
Critical Incident Policy

Turas Training

Approval date:

Revision date:

CRITICAL INCIDENT POLICY

Turas aims to protect the wellbeing of its staff and clients by providing a safe and supportive environment at all times. The organisation has also formulated a number of policies and procedures to be followed with a view to ensuring the physical and psychological safety of both staff and clients during the normal course of the day to day services and in the event of a critical incident. Such policies would include:

1. Health and Safety Statement
2. Violence in the Workplace Policy
3. Suicide Self Harm and Self Injury Policy
4. Code of Practice-Conduct
5. Service User Confidentiality Policy
6. Communications & Media Policy

Definition of Critical Incident:

TURAS recognises a critical incident to be “an incident or sequence of events that overwhelms the typical day to day routine, and disrupts the normal running of services”.

Critical incidents may involve clients, staff, board members, tutors, facilitators, visitors, volunteers or the local community members.

Examples of a critical incident might be;

1. The death of a member of a client, staff member, or tutor, through sudden death, accident, suicide or terminal illness
2. A serious accident or tragedy in the centre or local community
3. Serious damage to the property through fire, flooding vandalism etc.
4. The disappearance of a member of the organisation or community
5. A physical attack on a staff member, tutor of client
6. Intrusion into the premises

Aim of Plan:

The aim of the Critical Incident Plan is that in the event of such an incident as outlined above, the plan will help staff and management to react quickly and effectively and to maintain control of the situation. The plan will also help the organisation to return to normality as soon as possible and limit the effects of the incident.

Critical Incident Management Team:

TURAS has set up a Critical Incident Management Team consisting of the following personnel:

1. The Project Coordinator
2. The Assistant Project Coordinator
3. The Associate Coordinator
4. The Administrator
5. The Health & Safety Officer
6. Senior Staff Member

The Critical Incident Management Team may co-opt other members of staff to assist them, should they deem it necessary. The project coordinator will act as team leader or in his absence the assistant project coordinator.

Role of Team Leader:

1. The team leader alerts team members to the crisis and convenes a meeting of the team
2. Coordinates/delegates tasks of the other team members.
3. Liaises with The Board of Management and the funders as necessary
4. In case of bereavement, liaises with the bereaved family
5. Contacting Emergency support services
6. Briefing and advising the staff and noting their feelings and concerns.
7. Organising the supervision of clients
8. Keeping staff updated on information/developments /progress
9. Meeting clients to brief them on the situation
10. Taking care of vulnerable clients, staff or other persons
11. Liaising with external agencies for support or referrals

Record Keeping:

All team members will keep written records of phone calls, letters, meetings interventions etc.

Confidentiality:

The organisation is conscious of its responsibility to protect the privacy and good name of people involved in any incident and will be sensitive to the consequences of any public statements.

The Critical Incident Management Team may co-opt other members of staff to assist them, should they deem it necessary.

Emergency Contact Numbers (number and names correct as of JULY 2019)

| Title/Area | Name | Number |
|------------------------|---------------------------|---------------|
| Chairperson | Frances Ward | 087 289 0173 |
| Nominated Spokesperson | Philip Nolan/Trevor Keogh | 085 134 4123 |
| Gardai | Kilmainham Station | 01 666 9700 |
| Ambulance | DCC | 999 or 112 |
| HSE | Louise Devlin | 076 695 5625 |
| DSP | Executive Officer | 01 804 4686 |
| CCLDATF | Coordinator | 087 7212314 |
| Landlord | Darragh Harte | 086 172 2748 |