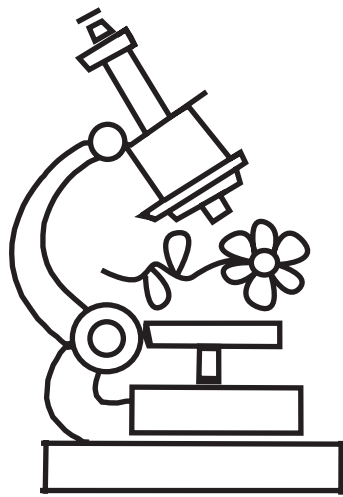


# Calgary Science School Crisis Response Manual



## ACKNOWLEDGEMENTS

The Calgary Science School wishes to acknowledge the assistance of CSS parents Clare Herringer and Sandy Stokes for actively participating with the staff committee in the development of the Crisis Management Procedures Manual. Their objective advice and insight were invaluable to the development of these protocols that are designed to maximize the safety and security of our students and staff. Appreciation is further extended to the following for the generous use of their crisis response resources:

- Canadian Rockies Public School Division
- Limestone School District, Ontario

In times of crisis it is the community response systems that prove so vital in bringing about a timely and successful resolution. The Calgary Science School wishes to acknowledge the following agencies for the role they play in responding to crises in the community:

- Calgary Police Service
  - Calgary Fire Department
  - Calgary Emergency Medical Services
  - Alberta Mental Health
  - Calgary Regional Health Authority
  - Child and Family Services
  - Lakeview Community Center
  - Bishop Pinkham Junior High School
-

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## COMMUNICATION PROCEDURES

### PHONE NUMBERS:

All Emergency Services (Police, Fire, EMS):.....	911
Rocky View Hospital.....	943-3000
Alberta Children’s Hospital.....	943-7211
Foothills Hospital.....	944-1110
Poison Control Center.....	670-1414
Atco Gas (Emergency).....	245-7222
Enmax .....	514-6100
Lakeview Community Center 6110 34 St. SW .....	242-8660
• Jenny Nicholson (Community Administrator) .....	630-1430
Bishop Pinkham School (Evacuation Site) 3304 63 Ave. SW .....	777-7840
• Dr. Cheryl Oishi (Principal)	
Southland Transportation .....	287-1335

### Radio stations:

CBC - direct to the studio (start at 5am) .....	521-6200
Breeze 103.1 FM (start at 4am) .....	230-5050
or email <a href="mailto:hgardiner@thebreeze.com">hgardiner@thebreeze.com</a>	
The Peak 107.3, Country 105, Q107 and CHQR 170 (start at 5am) ...	262-6397

### CRISIS RESPONSE TEAM:

	<b>School ext.</b>	<b>Cell phone</b>	<b>Home phone</b>
Ron Sweet – Principal	122	880-2018	547-1865
Darrell Lonsberry – VP	116	852-0497	239-0068
Phil Butterfield - Counsellor	115	815-3683	375-0150
Nola Shewfelt – Admin. Secretary	120	N/A	273-9295
Kathy Babiuk - Receptionist	100	862-1891	252-5784
Tammy Olson	118	801-2169	730-6354
Chris Davison	108	N/A	245-1412
Cara Holditch	230	703-1606	288-0606



## NOTIFYING STAFF AND STUDENTS OF AN EMERGENCY

1. Maintain control of the PA system and give clear and concise instructions: i.e. – “THIS IS A LOCKDOWN” or “EVACUATE THE SCHOOL”.
2. **IMPORTANT: IN THE EVENT OF A BOMB THREAT, DO NOT USE THE PA. SEND STAFF MEMBERS TO EACH CLASS TO ISSUE THE EVACUATION INSTRUCTIONS.**
3. Classes that are on field trips will be notified of emergencies by cell phone or through the field trip site contact. Teachers are to ensure they take a cell phone on all off campus excursions and must notify the office of the phone number before leaving.
4. Classes and/or students outside the school but on the grounds will be notified of an emergency through an external PA system (pending).
5. As soon as practicable following the onset or discovery of an emergency situation, the person in charge is to contact the Superintendent or designate and the Chair of the Board to apprise them of the facts.
6. The Superintendent or appointed designate is responsible for controlling the flow of information, including media releases.
7. As required, parents will be notified of the emergency via phone and e-mail fan out systems.

