



### **Critical Incident Policy:**

In the event of an emergency or a critical incident it is of the utmost importance that staff and volunteers in a youth organisation are prepared and able respond appropriately. This critical incident policy aims to provide a framework and protocol (including a Critical Incident Plan) for Ógras in the event of an emergency or critical incident.

### **Definitions:**

#### **Emergency/Critical Incident:**

an unplanned event with serious potential consequences, which the immediate staff team is unable to manage and control on their own, requiring wider organisational support and implementation of a Critical Incident Plan.

#### **Crisis:**

a significant event, which demands a response beyond the routine, resulting from uncontrolled developments.

#### **Potential Types of Incident:**

- The death of a member of the Ógras community through sudden death, accident, or suicide.
- The disappearance of a member of Ógras
- A serious accident during an Ógras activity involving young people/staff/volunteers
- A serious physical attack during an Ógras activity - on young people/staff/volunteers
- Serious damage to a building used by Ógras
- An accident or tragedy in the wider community

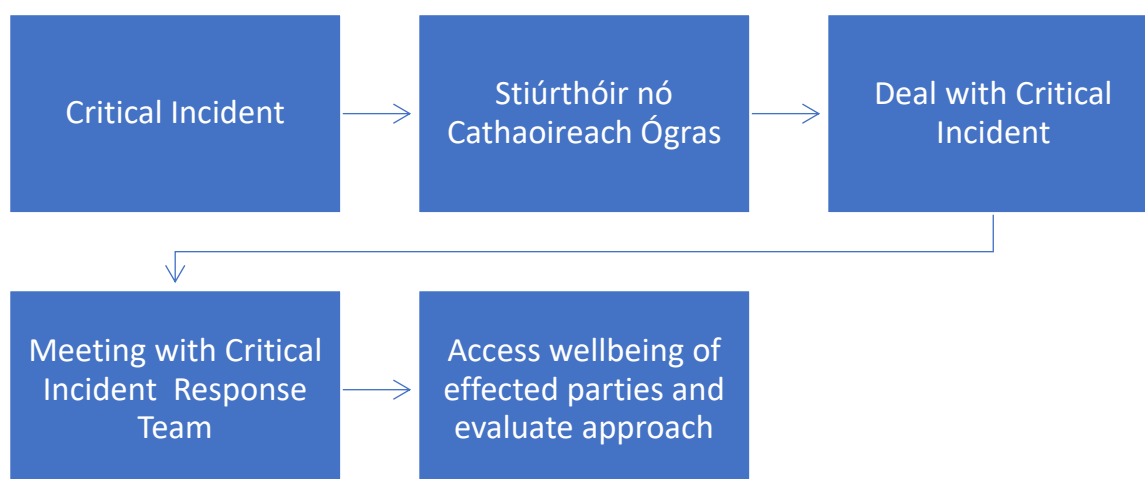
### **Critical Incident Plan:**

In many cases the negative impact and severity of incidents can be reduced with quick & effective action. The actions of staff and volunteers are more likely to be quick & effective if there is a plan in place. This can be helped by setting out clear roles and responsibilities, training staff in these roles, and giving them opportunities to practice these roles and

scenarios.

A critical incident plan will be integrated into the training course for leaders, including scenario-based practice. This will ensure that new leaders are familiar with the protocols, roles and responsibilities of themselves and other Ógras workers.

Roles should be clearly established at the start of a year with youth clubs and again after breaks such as Christmas.



Methods of communication between workers, and management must be established for routine and emergency purposes. This includes:

- Phone numbers and alternative contact details for all participating leaders & volunteers
- Phone numbers for the parents or guardians of all members of the youth club.
- Phone number of a member of the management of Ógras.
- Contact information for emergency services.
- Contingency modes of communicating must be considered in the event of low phone battery or no signal. (physically going to get assistance or borrowing a phone etc.)

