

## Administrative Procedure 311 Appendix

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### CRISIS RESPONSE MANUAL

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## INTRODUCTION

### A Safe and Caring Teaching / Learning Environment

We are committed to preventing acts of violence in our schools. It is our intention to assess the risk of all threats made against students, staff and property and implement appropriate interventions. A threat is an expression of intent to do harm, or act out violently against oneself, someone, or something - whether in spoken, written or symbolic form.

#### Students

All students are expected to abide by the Codes of Conduct established by the School Act (Section 12), Board policy, administrative procedures, or local school policy. All threats against MHCSR D students, staff or property that are made by students will be assessed for risk and appropriate action taken.

#### Parents/Visitors

We expect that adults visiting our schools will understand the importance of modeling appropriate behaviour for students. Guests must also respect the school's primary task of delivering the most effective instruction possible for all students. The School Act (Section 27) prohibits individuals from disturbing or interrupting the proceedings of a school and its related meetings, as well as loitering and trespassing in a school building or on property owned by the Division. Any visitor who makes threats against MHCSR D students, staff, or property will be required to leave Division properties immediately and the local police services may be requested to lay charges.

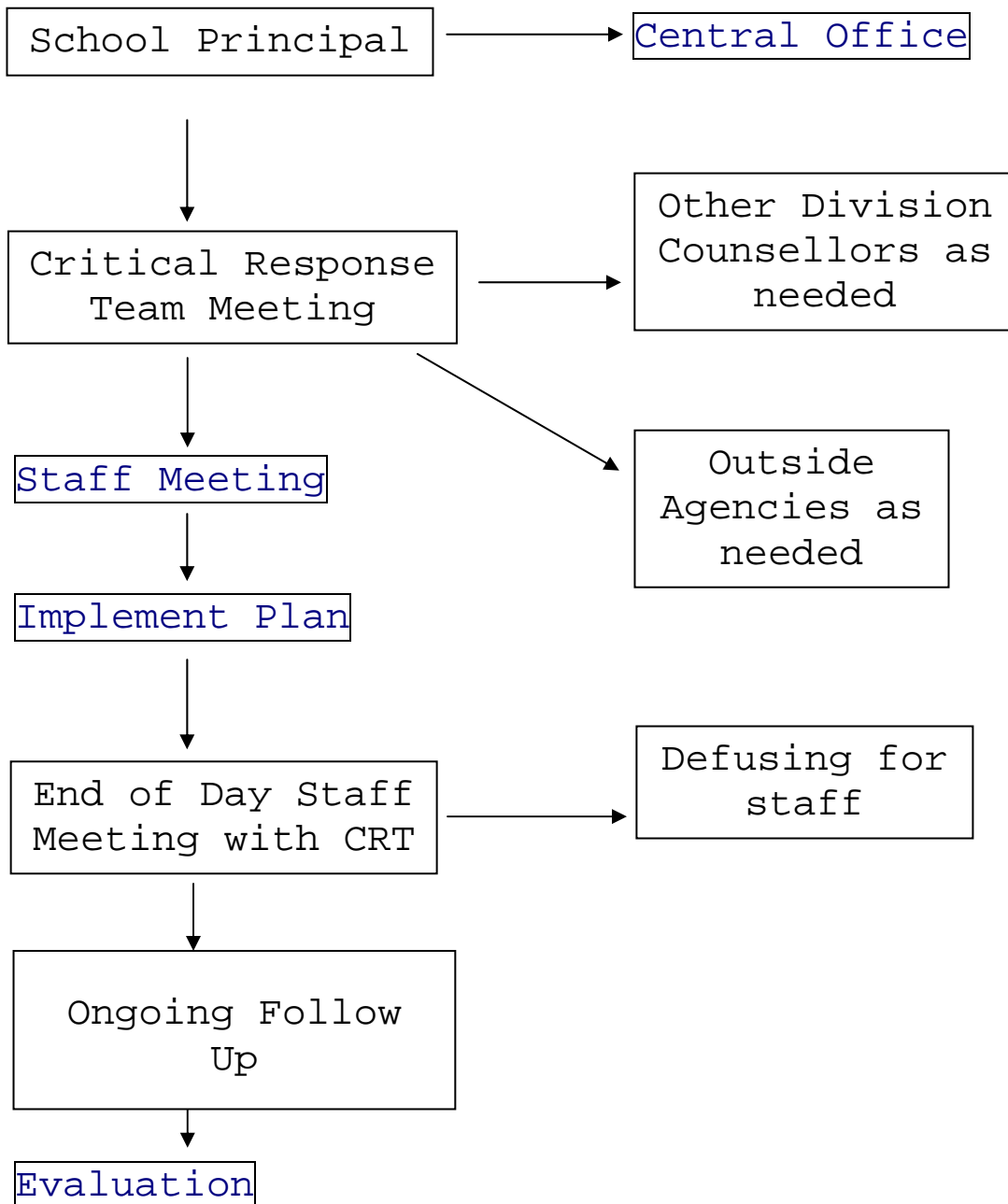
#### Staff

All staff members at Division and School levels are expected to work together to achieve educational goals. Any threats made by or against MHCSR D staff will not be tolerated. All complaints/concerns in this regard will be acted on, with the appropriate police/legal services and/or professional organizations involved as necessary.



## THREAT / RISK ASSESSMENT AND INTERVENTION PROTOCOL

### *Critical Response Team Flow Chart*



### **Critical Response Team**



## CRITICAL RESPONSE TEAM MEMBERSHIP

The Critical Response Team (CRT) Coordinators will be:

- The Principal
- Vice Principal and/or designated Staff Member
- Family / School Liaison Worker
- School Counsellor(s)
- Other School Members

Depending on need, the School Critical Response Team members may also include:

- a) Other Medicine Hat CSRD Family / School Liaison Workers.
- b) Canadian Mental Health - School Crisis Team 529-8944.
- c) Medicine Hat City Police
