

# CRITICAL RESPONSE PLAN



**Northern Gateway  
Public Schools**

# EMERGENCY COMMUNICATION PROCEDURES

1. Phone for help. ALL EMERGENCY SERVICES: 911 See Emergency Numbers Directory for all other numbers found in Appendix A.
2. Establish an Emergency Communication Centre at a pre-arranged location that has privacy and communication equipment. Tell the 911 Operator exactly where your Emergency Communication Centre is (where person in charge can be found at all times). REMAIN THERE UNTIL HELP ARRIVES.
3. Give clear instructions to students and staff regarding the nature of the incident and the procedures to follow.
4. Deploy the School's 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 Division administration, with instructions to relay progress reports as soon as possible. Keep a key communicator/assistant at your Emergency Communication Centre.
5. After calling emergency services and following safety procedures for your building, it is imperative that the person in charge IMMEDIATELY relay factual information regarding the critical incident to the Superintendent's office at 780-778-2800. The Superintendent's office will notify the Northern Gateway Schools Critical Response Team (CRT).
6. The Superintendent, or the appointed designate, will handle the release of information and serve as Division Media Spokesperson. Please refer **all** media to the Superintendent unless otherwise directed.

# ASSAULT ON SCHOOL PREMISES

1. Staff should use their discretion to try to defuse the incident. Reasonable use of force may be used, as necessary.
2. Inform the school principal. (Note: The seriousness of the incident should dictate the necessity of convening the Division's Critical Response Team and/or the Police).
3. Provide first aid as required or call Emergency Services at 911.  
Note: Follow Division procedures regarding bodily fluids. A staff member may accompany the victim to the hospital.
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 Superintendent's office in cases where serious personal injury has occurred or where a school employee has been assaulted.
6. Inform parents of students involved as required.
7. Meet with staff to provide factual information and plan follow up.
8. Where the perpetrator is a student, follow disciplinary procedures.
9. Provide counselling as required.
10. The Principal or designate will complete the Critical Incident Report found in Appendix B.
11. School Critical Response Team will be debriefed and plan a follow up.

# ABDUCTION

## 1. If witnessed:

Notify the school administration immediately. The administration will:

- a) Call 911;
- b) Inform parents or emergency contact; and,

## 2. If not witnessed:

- a) Verify that the student is missing. Search building. Question student's friends to obtain information;
- b) Call parents – question if they know where their child is; and
- c) Call 911.

## 3. If an abduction has occurred

- a) Convene School Critical Response Team;
- b) Inform Superintendent who may then convene Division Critical Response Team or not;
- c) Meet with staff, if possible, and advise teachers about what information to share with students;
- d) Assist the Superintendent and the police to prepare a fact sheet for the media and to respond to telephone inquiries;
- e) Based on circumstances, determine need for more active intervention – visit classrooms, identify students at risk, provide counselling as required;
- f) If necessary, send a letter home to all parents outlining facts as known and alerting them to any possible concerns as well

as school/police initiatives. (refer to sample letter in CRT manual);

- g) Prepare classmates to be supportive when student returns and provide counselling as needed; and,
- h) The principal or designate will complete the Critical Incident Report found in **Appendix B**

# BOMB THREAT

1. Upon receipt of a bomb threat, the person receiving the call should make every attempt to:
  - a) use **Threat Call Checklist** found in **Appendix E** to record details of telephone call;
  - b) prolong the conversation as much as possible;
  - c) identify background noises;
  - d) note distinguishing voice characteristics;
  - e) interrogate the caller as to description of bomb, where it is, and when it is due to explode;
  - f) determine the caller's knowledge of the facility;
  - g) at the earliest opportunity, seek to trace the phone number using \*57 or option. (i.e. recorder)  
\* If possible, direct another person to call **911** while you keep the caller on the line.
2. Alert police immediately, using **911**.
3. The Principal or designate will evacuate the school immediately, using the PA system or regular fire drill, ensuring that alternate evacuation routes may be used to avoid the bomb area, if known. Students will be instructed to leave all school bags and electrical devices behind.
4. Announce that cell phone/pager use is prohibited.
5. The Principal or designate will re-direct students to an alternate safe location, if required. (Students will then be accounted for using established procedures.)
6. If possible, the Critical Response Team will be contacted and informed of situation.
7. Ensure that copies of school floor plans are available to police and cooperate in the search procedures.
8. The Principal will inform the Superintendent, providing details.
9. Division Critical Response Team will be de-briefed and plan a follow up.
10. The Principal or designate will prepare the **Critical Incident Report** found in **Appendix B**.  
  