### **Dealing with Media:**

As serious incidents, especially those involving children are likely to draw attention from media. Media responses should be considered very carefully in order to avoid unintended escalation. Information can be misinterpreted or willingly misconstrued by media users; responses should be deliberate, using clear language and only sharing relevant, necessary information.

- Establish means of monitoring media (social media) coverage of incident
- Direct posts to prepared press statements and/or a dedicated media or parent/carer line
- Provide only factual information

- Do not engage in arguments
- Attempt to encourage direct/private messaging rather than public forums
- Statements related to the incident should be made by management only unless advised otherwise

A considered and professional approach to responding to press enquiries and provide factual information when it is appropriate to do so is advised. The press may seek alternative less informed sources of information, it is important that a single official source is established and individuals come to the management of Ógras with any information that they feel is relevant to the incident, rather than the media.

Only authorised staff should liaise with the media and post on social media. All other workers should be briefed not to provide interviews or to post on social media. If approached, workers should politely direct to authorised staff - An Stiúrthóir and Cathaoirleach Ógras ideally via a dedicated media liaison line, or to a prepared statement *Appendix (i)*

Seeking professional assistance in media communication in the event of such an incident is strongly advised, as it is a specialist area.

### **Responsibilities:**

#### ***First Contact (Workers, Leaders, Volunteers):***

- Do not take any unnecessary risks
- Establish that it is in fact a critical incident
- Ensure safety or wellbeing of young people
- Contact emergency services
- Act to prevent deterioration of the incident if safe and trained to do so (First Aid, CPR, Trained Lifeguard etc.)
- Contact Critical Incident Response Team
- Maintain calm

#### ***Critical Incident Response Team:***

- Gain understanding of the incident
- To be first point of contact following critical incident
- To assess the level of incident and response required
- To co-ordinate and lead the response
- Decide which projects and staff need to be involved- as appropriate to circumstances
- Evaluate the response
- Update the protocol to ensure the appropriate response is provided
- Liaise with the media if appropriate

### **Timeline:**

#### ***Response to a critical incident will consist of the following three stages:***

1. Immediate response/intervention/short-term actions (1st day)
2. Secondary response/medium term actions (24-72 hours)
3. Review and Evaluation

### 1. Immediate response (1st day)

- Gather the facts – Who? What? When? And Where?
- Convene the Critical Incident Response Team and agree on a statement of facts
- Inform all staff
- Maintain the normal routine when at all possible
- Inform young people and where necessary, parents/guardians
- Contact the bereaved family/families (where necessary)
- Organise support
- Respond to the media

### 2. Secondary Response (24-72 hours)

- Review the events of the first 24 hours
- Reconvene key staff/Critical Incident Response Team
- Briefly check out how each person on this team is coping
- Decide arrangements for support meetings for young people/staff/volunteers as necessary
- Decide on mechanism for feedback from young people/staff/volunteers
- Have review meeting with all staff/volunteers if necessary and ensure all are kept up to date on any developments.
- Be sensitive as to how all staff/volunteers are coping on a personal and professional level.
- Establish contact with absent staff/young people/volunteers
- Update media, if necessary.

### 3. Review & Evaluate:

- Plan for the reintegration of staff/young people/volunteers (eg absentees, injured, siblings, close relatives etc.)
- Name key person(s) to liaise with above on their return to work.
- Plan visits to injured (if necessary)
- Name key person(s) to visit home/hospital
- In the case of bereavement, liaise with the family regarding funeral arrangements/memorial service
- Designate staff member to liaise with family, to extend sympathy and clarify the family's wishes regarding the Services involvement in funeral/memorial service.
- Arrange a home visit by two staff/volunteers' representatives within 24 hours, if appropriate.
- Have regard for different religious traditions and faiths.
- Support staff who have been involved in the response – **Critical Incident Stress Management** (details below)
- Consider and review the experiences of all involved
- Review the resources and effectiveness of the plan
- Identify any particular difficulties that were encountered
- Identify any training, response needs or wider implications and act on these appropriately
- Check with how all young people, staff and volunteers are.
- Are there any identifiable gaps?