- d) Alberta Mental Health therapists Medicine Hat 529-3500 / Bow Island 545-2296
- e) Medicine Hat Family Services - Employee Assistance Plan (EAP) 529-8020
- f) Clergy
- g) Municipal Disaster Plan Services



## THREAT / RISK ASSESSMENT REPORT

Student Name (Threat Maker) \_\_\_\_\_

Name(s) of Potential Victim(s) \_\_\_\_\_

Name(s) of Witness(es) \_\_\_\_\_

Location \_\_\_\_\_ Date \_\_\_\_\_

Nature of Threat (Specific Form/Language) \_\_\_\_\_

\_\_\_\_\_

Triggering Events (if known) \_\_\_\_\_

\_\_\_\_\_

Principal's Interventions/Recommendations \_\_\_\_\_

\_\_\_\_\_

Central Office Recommendations (if consulted by Principal) \_\_\_\_\_

\_\_\_\_\_

Critical Response Team Interventions \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## COMMUNICATIONS PROCEDURES FOR PERSON IN CHARGE

1. **CALL EMERGENCY SERVICES 911.**
2. Establish a Command Post at a pre-arranged location that has privacy and communication equipment. Tell dispatcher exactly where your Command Post is (where person in charge can be found at all times). **REMAIN THERE UNTIL HELP ARRIVES.**
3. Control the P.A. system and give instructions to students and staff.

Perform **SCHOOL LOCK DOWN or SCHOOL EVACUATION PROCEDURES.**

4. Deploy Critical Response Team. If it is necessary to send anyone to hospital by ambulance, send a staff member along to serve as a liaison between the hospital and district administration, with instructions to relay progress reports to Command Post as soon as possible.
5. School Response Team includes:
  - Principal
  - Vice-Principal and/or designated staff member
  - Family/School Liaison Counsellor
  - School Counsellor
  - Staff Member(s)
6. After calling emergency services and following safety procedures for your building, it is imperative that the person in charge **IMMEDIATELY** relays factual information regarding an emergency or disaster to Central Office. The Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
7. Principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires. The Principal or appointed designate, will handle the initial communication to staff, students, parents and media. Subsequent media requests could be referred to the Superintendent's office.



## SCHOOL LOCK DOWN PROCEDURES

### NOTE:

There is a high probability of a fear or traumatic reaction among students in response to the potential circumstances surrounding these procedures. It is advisable therefore that parents, students and staff be consulted and briefed prior to any drills. However, all adults working in the building must be familiar with and trained in these procedures.