## EMERGENCY COMMUNICATION WITH PARENTS

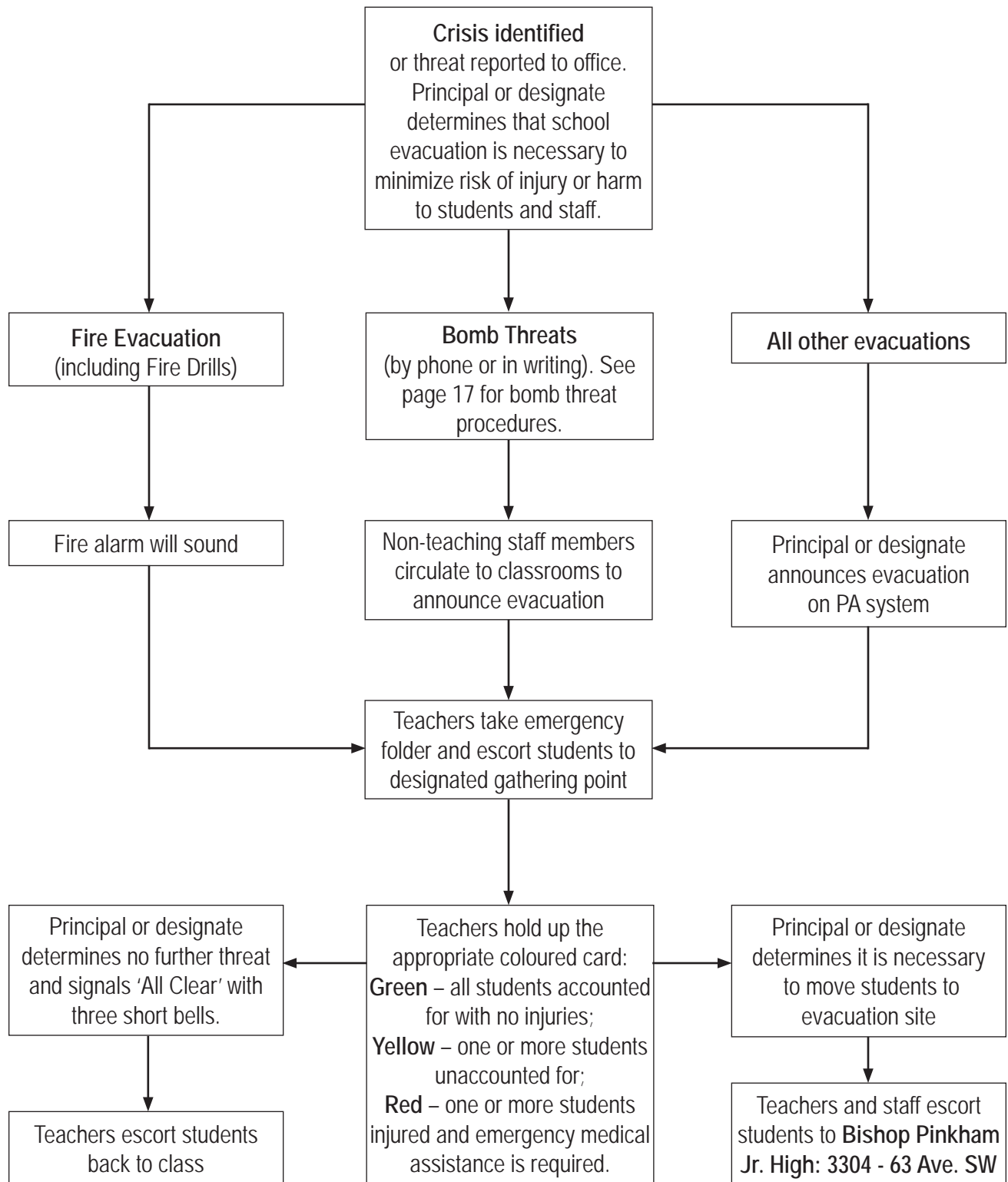
Three ‘fan out’ protocols have been developed to contact parents during emergency situations. The circumstances and nature of the crisis will dictate which protocol is to be initiated to notify parents in the most efficient manner possible. When it is necessary to initiate a fan out, the Principal or designate, in consultation with the Crisis Response Team, will determine the most appropriate protocol to use and will instruct office staff to implement the procedure. One telephone line will be kept clear for communication with emergency services personnel as required.

**School wide fan out:** A telephone and e-mail system established by homeroom class for implementation when the crisis affects all students and is resulting in evacuation and/or early dismissal. When siblings are attending the school the fan out will only include one of the children to avoid multiple calls to parents.

**Off site emergency fan out:** A telephone and e-mail system established by homeroom class for implementation when a class is off campus on a field trip and it is necessary to contact parents to inform them of an emergency or significant alteration in the schedule, such as a delayed return due to weather.

