

Traumatic Incident Card

Immediate Actions/Gather the Facts/Assemble the Team

- Listen to and accurately record what has happened and the names of people involved.
- Take the caller's name, phone numbers.
- Check that the appropriate emergency services have been contacted.
- Check there is immediate medical intervention in life threatening situations.
- Inform the caller of steps and actions you will take, and steps and actions they should take.
- Give the caller your name and phone number.
- Check names of injured staff and students, doctors and hospitals involved are recorded.
- Decide on the need to establish your traumatic incident team to coordinate support.
- Inform the management committee, board of trustees and/or the Ministry of Education traumatic incident team 0800 84 8326.
- Set a meeting time and place to assemble.
- Establish a communication line with emergency services, verify the facts of the event and record any actions taken.
- Determine what information can be released to students or the community in consultation with emergency services, family.
- Locate the master key, school floor plan, student and teacher lists and contacts, as relevant, check all students and staff are accounted for.

Immediate Actions for the Traumatic Incident Response Team

- Convene an on-site traumatic incident team meeting.
- Share facts and assess the impact of the crisis (When did the event occur? Where did the event occur? How did it happen? Are members of the traumatic incident response team involved?).
- Divide the work load and assign traumatic incident response team roles.
- Inform any other ECE services/schools that may be affected.
- Determine how many children, young people and staff are likely to be affected and any potential responses.
- Determine if the ECE service/school can remain open, eg, are there enough staff? Is the school a crime scene?
- Decide if additional relief staff are needed.
- Decide if additional support services are needed.
- Assign phones for media, public, information and outside calls.
- Clear access to driveways for emergency response vehicle access.
- Liaise with transport operators (use passenger lists, route descriptions).
- Identify and prepare support rooms for children and young people who can't be supported in classrooms.
- Prepare a statement for teachers to read to students and access psychological first aid resources.
- Identify a possible media room and times, prepare media statement.
- Identify parent access sites or rooms if they may be needed.
- Set up a central information board to keep staff informed.
- Put relevant information on the central information board, ie, information about phones, student support rooms, media times and places, parent access etc.

Inform and Support Your Community

- Determine how and when to release information to staff, eg, during a staff meeting.
- Determine how and when to notify all staff about the staff meeting time and remind staff of the traumatic incident response team roles ie, to help the ECE service/school resume functioning.
- Give staff statements and resources to support children and students in class.
- Decide how and when information can be released, ie, in class groups (smaller), among staff.
- Develop sign in and out procedures for staff and visitors.
- Write statements for the wider community, parents and caregivers, include facts, summaries, information about likely reactions and support networks and actions the school/ECE is taking.
- Develop all messages to community including media in liaison with management/the board (consider confidentiality, family and whānau wishes, cultural appropriateness, information available to be released and check with police and emergency services).



Prepare for the Media

- Designate a media spokesperson and confirm that no one else talks.
- Ensure sufficient staff and phones are available to handle incoming media and public calls and log all calls.
- Transfer calls to appropriate team members and staff, ie, the identified media spokesperson.
- Brief all administration staff and teachers on all aspects of information flow.
- Determine how and what information can be released to the community (eg, using recorded phone messages and staff statements).
- Maintain a media contact list.
- Control times and places of media arrival and remind media of the effect of media coverage on children and young people – especially if an incident involves suicide.

In the event of a traumatic incident call:

0800 TI TEAM
(0800 84 8326)

