**ISFA Critical Incident Policy**

**ISFA Critical Incident Policy**

ISFA aims to protect the wellbeing of staff and players by providing a safe and nurturing environment.

**Rationale**

A critical incident can be defined as a sudden, unexpected and tragic event or sequence of events which causes trauma and confusion within the ISFA community and which overwhelms its normal coping mechanism. It may affect players, staff, parents, committee members and schools. It may relate directly to the safety of the ISFA community or may involve an incident beyond ISFA.

As a critical incident is likely to have a severe impact upon ISFA, both in the short and long term, our aim is to ensure that ISFA strategies and procedures are in place to protect and support the physical and emotional wellbeing of every member of the ISFA Community.

The Critical Incident Policy and Plan cannot cover every aspect of recovery from a critical incident.

Occurrences may arise which cannot be foreseen or considered.

The critical incident may occur at any time.

**Critical Incident Policy**

It is important that the incident policy is easily understood and is enacted as soon as possible.

The following must be remembered in relation to the incident policy:

* that designated personnel understand their tasks and are competent to carry them out;
* that other people do not take unilateral actions;
* that consideration and sensitivity is shown by all;
* that players, staff and parents are protected from press intrusion;
* that, when possible, appropriate normal routines be maintained;
* there is a realisation that total recovery may take a long time.

The Critical Incident Management Team (CIMT) (see Appendix 1) has responsibility for ensuring that procedures are properly addressed at times of high emotion. If the incident involves legal action, a precise response to the incident should be known and can be verified by more than one person.

**Aims of the Critical Incidents Policy**

The aim of the Critical Incident Policy (CIP) is that in the event of such an incident outlined below, the plan will help staff to react quickly and effectively to maintain control of the situation.

**Objectives**

* To ensure that swift and appropriate action is taken in the case of ISFA being made aware that a critical incident has occurred
* To ensure that the welfare of players and staff is paramount
* To ensure that ISFA responds in a sensitive, consistent and effective manner which reduces confusion, panic and extreme emotion
* To have in place a Critical Incident Management Team (CIMT), the membership of which is known to all relevant parties (see Appendix 1)
* To have in place a Critical Incident Management Plan, the details of which are familiar to all relevant parties (see Appendix 2)
* To maintain normality, as far as possible, in parts of ISFA which are not affected and to restore normality as soon as possible to the parts which are affected
* To have immediate access to all relevant contact details (including outside agencies)
* To offer sensitive, non-intrusive support in the short and medium term to all those affected directly or indirectly by the incident

**Examples of Critical Incidents**

A critical incident is likely to involve death or serious injury to one or more members of the ISFA community (Staff, players, parents, committee members and schools) and, or, their families either at ISFA activities, journeying to or from ISFA activities, participating in an ISFA related activity, at home or in some other context.

* The death of a player or member of staff through natural causes
* An accident involving a player or member of staff
* A deliberate act of violence such as knifing or the use of a firearm
* A fire, flood or an explosion
* Deaths or injuries through accidents
* Suicide
* Civil disturbance
* Disappearance of a member of the ISFA community

**Guidelines for managing a critical incident**

* The CEO will take charge of ISFA’s response.
* In the case of the CEO being unavailable, the members of the Critical Incident Management Team (CIMT) will take charge.
* The CEO will determine the central liaison contact as appropriate to location and activity
* The CIMT will assess immediate practical needs
* The CIMT will contact next of kin of those directly involved if required
* A short simple statement of facts will be prepared by the CEO (see Appendix 4)
* All contacts from the media will be dealt with by the CEO or his deputy
* Staff taking incoming calls will use a statement agreed by the CIMT
* When necessary, all members of staff will be informed and will be guided in relation to informing players
* The CIMT will determine the involvement of parents if appropriate
* Short and long term support will be offered to those affected
* There will be an evaluation of the way in which the incident was managed (see Appendix 3)

**Preventative Strategies**

* Regular review of relevant policies e.g. Child Protection, Health and Safety
* First Aid training
* Emergency evacuation drills and procedures are made familiar to all staff, players, parents and officials, including exits and rendezvous points (RVP,) at the earliest opportunity after arrival at all locations, including hotels and schools
* All members of the critical incident management team MUST:
  + have a copy of the Critical Incident Policy at home and at work (Paper based, or electronic copies)
  + be aware of the roles of each part of the plan to enable ISFA to react swiftly and accordingly
  + have contact numbers of each other for 24-hour contact
  + in the event of an ISFA trip /visit, have access to a list of names for staff and pupils
  + will have a register of emergency services and relevant outside agencies
* Relevant members of ISFA staff will have a register of emergency services and relevant outside agencies
* Opportunities to explore sensitive issues such as tragedy and death will be investigated

**Record Keeping**

All staff members involved in an incident must keep written records of phone calls, letters, meetings, interventions, etc.

**Confidentiality**

ISFA 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.

**Appendix 1**

**Members of the CIMT**

Chairman

Chief Executive Officer

Vice-Chairman

Welfare Officer

Football Development Manager

Event Leader\*

Welfare Leader \*

\*In attendance at events

Other members of staff may be co-opted members of the CIMT as and when required.

One/two members of staff may be asked to take responsibility for the normal running of an ISFA activity whilst the CIMT is engaged in dealing with an incident.

**Appendix 2**

**Critical Incident Management Plan**

In the Event of a Critical Incident:

***Short Term Actions and Roles Assigned on First Day***

*Immediate*

* In liaison with the site managers, health and safety measures will be put in place and the emergency services contacted
* The CEO (or nominated deputy) should be contacted first
* The CEO (or nominated deputy) should contact appropriate agencies eg local Police and seek to clarify from relevant sources the nature and circumstances of the incident and gather accurate information

*As soon as possible*

* The CIMT will be in contact at the earliest opportunity and agree on procedures for managing the critical incident (See Appendix 4)
* Convene meeting of key staff (Electronic by telephone, Skype, or similar messaging service)
* Arrange supervision of other players in situ
* Contact bereaved family
* Hold a meeting of staff in situ
* Inform parents
* Inform players
* Inform schools
* Deal with the media

***Medium Term Actions and Roles Assigned 24-72 Hours***

* If appropriate, ISFA structures and routines will be re-established eg Continue to participate in an activity, or tour
* Supportive strategies for players and staff will be implemented
* Liaise with family
* There will be ongoing contact with parents and schools
* Actions taken will be reviewed and policies amended if appropriate
* Assist in the facilitation of visits to injured as appropriate

***Beyond 72hrs***

* Monitor staff and players for signs of stress
* Evaluate response and review CIP
* Formalise a plan for the future

**Appendix 3**

***Procedures for Critical Incident Management***

Key Roles

* CEO (or deputy) seeks clarification
* Leader/Welfare Leader in situ calls emergency services if appropriate
* Leader/Welfare Leader liaises with first aiders to offer first aid as appropriate
* Welfare Leader in situ ensures health and safety measures are in place
* CEO (or deputy) contacts the CIMT to inform of incident
* CEO (or deputy) prepares relevant statements/letters for the media, parents, players and staff
* CEO (or deputy) contacts external agencies as appropriate
* CEO (or deputy) contacts relevant parents and schools
* Staff in situ support the physical and emotional wellbeing of players
* CEO (or deputy) and Leaders in situ ensure that staff do not vary from the script