**Transportation fan out:** A telephone and e-mail system by bus route for use when parents must be notified of an emergency involving a school bus, such as an accident or mechanical breakdown causing significant delay. In addition a Bus Delay Notification System will be posted on the CSS website at [www.calgaryscienceschool.com](http://www.calgaryscienceschool.com).

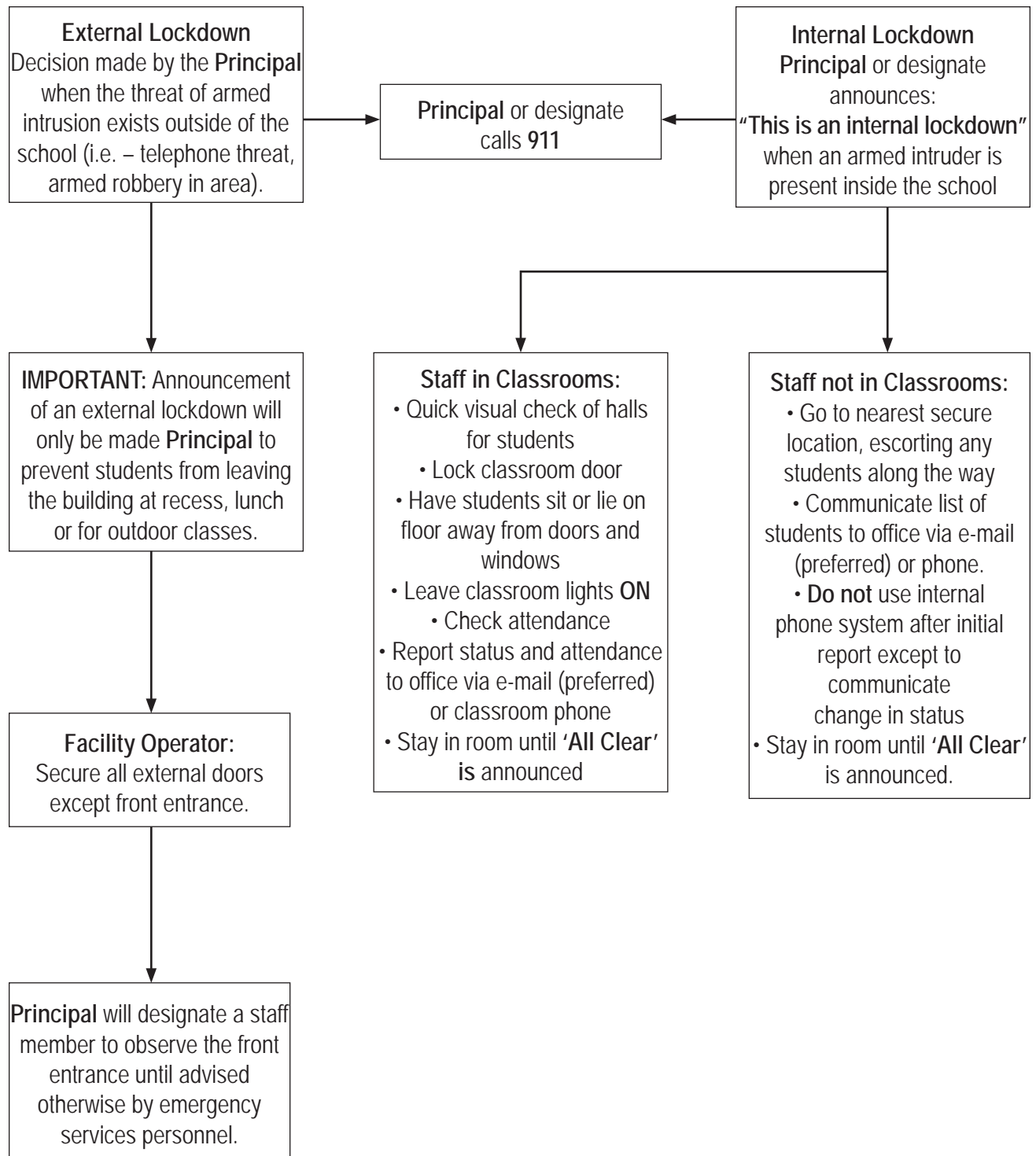
## SCHOOL EVACUATION PROCEDURES



## SCHOOL EVACUATION PROCEDURES

1. The decision to evacuate the school is made by the Principal or designate.
2. In the event of a fire or fire drill the alarm will sound.
3. Evacuations due to bomb threats will be initiated by staff members circulating to classrooms.
4. All other evacuations will be initiated by an announcement on the PA system.
5. Teachers must take the emergency folder (located by the classroom door) with them upon leaving.
6. Classroom doors must be closed and left unlocked. Leave lights on.
7. Escort students from the building in accordance with the evacuation maps located in each room. In the event an exit is blocked, redirect students to the next closest exit.
8. Students and staff are to proceed immediately to the field on the south side of the school by the most direct route and remain together with their class.
9. Designated non-teaching staff are to sweep the washrooms and hallways, escorting any students encountered from the building via the nearest exit. If possible, these students should be reunited with their class and teacher upon reaching the south field.
10. Teachers are to take attendance and hold up the appropriate coloured card located in the emergency folder:
  - **green** – all students present and accounted for;
  - **yellow** – one or more students unaccounted for;
  - **red** – one or more students injured and emergency medical assistance is required.
11. The Principal or designate will sound the ‘All Clear’ with 3 short bells when it is safe to return to the building.
12. In the event it is necessary to proceed to the designated evacuation site, teachers will be advised to walk with their classes to:
  - **Bishop Pinkham Junior High School at 3304 63 Ave. SW**
  - **Dr. Cheryl Oishi (Principal) 777-7840**
13. The following location may be used as a command post for emergency services or as a point for parents / guardians to retrieve students if required:
  - **Lakeview Community Center 6110 34 St. SW**
  - **Jenny Nicholson (Community Administrator) 242-8660 or 630-1430**
14. Emergency communication procedures will be implemented to advise parents/guardians of the evacuation and student pick-up location. Classes engaged in off-site activities will be notified of the evacuation and will be instructed to proceed to the evacuation site.

## SCHOOL LOCKDOWN PROCEDURE



## SCHOOL LOCKDOWN PROCEDURE

### General Guidelines:

- Staff members must have their school keys with them at all times;
- Classrooms must be closed and locked when not in use;
