as well as visitors to the College (hereinafter referred to as “the college community”) and seeks to ensure that critical incidents can be dealt with effectively and promptly, and that appropriate systems and responsibilities are in place to do so. Every member of the college community has a responsibility under this policy.

**All members of the college community are reminded that the College places no obligation on them to intervene in any critical incident if this action places their own or another person’s safety at risk.**

## 2. Policy Statement

The College recognises that critical incidents can greatly affect people and that co-ordinated and systematic procedures are necessary to facilitate the provision of a rapid, appropriate and comprehensive response at the immediate time of the incident as well as post-incident support to members of the college community affected by the incident. Appropriate support and training will be provided for the Critical Incident Response Team (**CIRT**), and clearly accessible directions and information will be available for all members of the college community.

Details relating to any critical incident will be treated in a confidential manner.

## 3. Critical Incident Management and Response

Critical Incident Management is defined as the procedures that lead to the best outcomes, primarily for those directly affected and generally for the entire college community.

The Critical Incident Response Team (CIRT) is the group of college support services, which will be called upon to respond to and manage any critical incidents, which occur.

The members of the team are:

Health & Safety Officer (Head of CIRT)  
Health and Safety Representative  
Buildings Maintenance Manager (and staff)  
Security Officer on duty  
\*Main Reception person on duty  
College Chaplain  
College Nurse  
Official Media Spokesperson (College President or Nominee)  
Student Union Nominee

\* All members of the CIRT are required to carry a bleeper and to check in and out with the Main Reception each day. In the event of a critical incident, the Main Reception staff will know which members of CIRT are on campus.

Critical Incidents have been divided into two categories:

**Level 1 (RED)** – is defined as an incident where external emergency services assume overall management or are required to attend in some lesser capacity.

**These types of incidents include but are not limited to:**

- Major fire
- Violent incident which affects or is likely to affect seriously, a number of staff and/or students - on a campus
- Hostage or siege situations
- Discharge of firearms
- Vehicle accidents involving serious injury and/or substantial property damage
- Acts of self harm
- Industrial accidents involving serious injury or fatality
- Threat of serious and/or wide spread infection/contamination
- Natural disaster affecting the campus
- Major demonstration/protest
- Unexpected death of student or staff member on campus

**Level 2 (YELLOW)** - is defined as an incident where limited external intervention or none is required.

**These types of incidents include but are not limited to:**

- Minor fire
- Sudden or unexpected death of a work colleague / student (not on campus), which causes distress to staff/ students
- Threats of violence to staff/ students
- Major theft or vandalism
- Physical assault
- Attempted robbery
- Threat to person, or property

#### **4. Immediate Response**

Each member of the college community should ensure his/her own personal safety in the first instance, and respond as follows:

**In all critical incidents** - all staff, students or visitors should call the College Main Reception number on **extension 0**. This notification should include the type of incident, the exact location of the incident and details of any person or persons who might be injured or at risk. In the event of a critical incident, Reception staff will use the bleeper system to call upon the CIRT, who will meet at the main reception area and then proceed to the scene of the incident.

**The Critical Incident Response (CIRT) team** will undertake the following:

- Manage the incident scene. Remove any people at risk, and seal off the incident area if required.
- Depending on the nature of the incident, initiate and manage evacuation procedures.
- Contact external emergency services or other internal services if required, provided that this has not already occurred.
- Follow the instructions of external emergency services and provide information on the location of the incident and people affected.
- Implement a crisis management plan and mobilise College resources as required.

## **5. Special Circumstances – Out of Hours/ Off Campus**

- If a critical incident occurs out of normal working hours on campus then the 'immediate response' procedures will apply.
- If a critical incident occurs off campus then the Main Reception should be contacted from outside the campus by dialling 061-204997.

## **6. Reporting Procedures**

- All critical incidents will be recorded in the 'Critical Incident Register' and, where appropriate, will be reported to the National Health and Safety Authority.
- Following a critical incident, the Head of the CIRT, in consultation with the other members of CIRT, will prepare a report outlining the specific details of the incident and the nature of the response. The report will be submitted to *An Fo-Choiste Stiúrtha* [Executive Group] for consideration.

## **7. Communication**

- College Management shall ensure that emergency procedures are explained to staff and are prominently displayed in all offices and public areas on the campus.
- Further details and updates on the Critical Incident Policy can be found on the college website at [www.mic.ul.ie/policies](http://www.mic.ul.ie/policies)

(Approved by An Bord Rialaithe 17<sup>th</sup> June 2005)