\*Publicity of the bomb threat should be minimized and communication with the media shall be conducted by the Superintendent; and, Information released to the media shall be limited to that which is necessary to eliminate parental and student fears or concerns and will not jeopardize investigations.

# TORNADOES AND VIOLENT WINDS

1. 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 evacuate quickly and be alert for special instructions.
2. 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.
3. The Principal and Director of Transportation will consult regarding any changes required to regular bus schedules.
4. The Principal will notify all staff and school volunteers of the watch/warning.
5. Designate lookouts for all sides of the building in case of a tornado watch.
6. Inform Superintendent.
7. In the event of a tornado warning:
  - a) use the P.A. system to alert the entire school;
  - b) if the system fails, designate employees to alert all teachers;
  - c) 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.
  - d) 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;
  - e) teachers will determine absent students and report names to office; and,
  - f) school buses will not leave during a tornado warning.
8. Students and staff will return to class only after Principal gives clearance.
9. Complete **Critical Incident Report** found in **Appendix B**.

# ENVIRONMENT HAZARDS INTERNAL

1. Verify information.
2. Determine if evacuation is required, or remove students and staff from immediate area.
3. Call **911**.
4. Provide First Aid where necessary.
5. School Critical Response Team members should work with and support Disaster Services Personnel to:
  - a) make a decision regarding school evacuation; and,
  - b) inform staff of the situation and procedures to follow.
6. Inform Superintendent and the Director of Maintenance.
7. If students or staff are taken to hospital:
  - c) note names of all students/staff transported;
  - d) provide staff member to each hospital; and,
  - e) notify parents/guardians or spouse about the incident and anyone hospitalized.
8. With help from Disaster Services Personnel, the Division Media spokesperson will prepare a media statement [**Use Appendices K & L** as a guideline and **Critical Incident Fact Sheet (Appendix C)**]. The media may be asked to help in notifying parents as to when and where students will be released. (Schools should develop their own phone fan out system to notify parents and use **Student Release Form**, found in **Appendix M**).
9. If required, 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.
10. The CRT, in consultation with school personnel, will identify the need for crisis counselling services and will ensure that these are made available.
11. Debrief Division Critical Response Team.
12. The Principal or designate will complete the **Critical Incident Report** found in **Appendix B**.

# ENVIRONMENT HAZARDS EXTERNAL

1. Verify information on external environmental hazard, such as a toxic spill.
2. Direct student and staff to proceed to the school gymnasium. If students and/or staff require emergency medical attention, contact **911**.
3. Pull the Fire Alarm Station in order to close all air vents. When appropriate, silence the audible alarm
4. Bring **Disaster Supplies Box (Appendix J)** and school's cellular telephone into gymnasium.
5. Use duct tape found in Disaster Supplies Box to seal gymnasium doors and easily accessible windows from the inside, once all students and staff are accounted for.
6. Inform Superintendent and the Director of Maintenance.
7. If students or staff are taken to hospital:
  - a) note names of all students/staff transported;
  - b) provide staff member to each hospital; and,
  - c) notify parents/guardians or spouse about the incident and anyone hospitalized.
8. With help from Disaster Services Personnel, the Division Media spokesperson will prepare a media statement [Use **Appendices K & L** as a guideline and **Critical Incident Fact Sheet (Appendix C)**]. The media may be asked to help in notifying parents as to when and where students will be released. (Schools should develop their own phone fan out system to notify parents and use **Student Release Form**, found in **Appendix M**).
9. If required, 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.
10. The CRT, in consultation with school personnel, will identify the need for crisis counselling services and will ensure that these are made available.
11. Debrief Critical Response Team.
12. The Principal or designate will complete the **Critical Incident Report. (See Appendix B)**.