- Students must not be left unsupervised in a locked room.

School lockdowns may be either **external** or **internal**, depending on the nature of the threat to student and staff safety.

### External Lockdown

1. When the threat of armed intrusion exists outside of the school (i.e. – telephone threat, armed robbery in area) the **Principal** will decide if an **external lockdown** is warranted. If the decision is made to proceed with an external lockdown the **Principal** or designate will:

- Direct the **Facility Operator** to secure all external doors **except** the front entrance to permit access to emergency services personnel;
- Designate a staff member to observe the front entrance until advised otherwise by emergency services personnel.

2. Announcement of an external lockdown will only be made **Principal** to prevent students from leaving the building at recess, lunch or for outdoor classes.

### Internal lockdown

1. When an armed intruder is believed to be inside the school, the **Principal** or designate will announce “**This is an internal lockdown**”.

2. **Principal** or designate

- Calls 911 and relays all pertinent details to the dispatcher;
- Remains on the line until instructed to hang up by the dispatcher or emergency services personnel arrive inside the school;
- Will contact all classes who do not report status to the office.

3. **Staff in Classrooms:**

- Quickly check hallway immediately outside classroom and bring any students into the room;
- Ensure classroom door is locked and have students sit or lie on the floor away from the door and windows;
- Check attendance and add any students to the list that were brought in after lock down order;
- Report status and attendance to office via e-mail (preferred) or classroom phone;
- With the exception of reporting class status and attendance as above, do not use the classroom phone, except to report a change in status such as a seriously injured student or staff and / or intruder information;
- Stay in the room until the ‘all clear’ is announced by way of a PA announcement or three short bells.

**4. Staff NOT in classroom:**

- Go to the nearest secure location and lock the door;
- If there are students in the vicinity, get them into the room;
- Make a list of students with you and communicate it to the office via e-mail (preferred) or by internal phone;
- With the exception of reporting class status and attendance as above, do not use the classroom phone, except to report a change in status such as a seriously injured student or staff and / or intruder information;
- Stay in the room until the 'all clear' is announced by way of a PA announcement or three short bells.

## ARMED INTRUDER / HOSTAGE TAKING

**Note - An Intruder with a weapon, whether using it or not, is treated as a clear threat to school safety. School personnel should focus on the safety of students and staff and leave any negotiations or intervention to trained responders.**