1. **Call 911 Emergency Services.**
2. Use the P.A. system to provide clear and concise directions to alert students and staff to return to their classrooms and remain inside. (Ensure school has a system to communicate immediately with all staff members inside the building as well as outside.)
3. Inform Central Office. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
4. Classroom teachers:
  - 4.1 Make a quick sweep for students outside the classroom
  - 4.2 Lock classrooms doors
  - 4.3 Create a list of missing students
  - 4.4 Ensure that students are as safe as possible – create cover by moving furniture; keep students away from and below the level of windows, doors and other exposed areas
  - 4.5 Do not open doors for anyone
  - 4.6 Remain silent
5. Students who are out-of-doors:
  - 5.1 Unless otherwise instructed, outside students will move to the designated alternate site. Staff outside at the time of lock down should direct the students and remain with them until informed that the situation is clear.
  - 5.2 Outside students should return to their class or designated classroom when notified
6. Students in any open area that cannot be made secure (i.e. gymnasium, cafeteria):
  - 6.1 Teachers should direct students to a previously designated safe area
  - 6.2 Follow procedures for #4
7. Follow police directions with respect to ending the lock down of students.
8. Inform parents when and how children may be picked up.



9. Once the dismissal order is received from the proper authority, the principal will:
  - 9.1 Relay dismissal instructions to every classroom by the most rapid and efficient means
  - 9.2 Review dismissal procedure already provided to parents to ensure it is followed. This procedure should provide guidance to parents who have made special arrangements for care in the event the parents are not home.
  - 9.3 If circumstances permit, when a student is released to an individual other than a parent, get a signed statement from that person including the child's name, pickup time, pickup person's name, final destination and phone number at final destination
  - 9.4 The principal may request assistance from MHCSR Administration to ensure that students disperse from the building in a manner that will minimize hazards and reduce congestion
10. Principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
11. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
12. Debrief the Critical Response Team and plan any required follow up.
13. Complete **Critical Incident Report (see Appendix II)**.





## SCHOOL EVACUATION PROCEDURES

1. In an immediate emergency, engage fire alarm and follow fire evacuation procedures.
2. If evacuation is not immediately required, convene Crisis Response Team. Retrieve **Emergency Supplies Box (see Appendix V)** and take it to the Command Post.
3. Commence evacuation procedures.

### THE ALTERNATE EVACUATION SITE FOR THIS SCHOOL IS:

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4. Inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
5. Ensure that the designated staff member carries out traffic control and security functions, and that additional support is available as necessary.
6. Close all files and secure school records. Ensure that attendance records, health records and any other essential records are collected and taken to the assembly area.
7. The principal, or caretaker if designated, will ensure that the school's physical plant is 'shut down'.
8. Establish Command Post and use predetermined alternate facility if required.
9. Teachers will create a list of missing students and staff and provide that list to the principal. **Notify emergency services of any missing persons.**
10. The names of all students or staff evacuated to hospital are to be recorded on **Transported to Hospital (see Appendix IV)**.
11. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
12. Principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
13. Debrief Critical Response Team and plan any required follow up.
14. Complete **Critical Incident Report (see Appendix II)**.



## FIRE EVACUATION PROCEDURES

1. Engage the fire alarm and inform school office of location and extent of fire.
2. All students must **walk** as rapidly as possible, without running or crowding, into the hall and out the designated exit. Keep all students as far away as possible from the fire's location.
3. **Call 911 Emergency Services**, inform them of the nature, location and extent of fire, and direct them to appropriate school entrance.
4. Teachers will organize their class to exit, checking to make certain no students remain, and to close the doors.
5. Staff should be familiar with the location and operation of fire extinguishers, including fire hoses, in the building. These may be used at staff discretion in an emergency.
6. Assemble students and staff in previously determined places well away from the fire (at least 20 meters from the building), leaving fire routes clear. Use predetermined alternate facility if required.
7. Teachers will take class lists with them and take attendance once they are at a safe distance from the school. Ensuring that at least one staff member is with students at all times, a teacher will designate someone to notify the office of any missing students.
8. Re-enter building only after Fire Services have declared it safe.
9. Inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
10. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
11. Complete **Critical Incident Report (see Appendix II)**.



