

## Managing a Critical Incident in your school

### *CRITICAL INCIDENT SUPPORT TEAM EDUCATIONAL PSYCHOLOGY AND SPECIALIST SUPPORT*

**This half-day training event is designed for all Norfolk Headteachers and Deputies.** It is free to all Local Authority Schools and those academies and independent schools, which subscribe to the Critical Incident Service.

A critical incident may be defined as:

**"An event or events, usually sudden, which involve the experience of significant personal distress to a level which potentially overwhelms normal responses, procedures, and coping strategies and which is likely to have emotional and organisational consequences."**

The training will mainly focus on incidents like deaths, serious accidents, etc.

In 2010 we offered support and advice to 53 schools in Norfolk. The incidents included deaths of children and staff, but also other incidents like a major car accident with children being injured, terminally ill children and staff, and dealing with other sensitive issues like staff being in court for child pornography offences. We would like to offer you training about managing Critical Incidents, including guidance on how to offer appropriate support, considering short term and long term issues, as well the importance of leadership in such an incident. We will also advise you about the support available from the Local Authority.

4 <sup>th</sup> October 2011	Timbers Fincham
28 <sup>th</sup> November 2011	Oaklands Hotel Norwich

9.30-13.00, followed by buffet lunch

#### **Aims of the Training Event**

- To feel confident about managing a Critical Incident in your school
- To be aware of short term and long term issues in a Critical Incident
- To gain knowledge about support available for your school, including your staff, pupils and their families

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#### **BOOKING FORM**

Name ..... Position .....  
 School ..... Headteacher's Signature.....  
 Date/Venue .....

Please return the booking form at least two weeks before to Bianca Finger-Berry, Education Services Centre, Market Street, North Walsham, NR28 9BZ. We will write/email with confirmation of a place and the details of the venue. For last minute bookings, or any queries, please contact the Critical Incident Co-ordinator - [bianca.finger-berry@norfolk.gov.uk](mailto:bianca.finger-berry@norfolk.gov.uk) or 01692 409540.