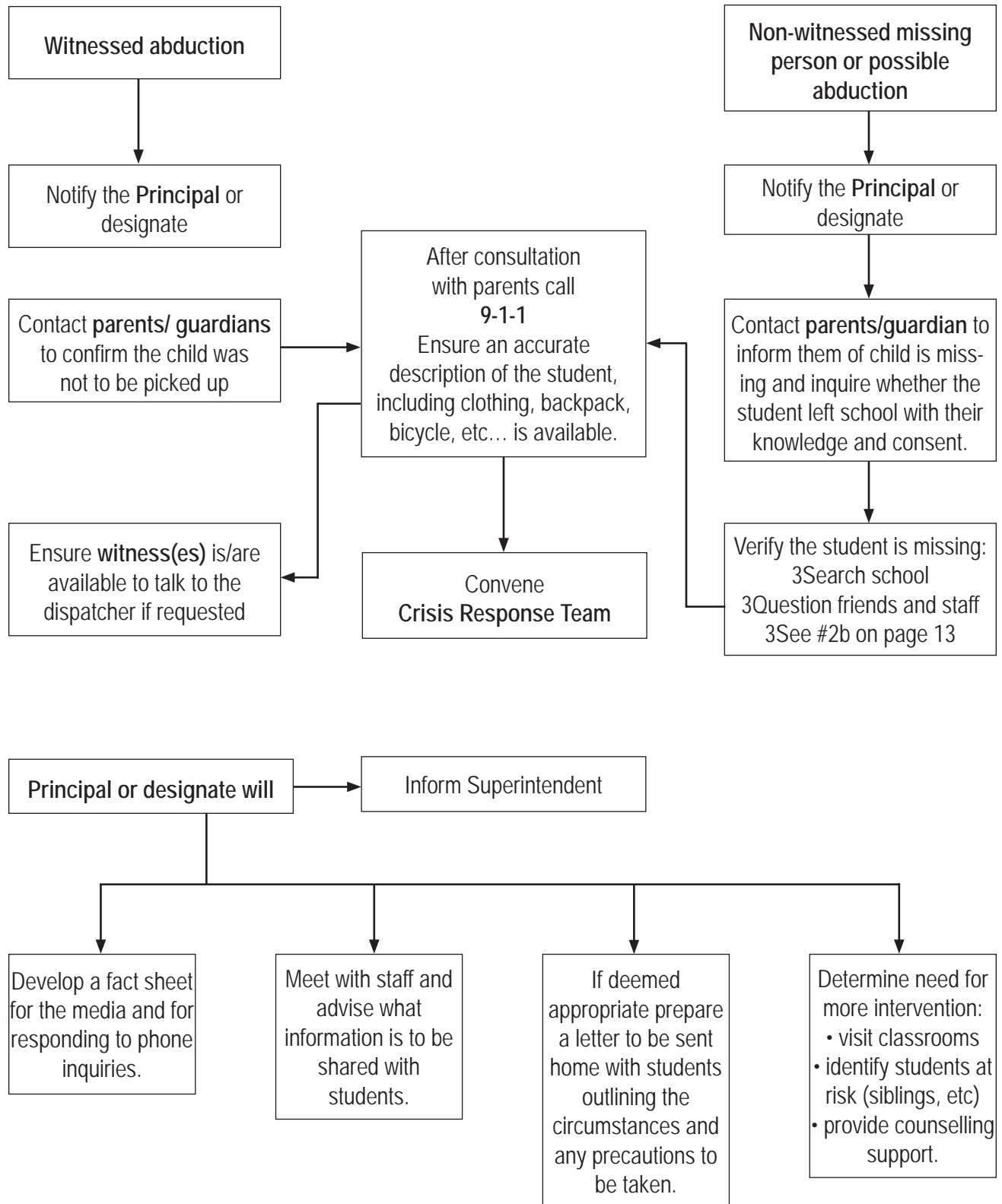
DO	DON'T
<ul style="list-style-type: none"> <li>• assume weapons are real</li> <li>• assume they will use weapon</li> </ul>	<ul style="list-style-type: none"> <li>• startle</li> <li>• cut off exits</li> <li>• attempt to remove weapon(s) from the intruder</li> <li>• attempt to negotiate with the intruder</li> <li>• evacuate school until the police have arrived</li> <li>• remove lockdown until directed so by the police.</li> </ul>

1. Anyone who detects another person with a weapon should immediately call 911 and/or inform the school office.
2. **ADMINISTRATION WILL FOLLOW PROCEDURES FOR FULL SCHOOL LOCKDOWN. SEE PAGES 8-10.**
3. Gather as much information as possible prior to the police arriving.
4. Convene Crisis Response Team.
5. Inform the Superintendent.
6. The staff room and or school office will be designated for use by emergency services personnel.
7. Family members will be directed to the Lakeview Community Center to await further information and the ultimate arrival of students when they are released from the school.