- What was most/least helpful?
- Have all necessary onward referrals to support services been made?
- Is there any unfinished business?
- Ensure new staff (where appropriate) are aware of those in the Service who may have been affected by a recent critical incident.

### ***Closure of Service***

This to be looked at for each individual incident, as it may at times be more prudent to keep clubs open so that young people will have a place to go to. This may even be a suitable setting to encourage counselling or therapy if needed.

### ***Structure:***

#### Head of Organisation:

Maedhbh Ní Dhónaill

Phone: 086 6018520

Email: [maedhbh@ogras.ie](mailto:maedhbh@ogras.ie)

#### Critical Incident Response Team:

#### **1. TEAM LEADER / GARDA CONTACT / STAFF CONTACT**

Maedhbh Ní Dhónaill

Phone: 086 601 8520

Email: [maedhbh@ogras.ie](mailto:maedhbh@ogras.ie)

Anita Nic Amhlaoidh

Phone: 085 702 8787

Email: [anitanicamh@gmail.com](mailto:anitanicamh@gmail.com)

#### **2. PARENT /MEMBERS CONTACT**

<b><i>Leinster &amp; Ulster Clubs</i></b> Amie Ní Bhriain Phone: + 353 87 918 7120 Email: <a href="mailto:laighean@ogras.ie">laighean@ogras.ie</a>	<b><i>Munster Clubs</i></b> Risteard Ó Fuaráin Phone: +353 87 219 4992 Email: <a href="mailto:mumhan@ogras.ie">mumhan@ogras.ie</a>
<b><i>Connacht Clubs</i></b> Patricia Ní Chonghaile Phone: + 353 87 603 5289 Email: <a href="mailto:gaillimh@ogras.ie">gaillimh@ogras.ie</a>	<b><i>International Events</i></b> Maedhbh Ní Dhónaill Phone: + 353 86 601 8520 Email: <a href="mailto:maedhbh@ogras.ie">maedhbh@ogras.ie</a>

### 3. MEDIA CONTACT / ADMINISTRATOR

Bláithín de Búrca

Phone: +353 85 767 9213

Email: [blaithin@ogras.ie](mailto:blaithin@ogras.ie)

#### **Role:**

- Organise initial meeting of Critical Incident Team
- Minute the meeting
- Co-ordinate media response – let the media know who will be making a statement and when
- Deal with phone calls from media and parents/relatives
- Pass on information/queries to relevant members of the Critical Incident Team
- Post agreed message (s) on Ógras social media and website

#### **First Contact:**

Maedhbh Ní Dhónaill	086 601 8520
Anita Nic Amhlaoidh	086 702 8787
Risteard Ó Fuaráin	087 219 4992

**Staff, Volunteers or Leaders not involved in the Critical Incident Response Team should not talk to the media or allow themselves to be interviewed by the press/media.**

#### 9.3 FREQUENTLY ASKED QUESTIONS IN DEALING WITH THE MEDIA –

**Q. I (the Director/Manager) am being asked for an interview. How do I respond?**

**A.** If you do not feel comfortable being interviewed it is acceptable to refuse. If you are willing to be interviewed, you should rehearse what to say. Writing a media statement may be helpful.

The language used should be careful and sensitive. It should state the facts about what has happened, and refer to the upset/ distress/sorrow in the organisation. It should express the organisation's sympathy to the bereaved family.

An outline of the supports that have been put in place for the young people, staff and volunteers should be given. Ideally, this statement should not be read to the camera.

**Q. What about the actual interview?**

**A.** Interviews should be kept short; avoid making sweeping statements and generalisations; avoid being drawn into rambling discussions afterwards or into speculation; don't use "no comment" as it can sound unhelpful and defensive.

Don't respond to "quotes" from others.

If asked a question you don't know the answer to, it is important that you say so.

Make no 'off-the-record' comments and remember that everything is quotable.

An unguarded remark may be broadcast many times and may cause distress.