# HOSTAGE TAKING

1. Alert the school administration immediately.
2. Call **911**.
3. Provide assistance to police and follow recommendations regarding evacuation/lockdown of students and staff, as directed.
4. Inform the Superintendent who will decide if the Division Critical Response Team will be convened.
5. Do not attempt to rescue hostages or threaten the perpetrator.
6. Gather as much information as reasonably possible:
  - a) information on perpetrator, weapons, explosive, numbers involved including hostages, description, etc; and,
  - b) assess immediate danger to hostage; assess potential threat to others.
7. Provide facilities for emergency personnel and prepare for a possible lengthy situation.
8. Establish a previously determined location for family members to wait and be kept informed. This is the location to which students will be released.
9. Prepare a fact sheet to respond to telephone inquiries.
10. In conjunction with the RCMP, the Division Media spokesperson will prepare a statement. The media may assist in informing parents of the location and time of the students' release.
11. Release students only after police approval:
  - a) Teachers should remain with students until they are released;
  - b) Use attendance file when releasing students to verify information; and,
  - c) Use prearranged evacuation site if necessary, to release students to their parents.
12. The CRT, in consultation with school personnel, will determine the nature and extent of the crisis counselling required and will access the necessary resources.
13. Debrief the Division Critical Response Team.
14. Meet with staff as soon as possible to debrief and develop plans for follow up.
15. The Principal or designate will complete the **Critical Incident Report. (See Appendix B).**

# LOSS OF UTILITIES

## ELECTRICITY FAILURE

1. Inform the Director of Maintenance: **Cell Number 284-8911**
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. Relocate staff and students to previously designated alternate facility.
5. Where no safety hazard exists, school will continue normal operations.
6. Complete **Critical Incident Report** only when school has been evacuated or released early.

## GAS LEAK

1. Notify the school office immediately.
2. Evacuate school immediately following school evacuation procedures.
3. Call Disaster Services at **911**.
4. Inform the Director of Maintenance. **Cell Number: 284-8911**
5. If advised by Disaster Services, move students and staff to previously designated alternate facility.
6. The Principal will inform the Superintendent who will determine the need to convene the Division Critical Response Team.
7. 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).

8. Assist with communication needs – media statement, telephone response fact sheet, parent notification.
9. Principal or designate will complete a **Critical Incident Report** found in **Appendix B**.

## WATER SYSTEM FAILURE

1. Inform the Director of Maintenance. **Cell Number: 284-8911**
2. If the emergency requires an early school closure, follow school procedures.

# OFF-SITE EMERGENCY

**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 the Superintendent. Central Office will then verify the report with the Director of Transportation.
2. Determine who was injured, the extent of the injuries, and hospitals where students have been transported.
3. Initiate emergency traffic/security control procedures, if required.
4. Determine and if necessary, dispatch a staff member to the emergency site for a liaison with emergency responders and school staff/students.
5. 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.
6. The Principal will notify the Division Critical Response Team.
7. Initiate emergency communications plan 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.
8. Provide details to parents of uninjured students to inform them of the accident and the arrangements for assembly and pick-up of students/staff, using the **Student Release Form (Appendix M)**.
9. Prepare a statement for the Division Media Spokesperson and a fact sheet to respond to telephone inquiries.
10. The Critical Response Team will assess the needs of friends and classmates of the injured and ensure the necessary supports are available.
11. Debrief the Division Critical Response Team and plan any required follow up.
12. The Principal or designate will complete the **Critical Incident Report** found in **Appendix B**.