### After The Fact

1. Protect the crime scene. Note circumstances and individuals present. Identify assailants, victims and witnesses. If possible, retain and separate witnesses until police arrive.
2. The Superintendent or designate will prepare a statement for the media. The media may assist in informing parents of the location and time of the student's release. Prepare a fact sheet to respond to telephone inquiries.
3. Release students only after police approval: See **Early Dismissal Procedures (page 15)**
  - a) Teachers should remain with students until they are released.
  - b) Use attendance file when releasing students to verify information.
  - c) Use prearranged evacuation site if necessary, to release students to their parents.
4. The Crisis Response Team in consultation with external crisis response agencies will determine the nature and extent of the crisis counselling required and will access the necessary resources.
5. Meet with staff as soon as possible to debrief and develop plans for follow up.
6. Complete the Crisis Response Report (Appendix VI in the Critical Incident Handbook).

### ABDUCTION / MISSING PERSON



## ABDUCTION / MISSING PERSON

### 1. If witnessed:

- a) Notify the **Principal** or designate immediately. The Principal will:
  - i) Contact parents / guardians to confirm the child was not to be picked up
  - ii) After consultation with the parents / guardians, call **911**
  - iii) Have witness(es) available to provide information to the dispatcher.

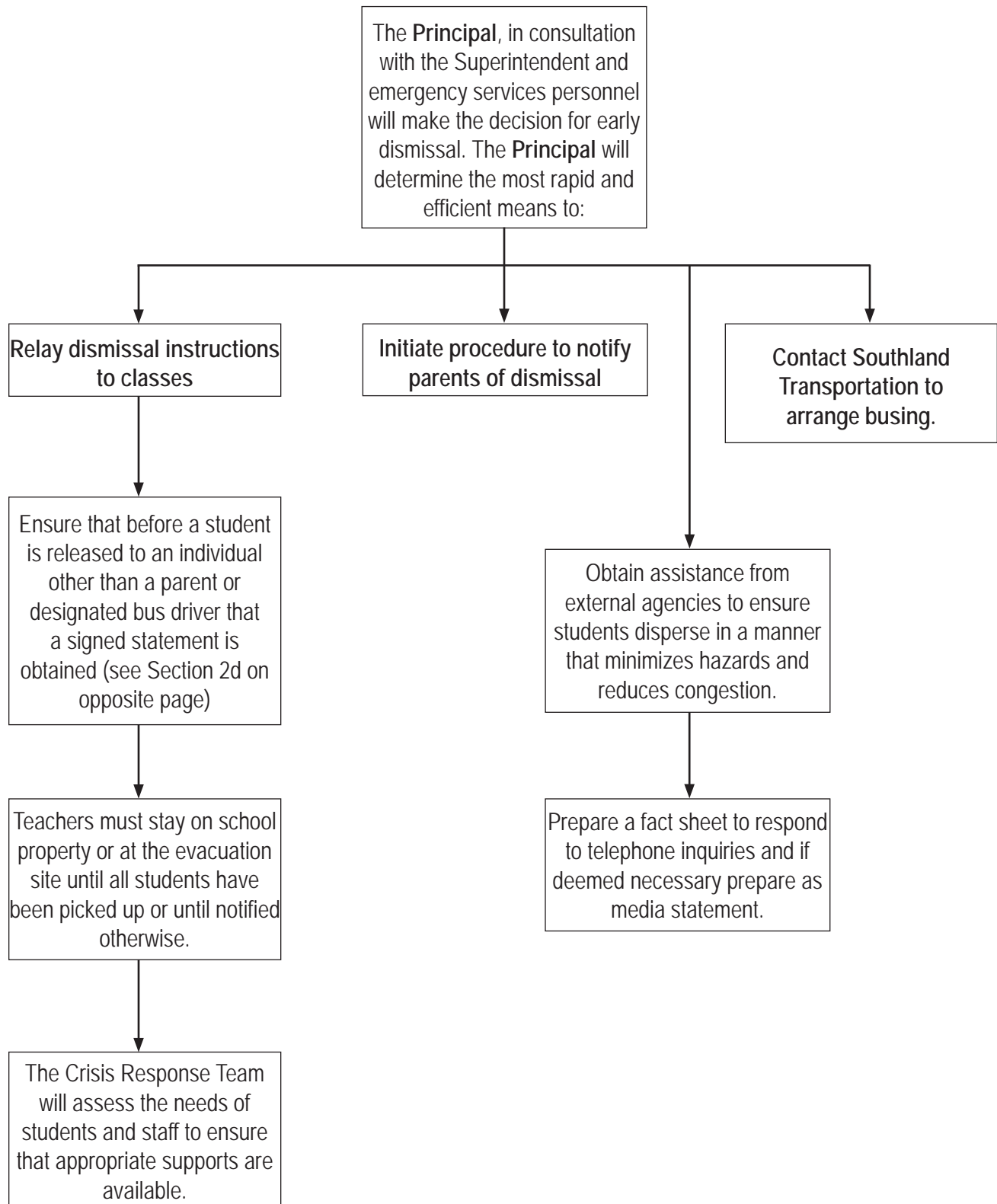
### 2. If not witnessed:

- a) Notify the **Principal** or designate immediately.
- b) Contact parents / guardian to inform them that their child is missing and inquire whether the student left school with their knowledge and consent.
- c) Verify that the student is missing; arrange for a thorough search of the building and school grounds. Question student's friends and classmates to obtain information about:
  - i) Where the student was last seen
  - ii) Last known actions
  - iii) Who they were with
  - iv) The student's general mood or demeanour prior to being reported missing.
- d) After consultation with parent / guardian call **911**.

### In either of the situations noted above, proceed as follows after calling 911:

1. Convene School Response Team and inform Superintendent.
2. With the police, develop a fact sheet to respond to telephone inquiries and a media release if required.
3. Meet with staff and advise teachers about sharing fact sheet information with students.
4. Based on circumstances, determine need for more active intervention - visit classrooms, identify students at risk, provide counselling as required.
5. 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 Critical Incident Handbook)
6. Prepare classmates to be supportive when student returns and provide counselling as needed.
7. Complete the Crisis Response Report (Appendix VI in the Critical Incident Handbook).

## EARLY DISMISSAL PROCEDURE



## EARLY DISMISSAL PROCEDURE

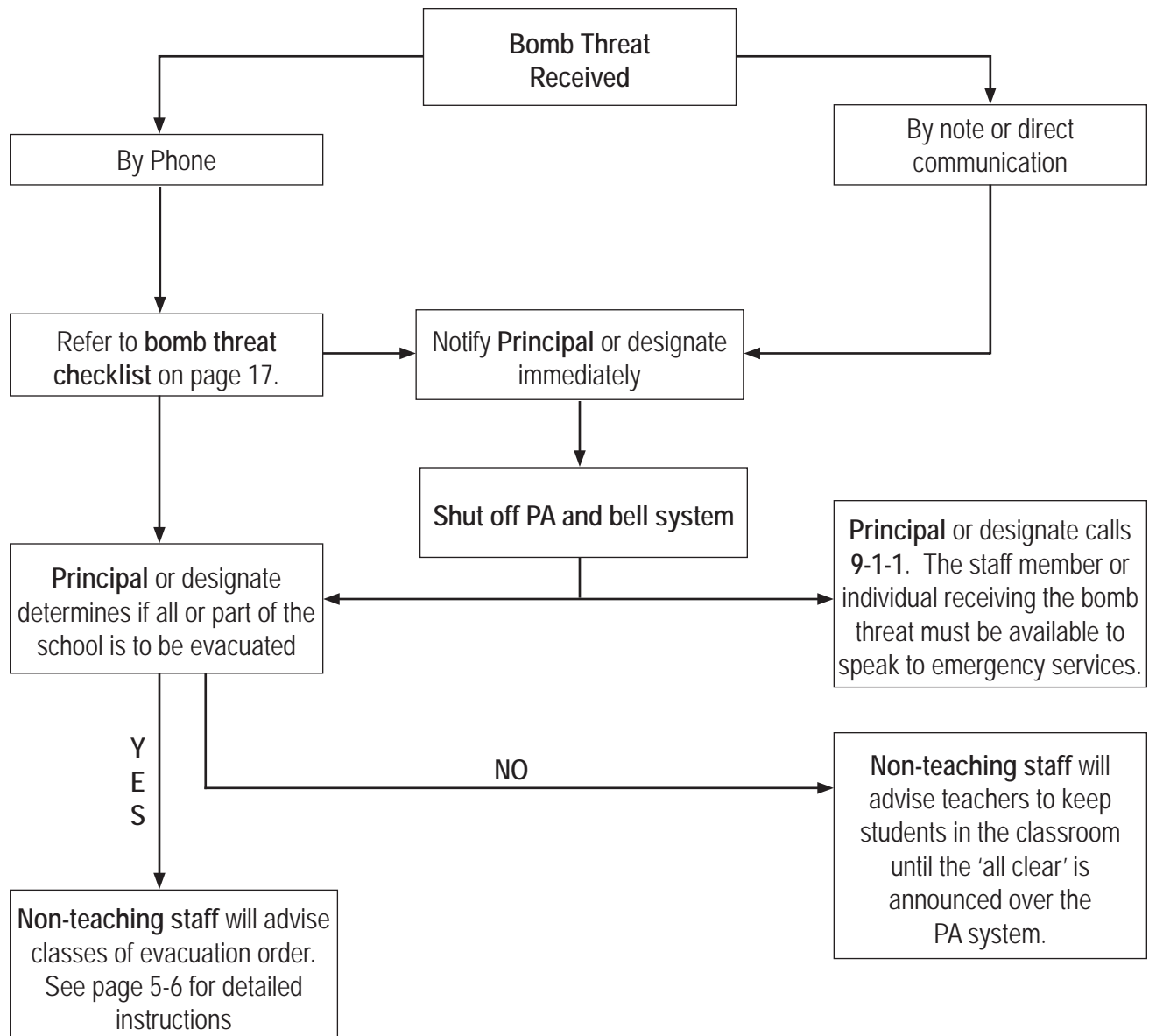
1. The Principal, in consultation with the Superintendent and emergency services personnel, will make the decision for early dismissal.
2. Once the decision is made to dismiss, the Principal will:
  - a. Relay dismissal instructions to each classroom by the most rapid and efficient means;
  - b. Contact Southland Transportation to arrange for buses to be dispatched to the school;
  - c. Initiate established procedure to notify parents of the dismissal, ensuring that standing instructions from parents regarding child care are followed in the event they cannot be contacted;
  - d. Ensure that before a student is released to an individual other than a parent or designated bus driver that verbal consent is obtained from the parent/guardian and the individual taking custody of the child completes and signs a Release Form including their name, the child's name, final destination address and phone number (see Appendix ?);
  - e. Obtain assistance from external agencies as required to ensure students disperse from the school or evacuation site in a manner that will minimize hazards and reduce congestion;
  - f. Prepare a statement for the media and a fact sheet to respond to telephone inquiries;
  - g. Complete a Crisis Response Report (see Appendix ?)
3. Teachers must stay on school property or at the evacuation site until all students have been picked up or until notified otherwise.
4. The Crisis Response Team will assess the needs of students and staff to ensure that appropriate supports are available.