## BOMB THREAT PROCEDURES

1. Upon receipt of a bomb threat, the person receiving the call should make every attempt to:
  - 1.1 Complete **Threatening Call Checklist (see Appendix I)** to record details of telephone call
  - 1.2 Prolong the conversation as much as possible
  - 1.3 Identify background noises
  - 1.4 Note distinguishing voice characteristics
  - 1.5 Interrogate the caller as to description of bomb, where it is, and when it is due to explode
  - 1.6 Determine the caller's knowledge of the facility
  - 1.7 Immediately after hanging up, dial \*57 Call Trace. **(Do not let anyone use the phone before you initiate the trace!)**
2. The person receiving the call will immediately call 911 Emergency Services using a different phone line.
3. The principal, in consultation with police, may evacuate the school by either silent or regular fire drill, ensuring that alternate evacuation routes are used to avoid the bomb area, if known.
4. Access alternate evacuation site if required.
5. The principal will confirm notification of the police and inform the Critical Response Team regarding the circumstances.
6. Ensure copies of school floor plans are available to police and cooperate in search procedures.
7. If threat is made, principal will inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
8. The principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
9. Complete **Critical Incident Report (see Appendix II)**.



## ARMED INTRUDER / HOSTAGE PROCEDURES

### NOTE:

An intruder with a weapon, whether using it or not, is treated as a clear threat to school safety. It is a hostage situation. School personnel should focus on the safety of students and staff, and leave negotiations to trained responders.

1. Anyone who detects another person with a weapon should immediately call **911 Emergency Services** then inform the school office.
2. Follow procedures for school lock down.
3. If possible, inform classroom teachers individually (by phone, email, or P.A. system) of the location of the shooter(s). If the location is outside, advise over intercom to keep students away from windows. Hold bells and class changes until the situation is clear.
4. Inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
5. Complete **Critical Incident Report (see Appendix II)**. Gather as much information as reasonably possible prior to the police arriving: number of people involved, location (have school floor plans available), number and types of weapons, names and number of victims, statement made.
6. **DO NOT:**
  - 6.1 Evacuate school until the police have arrived, determined the locations concerned, and directed an evacuation
  - 6.2 Attempt to remove the weapon(s) from the intruder(s)
  - 6.3 Attempt to negotiate with the intruder
  - 6.4 Remove lock down until given clearance by the police
7. Utilize **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires. The media may assist in informing parents of the location and time of the students' release.
8. Use previously established location for family members to wait and be kept informed. This is the location to which students will be released.
9. Release students only after police approval:
  - 9.1 Teachers should remain with students until they are released
  - 9.2 If circumstances permit, when a student is released to an individual other than a parent, get a signed statement from that person including the child's



name, pickup time, pickup person's name, final destination and phone number at final destination

- 9.3 Use prearranged evacuation site if necessary, to release students to their parents
10. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
11. Debrief Crisis Response Team. Meet with staff as soon as possible to debrief and develop plans for follow up.



## ABDUCTION RESPONSE PROCEDURES

1. **If witnessed:**
  - 1.1 **Call 911 Emergency Services**
  - 1.2 Inform parents
2. **If not witnessed:**
  - 2.1 Verify that the student is missing (e.g. search the building; question student's friends to obtain information)
  - 2.2 Inform and verify with parents
  - 2.3 **Call 911 Emergency Services**
3. Convene Crisis Response Team.
4. Inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
5. Advise teachers about sharing information with students.
6. With the police, develop **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires. Send letter home to all parents outlining facts as known and alerting them to any possible concerns as well as school/police initiatives.
7. Based on circumstances, determine need for more active intervention – visit classrooms, identify students at risk, provide counselling as required.
8. Prepare classmates to be supportive when student returns. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
9. Complete **Critical Incident Report (see Appendix II)**.



## HOSTAGE TAKING PROCEDURES

1. **Call 911 Emergency Services** and alert the school office immediately.
2. Follow procedures for **Armed Intruder** or **School Lock Down**.