# SCHOOL BUS (VEHICLE) ACCIDENT

When a school receives notification that there has been a school bus (or vehicle) accident involving school students, the following steps should be followed:

1. As quickly as possible, determine:
  - a) location of the accident;
  - b) bus number;
  - c) students who are potentially involved; and
  - d) where parents are to go for information or to be with their child.
2. Send a school representative to the scene (if possible) who will provide an update back to the school. The school representative should identify himself to the police and offer to act as a resource to the emergency team.
3. Begin a telephone fan out to parents of students on the bus, informing parents where they are to go. **Schools should have a current list of students on each bus readily available (c/w home and work phone numbers).**
4. Confirm that the authorities have been contacted (e.g. medical, police, Red Cross).
5. Inform the Superintendent and the Director of Transportation.
6. Prepare a statement for the Division Media Spokesperson and a fact sheet to respond to telephone inquiries.
7. Convene a staff meeting at the earliest appropriate time to update staff and plan for communication to students.

Distraught parents may come to the school looking for information. Calmly receive/support the parents and provide them with whatever

information is available. Offer assistance if they do not appear to be capable of driving

8. If there are serious injuries or casualties, then the Division Critical Response Team should be convened to plan for follow up communication and support/counselling for students, staff, and parents.
9. Complete a **Critical Incident Report**, found in **Appendix B** and forward a copy to the Superintendent.

# SEVERE INJURY

1. Assess the situation and extent of injuries.
2. Call **911**.
3. Call parents/guardians of injured students and inform them of the nature and extent of injuries and the location of students.
4. Where injuries are judged to be less severe, the student may be transported to a medical facility.
5. If students are transported to hospital, assign a staff member to accompany the ambulance, if possible.
6. Remove uninjured students from the accident site.
7. Inform the Superintendent who will determine if there is a need to convene the Division Critical Response Team.
8. Notify siblings at school of the injured.
9. Inform all staff and students of the accident as required.
10. Identify distressed students and staff (witnesses, close friends, siblings, etc.) and provide counselling as required.
11. The Division Media Contact person will prepare a statement for the media.
12. Visit injured students in hospital, if possible.
13. The Principal or designate will complete the **Critical Incident Report**, found in **Appendix B**.

# SCHOOL EVACUATION PROCEDURES

1. In an immediate emergency, engage fire alarm and follow fire evacuation procedures.
2. If evacuation is not immediately required, convene the Critical Response Team. Retrieve Disaster Supplies Box and take it to the Emergency Communications Centre.
3. Commence evacuation procedures as planned.
4. Inform Superintendent or designate who will notify the Director of Transportation.
5. Ensure that traffic control and the designated staff members account for students.
6. Designated staff will conduct final sweep of classrooms, washrooms, etc. and direct any students out of the building.
7. Close all files and secure school records. Ensure that class lists/attendance records are taken to the assembly area.
8. Close all windows and doors, and turn off lights in each room and lead students to designated safe area.
9. Close all school doors.
10. The Principal, or caretaker if designated, will ensure that the school's physical plant is "shut down".  
(Accomplished automatically by pulling a fire station or by notifying maintenance department).
11. Establish Emergency Administration Centre and initiate Emergency Communications Procedures. Use predetermined alternate facility listed in **Appendix G**, if required.
12. Teachers/designated staff will create a list of missing students and provide that list to the Principal. Notify Emergency Services of any absentees.
13. The Principal will notify the Superintendent when all students and staff have left the school premises.
14. The Principal, or designate, will verify the evacuation of all staff and complete a staff count sheet.
15. The names of all students or staff evacuated to hospital are to be recorded on the **Critical Incident Report** along with the hospital name and means of transportation.
16. Determine whether crisis counselling services are required and to what extent.
17. Assist with communications needs – media statement, telephone response fact sheet, parent notification.
18. Debrief Division Critical Response Team and plan a follow up.
19. The Principal will complete a **Critical Incident Report**, found in **Appendix B**.