Ask the media for an outline of the questions that you will be asked and whether there will be the possibility of editing the interview. Media personnel can be very helpful about this if the underlying concern is clear.

**Q.** How do I respond if the media are seeking to interview members/young people?

**A.** No.

The Director should advise Ógras staff, Volunteers and young people that there is one media spokesperson and only that person will liaise with the media. It will therefore not be necessary for any members or staff to give interviews.

The Director should mention in this announcement that young people are not used to dealing with the press, radio or television and if interviewed may say something that they don't really intend to. This may cause unintentional hurt and they may regret something they said later.

**Q.** How do I respond if the press ask me or students for pictures of the deceased/ injured?

**A.** No.

**Q.** TV stations, radio programmes and newspapers are calling the organisation requesting interviews. How do I advise handle this?

**A.** Draft a media statement, (see Appendix (i)). Advise staff that when calls are received from the media, their email address or phone number should be taken and a copy of the media statement should be sent to them.

Advise them of the venue and timing of any media briefing if this has been arranged.

**Contacts:**

Emergencies 999 or 112

Ambulance 999/112

Garda 999/112 [www.garda.ie](http://www.garda.ie)

Garda Helpline 1800-666-111

Fire Brigade 999/112

ESB emergency 1850-372-999

Gas emergency (leaks only) 1850-205-050

The Samaritans Helpline: 1850 609090

Childline 1800 666666

Parentline 1890 927277

Aware 01-6766166 / 1890 303302

**Critical Incident Stress Management**

Tusla <https://www.tusla.ie/health-wellbeing-and-eap/critical-incident-stress-management-cism/>

ISPCCC

Children and young people up to the age of 18 can contact a special support line service for free, 24 hours a day, to talk about how they are feeling and about anything which may be on their mind. A support line service will also operate for teachers, parents and carers in the school community, offering the chance to talk through how they can support children in their care during this time. These services may be contacted through the details below:

***Special Support Line for Children – 1800 400 100 (FREE)***

***Support Line – 01 676 7960 (9am – 1pm daily)***

**Teenline Ireland is operated by the ISPCC**

Phone: 01 4622128

Helpline: 1800 833 634

Email: [info@teenline.ie](mailto:info@teenline.ie)

Website: [www.teenline.ie](http://www.teenline.ie)

### **Childline**

Childline provides free listening services to children and young people up to the age of 18.

The Childline helpline is open 24 hours every day.

You can contact Childline by:

- Online chat
- Freephone [1800 666 666](tel:1800666666)
- Texting the word "Talk" to 50101

Online chat at [childline.ie](http://childline.ie)

**The National Office for Suicide Prevention (NOSP)** was established to oversee the implementation of 'Reach Out' the National Strategy for Action on Suicide Prevention, and to co-ordinate suicide prevention efforts around the country. The NOSP works closely with the HSE Suicide Prevention Officers. Up-to-date contact details for suicide prevention officers can be found on the NOSP website [www.nosp.ie](http://www.nosp.ie)

Phone: 016352179/016352139

Email: [info@nosp.ie](mailto:info@nosp.ie)

Website: [www.nosp.ie](http://www.nosp.ie)

### **Mental Health**

**The Childhood Bereavement Network (CBN)** is a multi-professional federation of organisations and individuals working with bereaved children and young people.

<https://www.childhoodbereavement.ie/>

**The Irish Association for Suicidology (IAS)** sets out to be a forum for all individuals and voluntary groups involved in any aspect of suicidology for the exchange of knowledge gained from differing perspectives and experiences

Phone: 094 9250858

Email: [info@ias.ie](mailto:info@ias.ie)

Website: [www.ias.ie](http://www.ias.ie)

<http://www.suicideireland.com/mental-health-and-suicide-support-resources-ireland/the-irish-association-of-suicidology/>



### **ReachOut.com**

ReachOut Ireland is an online youth mental health organisation.

