



## INTERAGENCY CRITICAL INCIDENT PROTOCOL

### **When is the Interagency Critical Incident Protocol Activated?**

The Interagency Critical Incident Protocol may be activated when an incident overwhelms a local community's capacity to support children or young people and their carers affected by events and where more than one organisation is required for support. For the purpose of this document, a community is overwhelmed where existing services are unable to effectively respond in isolation to the outcome of the incident and a coordinated response amongst a number of agencies is required.

### **How is the Interagency Critical Incident Protocol Activated?**

If you suspect that an incident in your area meets the definition above you should either email or call the appropriate Tusla Area Managers Office:

Tusla Area	Email Address	Phone Number
Dublin South Central	<a href="mailto:Am.dscdw@tusla.ie">Am.dscdw@tusla.ie</a>	01 648 6534

### **What happens next?**

The reported incident will be triaged by representatives from Tusla, HSE and An Garda Síochána. This Triage Group will decide whether or not the Interagency Critical Incident Protocol will be activated. Other people may be invited into this triage conversation if they can inform the decision.

### **What is considered by the Triage Group?**

The decision to activate the Interagency Critical Incident Protocol will be based on:

- the nature and seriousness of the incident;
- the potential impact on the community affected;
- the necessity for an interagency response;
- requests from the community for an interagency response;
- the number of children or young people affected;
- the level of attention given to the incident by the media.

### **What happens next if the Interagency Critical Incident Protocol is activated?**

If the Triage Group decides that the Interagency Critical Incident Protocol should be activated, a Critical Incident Management Team (CIMT) will be formed. The role of the CIMT is to coordinate an interagency response: to decide upon and coordinate the interventions required, and to involve the relevant agencies needed to address the issues.

### **What happens if the Interagency Critical Incident Protocol is not activated?**

If the Triage Group decides that the Interagency Critical Incident Protocol does not need to be activated, an explanation will be given to the person or organisation who made the original referral. Guidance will also be given to the person or organisation on local supports and pathways to assist in response to the incident.

It is important to note that the Interagency Critical Incident Protocol is **NOT A FIRST RESPONDER PROTOCOL**. In the first instance of any critical incident it is the role of the emergency services (An Garda Síochána, Ambulance and Fire services) to provide immediate response.

### ACTIVATION OF CRITICAL INCIDENT PROTOCOL: PHASES OF RESPONSE -FLOWCHART