## ASSAULT ON SCHOOL PREMISES PROCEDURES

1. Staff should take reasonable measures to stop the incident.
2. Inform the principal. (NOTE: the seriousness of the incident should dictate the necessity of convening the Crisis Response Team.)
3. Provide first aid as required or **call 911 Emergency Services.**
4. Protect the crime scene. Note the circumstances and individuals present. Identify assailants, victims and witnesses. Isolate assailants. In serious incidents, separate witnesses until police arrive.
5. Inform **Central Office.** The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
6. Inform parents of students involved as either perpetrator or victim.
7. Principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
8. Meet with staff to provide factual information and plan follow up.
9. Where the perpetrator is a student:
  - 9.1 Take required disciplinary procedures
  - 9.2 Develop a plan for the student's return to school – focus on preventative measures, involve parents, school counsellor and division personnel
10. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
11. Complete **Critical Incident Report (see Appendix II).**





## UNAUTHORIZED OR IRATE PERSON(S) PROCEDURES

1. If a person on school property is suspected of posing a threat, notify the school office immediately. Staff should attempt to voluntarily escort the person to the office.
2. The principal or designate shall determine whether the person is a legitimate visitor or poses a threat to the school safety.
3. If the person is determined to be a threat, alert staff and students to the person's location by asking them to remain out of the specific area.
4. **Call 911 Emergency Services.**
5. Immediately initiate **School Lock Down** procedures to deny access to the person. Ask person to leave school premises and warn him/her that police are en route.
6. If person refuses to leave, instruct teachers in contact with the person to take all steps to ensure their own safety and that of the students. **Do not engage in violent confrontation.**
7. If appropriate, maintain direct observation of the person to monitor developments until arrival of police.
8. When incident is resolved, inform all staff and students. Inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
9. Principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
10. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
11. Complete **Critical Incident Report (see Appendix II)**.



## ENVIRONMENTAL HAZARD – TOXIC SPILL PROCEDURES

1. Verify information and **call 911 Emergency Services.**
2. In consultation with Emergency Services, determine if evacuation is required or remove students and staff from immediate area.
3. Convene Crisis Response Team.
4. Provide first aid where necessary.
5. Crisis Response Team members should work with and support disaster services personnel to:
  - 5.1 Make a decision regarding school evacuation
  - 5.2 Inform staff of the situation and procedures to follow
6. If students or staff are taken to hospital and if logistically possible:
  - 6.1 Note names of all students/staff transported
  - 6.2 Provide staff member to each hospital
  - 6.3 Notify parents/guardians or spouse about the incident and any hospitalized
7. With help from disaster services personnel, principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
8. Prepare information letter for all parents – inform them of the facts surrounding the incident, the school's responses, and any steps being taken to avoid a repeat.
9. Inform **Central Office.** The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
10. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
11. Debrief Critical Response Team.
12. Complete **Critical Incident Report (see Appendix II).**



## LOSS OF UTILITIES PROCEDURES

### Electricity Failure:

1. Inform Facilities and Operations Supervisor (580-0848) and Central Office.
2. Determine if the loss of lighting and/or heating represents a safety hazard.
3. If a safety hazard exists, evacuate the building following school evacuation procedures.
4. Remove staff and students to previously designed alternate facility or arrange for early dismissal of students.
5. Where no safety hazard exists, school will continue normal operations.
6. Complete **Critical Incident Report (see Appendix II)** only when school has been evacuated or released early.

### Gas Leak:

1. **Call 911 Emergency Services** and notify the school office immediately.
2. Evacuate school immediately following school evacuation procedures.
3. Move students and staff to previously designate alternate facility.
4. The Principal will determine the need to convene the Crisis Response Team.
5. Inform Facilities and Operations Supervisor (580-0848) and Central Office. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
6. Return to school building only when Disaster Services gives clearance. (NOTE: This decision is the joint responsibility of the emergency service responders and the school division maintenance department.)
7. Determine communication needs. If required, principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
8. Debrief School Response Team and plan a follow up.
9. Complete **Critical Incident Report (see Appendix II)**.

### Water System Failure:

1. Inform Facilities and Operations Supervisor (580-0848) and Central Office. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
2. If the emergency requires an early school closure, arrange for early dismissal of students.



OFF-SITE EMERGENCY OR SCHOOL BUS ACCIDENT  
(with injuries) PROCEDURES

**NOTE:**

An off-site emergency involving students and/or staff members from the school requires that the school coordinate communication with and assist the emergency response agencies in reuniting students and staff with their families.