<https://www.facebook.com/ReachOutIreland/>

### **Barnardos**

**Barnardo's Children's Bereavement Service** work with families to help them support their child through the grieving process with specialist bereavement project workers.

Barnardo's **Helpline Service - (01) 473 2110 - is available from 10am-12pm Monday to Thursday** to members of the community seeking information and support in relation to bereavement.

Phone: 01 4530355

Email: [info@barnardos.ie](mailto:info@barnardos.ie)

Website: [www.barnardos.ie](http://www.barnardos.ie)

### **Voluntary Support Services**

Aware Defeat Depression,

Phone: 01 6617211

Helpline: 1890 303 302

Email: [wecanhelp@aware.ie](mailto:wecanhelp@aware.ie)

Website: [www.aware.ie](http://www.aware.ie)

### **BeLonG To**

BeLonG To youth services is the national organisation supporting lesbian, gay, bisexual, transgender, and intersex (LGBTI+) young people between 14 and 23 years in Ireland. Services include:

- support groups for young people and parents
- informal one-on-one chat service
- professional counselling
- drugs and alcohol support service

The services are confidential, free-of-charge and welcoming to all young people.

Phone: 01 8734184

Email: [info@belongto.org](mailto:info@belongto.org)

Website: [www.belongto.org](http://www.belongto.org)

### **Pieta House**

Phone: 01 6010000

Email: [mary@pieta.ie](mailto:mary@pieta.ie)

Website: [www.pieta.ie](http://www.pieta.ie)

### **Samaritans (Ireland)**

**Samaritans 24hr Freephone helpline 116 123**

Phone: 01 8781822

Helpline: 1850 60 90 90

Website: [www.samaritans.ie](http://www.samaritans.ie)

If you have immediate serious concerns regarding the welfare of a person, please contact your local GP, Emergency Department, An Garda Síochána or Tusla as appropriate

### **Spunout**

SpunOut provides information for young people on mental health and many other topics. SpunOut also has an online directory of services. <https://spunout.ie/help>

### **Crisis Textline Ireland – text TALK to 50808**

50808 is a free, anonymous, 24/7 messaging service providing everything from a calming chat to immediate support. 50808 provides a safe space where you're listened to by a trained Volunteer. You'll message back and forth, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place

### **Jigsaw**

Jigsaw is a national centre for youth mental health. They focus on intervening early to support the mental health of those aged 12 to 25 years of age.

Jigsaw operates 13 services in communities across Ireland. They offer a place you can visit for free with confidential support from trained mental health professionals.

<https://jigsaw.ie/find-a-jigsaw/>

<https://www.hse.ie/eng/services/list/4/mental-health-services/> - this link will bring you to a directory of HSE Mental Health Services

### **Sexual Health Services:**

The Guide Clinic St James Hospital <http://guideclinic.ie/sti-clinic/young-persons-clinic>

The Youth Health Service Cork City <https://www.mysexualhealth.ie/youth-health-services#:~:text=YHS%20is%20a%20HSE%20led,people%20aged%2023%20and%20under>

HSE Sexual Health Services <https://www.hse.ie/eng/services/list/5/sexhealth/>

HSE STI Services in Ireland <https://www.sexualwellbeing.ie/sexual-health/hse-sti-services-in-ireland.html>

GOSHH – Gender Orientation Sexual Health HIV is located in Limerick City

<https://goshh.ie/the-project-2/>

### **HSE Drugs & Alcohol Helpline – National Helpline**

This confidential service has both a freephone Helpline (1800 459 459) and an email support service ([helpline@hse.ie](mailto:helpline@hse.ie)).

The HSE Drugs & Alcohol Helpline provides support, information, guidance and referral to anyone with a question or concern related to drug and alcohol use and/or HIV and sexual health. The service is non-judgemental and offers space to talk about your situation, to explore some options and to consider your needs.

### **YoDA Youth Drug and Alcohol Service**

The Youth Drug and Alcohol Service based in Tallaght. YoDA provides assistance and treatment to under 18's who are having problems related to their drug or alcohol use. YoDA provides expert treatment based on the individual needs of the service user.