# SCHOOL LOCKDOWN PROCEDURE

## PART 1 SHELTERING FOR PROTECTION/“LOCK DOWN”

**Emergency response to:** hostile individual  
unwelcome intruders  
weapons possession  
serious accident  
natural disasters

### Office Procedure:

**Step 1** Emergency is declared by Principal or designate.

**Step 2** Office and classrooms locked down.

**Step 3** Call 911. Provide the following information:

- brief description of crisis
- exact location of crisis
- description of travel or location of suspect(s)
- direction of travel or location of suspect(s)
- weapon(s) involved
- number of students and staff at risk
- present security of students and staff
- safe route into the school
- who the contact person is

**Step 4** Roll call by office staff to determine students or staff that are unaccounted for via the intercom.

**Step 5** Notify neighboring schools, if in close proximity to one.

**Step 6** Designated office staff member provides the following to emergency services upon arrival and works with officials at Command Point:

- school map, with power, gas, electrical shut-offs;
- master key;

- access to student records;
- location of suspect;
- location of victim(s);
- location of remaining students and staff;
- accounting of all students and staff;
- information on suspect; and,
- information on witnesses.

**Step 7** Crisis resolved to be announced by Principal or designate.

or

**Step 8** Evacuate to a predetermined location.

### Classroom Procedure:

**Step 1** Emergency is declared by Principal or designate.

**Step 2** Students and staff clear hallways to nearest safe place (a classroom, auxiliary classroom or office).

**Step 3** Teachers lock classroom or auxiliary classroom doors, instruct students to sit on floor away from windows and doors.

**Step 4** Attendance is taken.

**Step 5** Stay close to your phone. Office will take roll call. Report accounted students and non-usual students in your classroom. Do not ask questions and do not use the system.

**Step 6** Wait for further instructions.

### Releasing Students to Parents:

Develop a system that allows for accountability of the students.

# SCHOOL LOCKOUT PROCEDURE

## PART 2 LOCK OUT PROCEDURE

Emergency response to: report of a hostile individual in the area

### Office Procedure:

- Step 1** Emergency is declared by Principal or designate.
- Step 2** All school entrance doors and windows locked.
- Step 3** Recesses and outside activities suspended.
- Step 4** Resolution of emergency situation to be announced by Principal or designate.

### Classroom Procedure:

- Step 1** Emergency declared by Principal or designate.
- Step 2** Students and staff return to their regular classrooms.
- Step 3** Attendance is taken.
- Step 4** Report unaccounted students to the office.
- Step 5** Wait for further instructions.



# EVACUATION OF THE PREMISES

**Emergency response to:** fire  
natural disasters  
other emergencies

## **Office Procedure:**

- Step 1** Fire Alarm sounds.
- Step 2** Call 911. Provides the following information:
- brief description of crisis; and
  - location of crisis.
- Step 3** Rooms not normally occupied and washrooms are checked by a designated person.
- Step 4** Principal or designate checks to ensure hallways are clear.
- Step 5** Office staff person takes emergency kit, parent sign out book and attendance slips outside.
- Step 6** Information of missing students, staff members or parent volunteers relayed to a designated person.
- Step 7** Secretary provides the following to emergency services upon arrival:
- school map;
  - master key; and,
  - accounting of all students and staff.
- Step 8** Teachers are directed to return to school or to further evacuate to the designated area.

## **Classroom Procedure:**

- Step 1** Fire Alarm sounds.
- Step 2** Teachers direct students to line up quickly and quietly and gets the classroom emergency kit and class list.
- Step 3** Teacher leads the class out of the classroom and the last student shuts the door.
- Step 4** Classes exit the building via the designated emergency exit or alternate exit. Proceed to meeting locations.
- Step 5** Classes with non-usual teachers are to be taken to meeting location to meet their teacher.
- Step 6** Students not in their classrooms at the time of the emergency are to leave from the nearest exit and meet their teacher at the meeting location.
- Step 7** Teachers take attendance. Report missing students to a designated person. Teachers also report all teacher assistants, parent volunteers and work experience students that are missing.
- Step 8** Wait for further instructions. If necessary the division media spokesperson will prepare a media statement using Appendices K & L as a guideline.

## **Releasing Students to Parents:**

- Develop a system that allows for accountability of the students