1. Upon notification of an off-site emergency, the principal will verify the report with police and inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
2. Determine who was injured, the extent of the injuries, and hospitals where students have been transported.
3. Attempt to have a staff member available at the emergency site as liaison with emergency responders and school staff/students.
4. The names of all students or staff evacuated to hospital are to be recorded on **Transported to Hospital (see Appendix IV)**. Appropriate staff members should be sent to hospital(s) where students have been taken, and must keep the principal up-to-date on the status of the students' welfare.
5. Principal will notify the Crisis Response Team.
6. Initiate emergency **Critical Incident Communication Fact Sheet (see Appendix III)** for contacting parents/spouses, etc. Inform them of facts and provide information with respect to the condition of their children/spouses, their location, and which staff member is present with them.
7. Provide details to parents of uninjured students to inform them of the accident and the arrangements for assembly and pick-up of students/staff.
8. Principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
9. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
10. Debrief the Critical Response Team and plan any required follow-up.
11. Complete **Critical Incident Report (see Appendix II)**.



## TORNADO, VIOLENT WIND, EARTHQUAKE PROCEDURES

### Tornado / Violent Wind

#### NOTE:

Environment Canada may issue severe weather warnings. Tornadoes occur in conjunction with severe thunderstorms, and are often accompanied by lightning, heavy rain and/or hail. They can strike suddenly, alerting you with their loud roaring noise, and move quickly at a speed of 50 – 70 km/hr.

**Tornado Watch** – means no funnel clouds have been sighted, but tornadoes can be expected to occur. Collect all staff and students inside building. Be prepared to respond quickly and be alert for special instructions.

1. On being informed of a tornado watch, the principal will notify all staff and school volunteers.
2. Designate lookouts for all sides of the building in case of a tornado watch.
3. Inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel. The principal and Transportation Services Coordinator will consult regarding any changes required to regular bus schedules.

**Tornado Warning** – means a funnel cloud has actually been sighted. The approximate location and direction of travel is usually given when the warning is broadcast.

4. In the event of a tornado warning:
  - 4.1 Use the P.A. system to alert the entire school
  - 4.2 If the system fails, designate employees to alert all teachers
  - 4.3 Evacuate students to sheltered areas in school – go to basement, interior hallways or rooms without exterior walls (if short of time, use classroom area away from doors and windows); get under heavy furniture

**NOTE: Avoid windows, auditoriums, gyms or any room with wide, free-span roof.**

- 4.4 Students and staff should assume a kneeling position and cover the back of the neck and head with hands or coats to protect their eyes and heads; face away from the area of greatest danger of flying glass
  - 4.5 Teachers will determine absent students and report names to office
  - 4.6 School buses will not leave during a tornado warning
5. Students and staff will return to class only after principal gives clearance.



6. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
7. Complete **Critical Incident Report (see Appendix II)**.

## Earthquake

### **NOTE:**

Because earthquakes can strike without warning, the immediate need is to protect lives by taking the best cover available. All other actions must wait until the tremor subsides. Don't panic. The rolling motion of the earth is frightening but not dangerous.

1. Follow **Tornado Warning** procedures if inside.
2. For anyone outside, move quickly away from building and away from overhead electrical wires. Lie down and wait for shocks to subside.
3. Inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
4. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
5. Complete **Critical Incident Report (see Appendix II)**.



## SEVERE INJURY AT SCHOOL PROCEDURES

1. Apply first aid and call **911 Emergency Services**.
2. Call parents or guardians of injured student(s) and inform them of the nature and extent of injuries and the location of student(s).
3. Where injuries are judged to be less severe, the student may be transported to a medical facility.
4. If students are transported to hospital, assign a staff member to accompany the ambulance.
5. Consider lock down procedures or other actions to remove uninjured students from the accident site.
6. Inform **Central Office**. The Superintendent and/or Deputy Superintendent's office will be responsible to notify the appropriate Medicine Hat Catholic Separate Regional Division personnel.
7. Convene Crisis Response Team.
8. Notify siblings at school, of the injured and notify Principals of schools where other sibling attend.
9. Inform all staff and students of the accident.
10. Central office, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
11. Principal or designate will prepare **Critical Incident Communication Fact Sheet (see Appendix III)** for parent notification and to respond to media inquires.
12. Debrief Crisis Response Team.
13. Complete **Critical Incident Report (see Appendix II)**.