<https://www.hse.ie/eng/services/list/5/addiction/yoda/>

### **National Family Support Network** Supporting Family Members with Substance misuse

<http://www.fsn.ie/resources/young-persons-support-programme/>

**Dublin Rape Crisis Centre National Helpline:** You can contact the National 24-Hour Helpline at 1800 77 8888, at any time of day or night. We offer a free and confidential listening and support service for anyone who has been raped, sexually assaulted, sexually harassed or sexually abused at any time in their lives.

- It is also possible to email to [counselling@rcc.ie](mailto:counselling@rcc.ie) (note that e-mails can only be answered during office hours).

<https://www.drcc.ie/services/helpline/>

### **Rape Crisis Network Ireland** Useful Links <https://www.rcni.ie/useful-links/>

### **Department of Justice Support for Victims of Sexual Violence**

<https://www.gov.ie/en/publication/463006-how-to-get-help-for-yourself/>

### **Hotline.ie**

Hotline.ie is the Irish national reporting centre where members of the public can securely, anonymously, and confidentially report concerns in respect of illegal content online, especially child sexual abuse material (CSAM). **The removal of child sexual abuse images and videos from the Internet is the core of our work** hotline.ie

### **PSYCHOLOGICAL FIRST AID**

#### **DO:**

- Do help people meet basic needs for food & shelter, and obtain emergency medical attention. Provide repeated, simple and accurate information on how to obtain these.
- (safety)
- Do listen to people who wish to share their stories and emotions and remember there is no wrong or right way to feel (calming)
- Do be friendly and compassionate even if people are being difficult (calming).
- Do provide accurate information about the disaster or trauma and the relief efforts. This will help people to understand the situation (calming).
- Do help people contact friends or loved ones (connectedness)
- Do keep families together. Keep children with parents or other close relatives whenever possible. (connectedness)

- Do give practical suggestions that steer people towards helping themselves (self-efficacy)
- Do engage people in meeting their own needs (self-efficacy)
- Do find out the types and locations of government and non-government services and
- direct people to services that are available (hopefulness)
- If you know that more help and services are on the way do remind people of this when they express fear or worry (hopefulness)

#### **DON'T:**

- Don't force people to share their stories with you, especially very personal details (this may decrease calmness in people who are not ready to share their experiences).
- Don't give simple reassurances like "everything will be ok" or "at least you survived" (statements like these tend to diminish calmness).
- Don't tell people what you think they should be feeling, thinking or doing now or how they should have acted earlier (this decreases self-efficacy).
- Don't tell people why you think they have suffered by giving reasons about their personal behaviours or beliefs (this also decreases self-efficacy).
- Don't make promises that may not be kept (un-kept promises decrease hope).
- Don't criticise existing services or relief activities in front of people in need of these services (this may decrease hopefulness or decrease calming).

#### ***Appropriate response to Suicide:***

The term 'suicide' should not be used until it has been "established categorically" that this has been the case. The phrases 'tragic death' or 'sudden death' may be used instead.

The following is a guide to how the Service can support the bereaved family, staff/young people/volunteers.

##### Family

- A staff member should contact the family to establish the exact facts and the family's wishes about how the death should be described.
- Acknowledge their grief and loss.
- Organise a home visit by two staff members.
- Consult with the family regarding the appropriate support from Ógras.

##### Staff/Volunteers

- Convene a staff meeting and outline the family situation and the arrangements and wishes of the family.
- Decide on the strategy to deal with queries from parents/guardians.
- Ensure that a quiet place can be made available for young people/staff.
- Hold further staff briefings during the day to update information, to offer support and to further identify high-risk students.

### Young People

- Provide factual information to young people as appropriate to the situation
- Create a safe and supportive space for the young people where they can share their reactions and feelings.
- Advise them on their possible reactions over the next few days.
- Avoid glorifying the victim and sensationalising the suicide.
- Advise the young people of the support that is available to them.
- Maintain open conversations with young people and identify at risk young people.

