

## Crisis Intervention: Psychological or Emotional First Aid

1. **A calm, reassuring approach** is an antidote for **anxiety**
2. **Structure** is an antidote for **chaos**
3. **Thinking** is an antidote for **dysfunctional emotions**
4. **Emotional release** is an antidote for **psychological frustration and tension**
5. **Information** is an antidote for **loss of control**
6. **Acceptance and social support** are antidotes for **alienation**
7. **Action** is an antidote for **helplessness**



## Contact Details:

### Critical Incident Response Team

Tel: 028 3751 2515

email: [cirt@selb.org](mailto:cirt@selb.org)

SELB Headquarters

3 Charlemont Place

The Mall

Armagh

BT61 9AX

## Critical Incident Response Team

## Supporting Schools in Times of Crisis



## What is a Critical Incident?

A critical incident can be defined as a sudden and unexpected event that is distressing to the school community.

The best preparation which schools can make is to have their own Critical Incident Policy and Procedures in place. This will enable them to mobilise their resources promptly and effectively. Ideally, schools will have their own critical incident team with each member having clearly defined roles and responsibilities.

Training is available to support schools develop their Critical Incident Policy and Procedures.

# The Critical Incident Response Team

The Critical Incident Response Team (CIRT) can provide advice and/or support to the school in the aftermath of a critical incident.

The SELB Critical Incident Response Team includes a range of personnel from SELB Support Services:

- Behaviour Support Team & EOTAS
- Educational Psychology Service
- Education Welfare Service
- Health & Welfare Services
- Pupil Personal Development Services

### **As a Team our aim is to provide:**

- Assessment of need
- Information and guidance
- Advice and support
- Training for school staff

## **How we respond ...**

### **Immediate response following contact from school**

We will provide advice to Senior Management Team in relation to the immediate management of the situation.

### **Initial Support**

Support to members of the school community which may result in work with:

- Small or large groups of pupils
- Individual pupils
- School staff

### **Follow up Support**

Where longer term needs are identified, the Critical Incident Response Team will provide advice and support. This may include referral to other Board services and/or external agencies.