



Critical Incident Policy and Procedure	
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This policy links with: Informing OFSTED policy and Risk Assessment Policy.

CM Sports aims:

- To ensure critical incidents are managed effectively if they occur on site where CM Sports operates.
- To be sensitive and understanding to incidents that may happen to the school, community building and other areas rented by CM Sports.

The following principles apply:

- Dealing with incidents through following our critical incident procedures.
- Supporting the team, children and families if a critical incident occurs.
- Supporting the learners, children and families through personal critical incidents.

CM Sports will provide this through:

- Writing a factual report on the incident recording any action taken.
- Contacting emergency services if a critical incident occurs.
- Contact the Directors of any incidents that occur immediately. If no contact is made then to contact the head office, who will be able to contact the CM Sports Directors.
- The Directors will contact OFSTED of any incidents that occurs.
- CM Sports will provide support for the children and their families who have had a personal critical incident.
- To have team meetings with all the team members to relay the information they will need about the incident.
- Upholding the Confidentiality policy at all times.
- The Directors will talk to the media if necessary.
- Keeping all records in the incidents section of the Health and Safety folder.
- Regularly checking contact details for all team and children, keeping confidential information up to

date.

The definition of a Critical Incident is:

“A critical incident may be defined as any sudden and unexpected incident or sequence of events which causes trauma within a school community and which overwhelms the normal coping mechanisms of that community.” A critical incident can be described as events or circumstances that cause normally stable and healthy people to experience unusually strong emotional or psychological distress which has the potential to interfere with their ability to function either at the time or later. There may be severe disruption at least temporarily to the functioning of individuals and/ or the community. There may be perceptions of threat and helplessness, and turning to others for help. There may be sense, at least temporarily that the usual coping responses of individuals and communities have been overwhelmed.

Critical incidents that may occur;

- Death of a child/ adult due to an accident, serious illness or murder.
- Death of a child’s sibling, parent or carer due to accident, serious illness or other situations.
- Physical assault on a team member.
- Abduction of a child.
- Children or adult witnessing attacks on or accidental death of others.
- Violence.
- Serious injury or illness to children in our care, a family member or team member.
- Death or serious injury of a team member.
- Death or injury during a trip.
- Natural or other disaster in the grounds or around the community building we rent.
- Fire/ explosion, destruction or vandalism.
- Worldwide or natural disaster; for example, 9/11, flooding of a town, 7/7.
- Missing child.
- World pandemic – Coronavirus 2020 (Coronavirus procedure separate)

The level of interventions needed depends on the type of event. For example, if a parent dies due to an unexpected illness may require acknowledgement by the local team or just the manager of that venue, if the family choose. Accident or disasters involving several children or team member will always require more extensive follow-up from within the whole organisation through team meetings.

Critical incident response timeline during working hours; Immediate Contact emergency services; check child or team confidential and care plan and be ready to pass on any relevant information to the emergency services.

Contact Line Manager or a Director.

Contact immediate family (if needed)

Assess on-going risk and respond accordingly

Confirm roles and responsibilities of the team

Manage the other children

Other factors to be implemented as necessary:

Gather coherent information

Contact Services for Young Children (SFYC) they have a communication protocol to follow.

Team member will need to make a written record of the incident if directly involved, the Directors to check on the well-being of the team member.

OFSTED must be informed but instruction must be obtained from the Directors

A factual report must be written by management to supplement the record of the incident recording clearly the actions taken.

Decide whether information is to be shared with the family.

Decide how information is to be shared.

Prepare a script – it is vital that you stick to the facts.

Handover all children with a clear script – avoid speculation.

Make sure everyone is alright – bring the team together.

Ongoing;

Check on all team members how they are feeling over a period of time.

Review procedures.

Identify training needs.

Assess the ongoing risks of this occurring again.

Informing the families; The Management team will decide the procedure for informing the family as necessary. Team involved must relay as much factual information as possible to the management team. The management team to talk to all the team members about the expressing emotions policy.

Linked with Fire and internal policy and procedures – incoming phone lines can be jammed in a crisis; The head office need to ensure that is a phone exclusively for outgoing calls.

Ensure a phone is always on trips and the emergency contact numbers are in the folder and changed on every trip.

Ensure next of kin details are kept up to date and all have emergency contacts numbers available – for all CM Sports team.

To make sure information is passed on effectively and sensitively – the general pointers;

Ensure you have all the facts before passing on any messages to the family.

Take note of those family members who still need to be informed so that those who already know are not contacted again.

Check that the families are not left alone in distress, perhaps making suggestions for making contact with other relatives.

Offer useful numbers, either for support or more information.

Families need to be contact with promptly but the speed will depend on the nature and scale of the disaster.

The families of the children in a crisis need full and accurate information. As soon as an incident is reported, families should be informed and advised how further information will be conveyed. They may need to be brought into the venue to receive full information.

All phone calls, discussions and emails relating to the incident must be logged.

No information is to be passed to anyone unless instructed to do so by the management – confidentiality is the highest importance.

Wherever possible, families of all the other children may need to be informed that their child may be upset.

Dealing with the media; The Directors

All children, families and team must be protected from the glare of publicity.

The Directors will deal with the media unless they delegate to another member of the team.

Under no circumstances are team to talk to the media.

A team meeting should be held as soon as possible to ensure everyone shares the same information.

Informing the children;

The management team will decide when and how to talk to the children.

Children should be told simply and without fabrication what had happened by the end of the day. It is possible best if children are told in smaller groups; older children will understand more than the young children.

Their questions should be answered as straight forwardly as possible.

Team to use books and different resources if necessary.

Team must ensure they undertake this task based on fact and not speculate on the cause of the crisis or the consequences.

Where questions cannot be answered at the time, this should be acknowledged.

Closure of the club should be avoided and a normal routine followed as far as possible. This is to ensure some security in the lives of the children at the time of the crisis.

All incidents' reports will be reported in the health and safety folders in the folder under incident reports.