### Indicators of young people who at 'high risk'

- Close friends and relatives of the deceased
- Young people with a history of suicide attempts/self-harm
- Young people who experienced a recent loss, death of a friend or relative, family divorce or separation, break-up with a boyfriend/girlfriend.
- Young people who have been bereaved by a suicide in the past
- Young people with a psychiatric history
- Young people with a history of substance abuse
- Young people with a history of sexual abuse
- Non-communicative young people who have difficulty talking about their feelings
- Young people experiencing serious family difficulties, including serious mental or physical illness
- Less able young people

## **Guidelines for input with young people on coping with their reactions to a Critical**

### **Incident:**

Coping with a critical incident can be difficult and stressful. It can affect the way we feel, think and behave. The following information will help you understand some of the feelings and reactions you may experience within hours, days or weeks after an event. There are also some suggestions on what may help you during this time.

### Feelings and thoughts

You may experience:

**Shock** - at what has happened. Things may feel unreal. Shock sometimes causes people to deny what has happened. This doesn't mean you don't care. You may feel like withdrawing, crying or becoming hysterical.

**Fear** - about the unpredictability of everything especially life, of a similar incident happening again, of breaking down or losing control, of being alone.

**Guilt** – feeling responsible in some way for what has happened even though you are being told you could not be, for not being able to make things better or not being able to help others, for being alive or better off than others.

**Shame** - for not reacting as you thought you should, for needing support from others.

**Anger** - at someone or something, wanting to blame someone or something for what has happened, at the injustice of the event.

**Confusion** - about the event, about how you should react, about having mixed feelings about everything.

**Pain** - at the loss of the person, of associating this with other incidents, bereavements or losses that you may have experienced before.

**Left out by people** - not acknowledging your involvement in the incident or your relationship with the person who is injured or deceased.

Remember:

- You need to look after yourself
- You are normal and are having normal reactions to an abnormal event
- There are people you can talk to
- You may not experience any of the above feelings

How can I Help?

**Talk** – Try to talk about what happened and how you feel. Don't bottle things up. Sharing your experience with others who have had similar experiences may help. Let someone know if you are not coping well. If it is difficult to talk, keep a journal of how you are feeling or draw your experiences or emotions.

**Thinking over the incident** – You need to process the incident and allow it more into your mind over time. With time you may need to talk about it, write about it. You may find that you dream about it over and over again. All this eventually helps you to accept what has happened.

**Attending memorials** – Going to the funeral or service.

**Eating properly** – Try to eat a regular meal three times a day.

**Exercise and relaxation** – Make sure you take some exercise and also find ways to relax and rest.

**Be careful not to use drink or other drugs to help you cope** – They may numb the pain temporarily but will lead to other problems.

**Seek help** - Seek help from mental health professionals or a doctor

**Seek help** if, four to six weeks after the event,

- you cannot cope with or feel overwhelmed by your feelings
- you (continue to) have nightmares

- you experience sleeplessness
- intrusive thoughts about the event persist
- you begin to have problems in school/at work
- you have been using excessive drinking, smoking or other drugs to help you cope since the event.

Help is available from various sources, depending on your needs. A full list of supports is provided in this document or talk to Management ..... who will provide you with a list of counsellors.

## ***Appendix 1***

### **Media Statement**

Some members of our organisation have been involved in a road traffic accident. Some deaths have occurred and some are injured. Our thoughts and prayers are with their families and friends. All casualties have been brought to [local hospital].

We may receive further information and will update you accordingly

**Or**

### ***Accident while Abroad***

Some members of our organisation have been involved in a road traffic accident. Some deaths have occurred and some are injured. Our thoughts and prayers are with their families and friends. All casualties have been brought to [local hospital].

Those uninjured are being cared for by Ógras staff at their accommodation in .... hostel. The families will be contacted by the Foreign Embassy and we will liaise with the local police.