## THREATENING CALL CHECKLIST (Appendix I)

## Instructions and Strategies to Consider:

- Be calm
- Be courteous
- Keep the caller talking
- Listen – don't interrupt caller
- Pretend difficulty with hearing

Name of person receiving call: \_\_\_\_\_

Time of call: \_\_\_\_\_ Date: \_\_\_\_\_

**Caller's Identity** (check all that apply):

- |            |                  |                              |
|------------|------------------|------------------------------|
| ? Male     | Approximate Age: | Origin of Call:              |
| ? Female   | ? Young          | ? Local                      |
| ? Adult    | ? Middle-Aged    | ? Long Distance              |
| ? Juvenile | ? Elderly        | ? Internal (within building) |
|            |                  | ? Phone Booth                |

If the threat is a bomb and the caller seems agreeable to conversation, ask questions such as:

1. When will the bomb explode?  
Certain hour \_\_\_\_\_ Time remaining \_\_\_\_\_
2. Where is the bomb?  
Building \_\_\_\_\_ Area \_\_\_\_\_
3. What kind of bomb is it? \_\_\_\_\_
4. What does it look like/packaged in? \_\_\_\_\_
5. Why did you place the bomb (use exact response words)? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. Where are you now? \_\_\_\_\_
7. What is your name and address? \_\_\_\_\_
8. If the building is occupied, inform the caller that detonation could cause injury or death.





9. Does the caller appear familiar with plant or building by his description of the bomb location? \_\_\_\_\_

**Voice Characteristics** (check all that apply):

- Loud                       Soft                       Fast                       Slow                       Other
- High Pitched             Deep                       Distinct                       Distorted
- Raspy                       Pleasant                       Stutter                       Nasal
- Intoxicated               Slurred                       Lisp

Is the voice familiar?                       Yes                       No

Who did it sound like? \_\_\_\_\_

**Language** (check all that apply):

- Excellent                       Good                       Fair
- Poor                       Foul ?                      Other \_\_\_\_\_

**Accent** (check all that apply):

- Local                       Not local region                       Foreign ?                      Race \_\_\_\_\_

**Manner** (check all that apply):

- Calm                       Angry                       Rational                       Irrational
- Coherent                       Incoherent                       Deliberate                       Emotional
- Righteous                       Laughing

**Background Noises** (check all that apply):

- Music                       Train                       Bedlam                       Factory Machines
- Animals                       Quiet                       Voices                       Office Machines
- Mixed                       Airplanes                       Street Traffic                       Party Atmosphere

10. Write out the message in its entirety and any other comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

11. Before anyone else uses that phone line, seek to trace the phone number using **\*57 Call Trace** option.

12. Immediately after call, notify the principal or designate.



13. Do not speak to anyone about the threat **unless instructed by the principal or designate.**



## CRITICAL INCIDENT REPORT (Appendix II)

Date of Incident: \_\_\_\_\_

School: \_\_\_\_\_ Class/Location: \_\_\_\_\_

Details of Incident:

Those involved in incident and nature of their involvement (staff, students, outside agencies, etc.):

Debriefing Summary:

Recommendations:

Report completed by: \_\_\_\_\_ Position: \_\_\_\_\_

Attach: Critical Incident Fact Sheet

A copy of this report shall be provided to the Superintendent and another kept on file at the school.



## CRITICAL INCIDENT COMMUNICATION FACT SHEET (Appendix III)

NOTE: Prepare for use in responding to telephone inquiries during a crisis.

1. What has happened?
2. When did the event occur?
3. Where did the event occur?
4. Who is involved? (do not give out names of deceased or injured)
5. What is being done by school and emergency responders?
6. How will students be released? From where? Procedures for pick up?
7. Will school be closed or classes held elsewhere? Arrangements?
8. Are any meetings planned for media, parents and/or community?
9. What is being planned to help students, staff and families affected by the crisis?





## EMERGENCY SUPPLIES BOX (Appendix V)

**(Suggested list; this may vary from site to site due to number of students and physical layout)**

1. School lists
2. Two flashlights and batteries
3. Two whistles
4. Two megaphones
5. Pens/pencils
6. Pads of paper
7. Any other items the principal deems necessary

**NOTE:**

It would be important for school administration to have immediate access to a cell phone and a first aid kit.