## **Appendix (ii)**

### **Statement for staff / leaders / members**

You may have already heard that two of our members were involved in a car accident last night (give details of where). (Name of students) who were driving, both died as a result of their injuries. As more information becomes available, including funeral arrangements, I will speak to you again.

This is a terrible tragedy for the organisation and community and our thoughts are with the families. It is important to make every effort to maintain regular routines at this time, however, for many of the members ..... this will be difficult.

I understand that this may be a very difficult time for you, the leaders, also and we need to be here for each other.

The psychologist is now going to talk to you about how we can support each other and the club members in the coming days and weeks.

Thank you.



### **Appendix (iii)**

#### **Sample Statement at the end of Day one**

Thank you all for staying. I know that it has been a difficult day and you may all be tired. I thought it was important for us just to take a bit of time to check in with each other and to make sure that we are all doing ok. Provide update on the latest facts as known and outline the schedule for tomorrow.

Is anyone concerned about anything or anyone? (Remind them about compiling a list of students about whom they have particular concerns).

If you are feeling very distressed and would like to talk in confidence to someone, you can immediately request help through Stiúrtóir Ógras or contact [eap@tusla.ie](mailto:eap@tusla.ie).

Tusla <https://www.tusla.ie/health-wellbeing-and-eap/critical-incident-stress-management-cism/>

Thank you all for your great work and support today

### **Appendix (iv)**

#### **Sample script for Management/Critical Incident Team at end of Day 2**

Yesterday was a difficult day for you, as well as for many of your club members.

You did really well in keeping the routine going as much as possible despite everything. Yesterday there was a sense of numbness and quietness in the group/organisation. Today people may begin to feel the reality and pain of the loss.

It may be a difficult day for everyone but I'd like to just remind you again to give young people and yourselves an opportunity to talk about (name of the deceased) and about what has happened.

**Update on any new information and outline schedule for the day.**

**Give an opportunity for questions**

#### **Script for delivering bad news to a family**

Hello, how are you? – if you think or know that they are already stressed ask them '*is there someone there with you*'?

*'I'm very sorry to have to tell you that I have some bad news that will be difficult for you to hear'. – Allow a minute for that information to sink in before you continue 'Your child was in a car accident and has been badly injured they have been brought to hospital, the prognosis is not good'.*

Allow some more time for this information to sink in – try to answer any questions that they may have as honestly and accurately as possible. Avoid using words like ‘*unfortunately*’ or dressing up the message. Finish with ‘*I will call you again in 15 minutes*’ to check-in on the person and make sure that they are coping with the news.

When they ask what happened – Give them the details

Let them know what is going to happen next:

- The Foreign Embassy will contact you
- We will liaise with the local police

## Other support

### ***Appendix (v) – Information Leaflet***

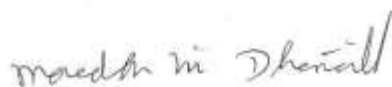
#### ***Appendix (vi)***

**Practical thing to do in the event of a club member; leader or staff member dying / being seriously injured / ill**

1. Send a condolence card or Get-Well card to the person or family depending on the incident
2. Post a message of condolence or whatever is appropriate on social media once we are aware that all family and close friends have been informed.
3. Send flowers or appropriate gift if the person is recovering
4. Send a wreath in the case of a funeral unless the family have requested not to do so.
5. Organise a memorial/remembrance event for club members/leaders in the event of a death within the club.
6. Use your discretion and local knowledge with regard to the above

<b>Ógras</b>	<b>Date approved: 25.11.2022</b>	<b>Date for Review: Nov 2025</b>
<b>Responsible for approving the Policy</b>	<b>Bord Stiúrtha Ógras</b>	
<b>Responsible for implementing the Policy</b>	<b>Critical Incident Team</b>	
<b>Responsible for Reviewing the Policy</b>	<b>Stiúrthóir / Cathaoirleach Ógras</b>	

Síniú:



**Stiúrthóir**

**Date: 25 Samhain 2022**