## BOMB THREAT

**IMPORTANT: CELL PHONE USE IS ABSOLUTELY PROHIBITED WHEN AN EXPLOSIVE DEVICE IS SUSPECTED TO BE IN OR AROUND THE SCHOOL.**

**EQUALLY IMPORTANT: IF YOU BELIEVE THAT A DEVICE OR PACKAGE LOOKS SUSPICIOUS...**

- DO NOT TOUCH OR MOVE IT
- DO NOT ASSUME THAT IT IS THE ONLY THREAT
- NOTIFY THE OFFICE IMMEDIATELY
- MOVE STUDENTS TO ANOTHER PART OF THE BUILDING.



## BOMB THREAT

IMPORTANT: CELL PHONE USE IS ABSOLUTELY PROHIBITED WHEN AN EXPLOSIVE DEVICE IS SUSPECTED TO BE IN OR AROUND THE SCHOOL.

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- DO NOT TOUCH OR MOVE IT
- DO NOT ASSUME THAT IT IS THE ONLY THREAT
- NOTIFY THE OFFICE IMMEDIATELY
- MOVE STUDENTS TO ANOTHER PART OF THE BUILDING.

1. If you receive a bomb threat through a note or direct communication, notify the **Principal** or designate immediately.
2. If you receive a bomb threat by phone, refer to the “**Bomb Threat Checklist**” on the next page. As soon as practical, notify the **Principal** or designate of the threat.
3. The **Principal** or designate will call 911 immediately. The staff member or individual who received the bomb threat must be available to talk to the emergency services operator at this time.
4. A decision to evacuate all or part of the school as a result of a bomb threat will be made by the **Principal** or designate.
5. Non-teaching staff members will relay evacuation instructions to classrooms. **THE PA SYSTEM AND FIRE ALARM ARE NOT TO BE USED DURING A BOMB THREAT.** Refer to page 5-6 for evacuation procedures.
6. The **Principal** or designate will redirect students to an alternate location as deemed necessary.
7. At the earliest opportunity the Principal will notify the Superintendent of the bomb threat. If deemed necessary the Crisis Response Team may be convened to ensure that all students and staff receive the appropriate support and assistance.

**BOMB THREAT CHECKLIST**

- a) When is the bomb going to explode?
- b) Where is it right now?
- c) What does it look like?
- d) Did you place the bomb?
- f) What is your address?
- g) What is your name?

**EXACT WORDING OF THE THREAT:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Sex of Caller: \_\_\_\_\_  
 Accent or Dialect: \_\_\_\_\_  
 Age: \_\_\_\_\_  
 Length of Call: \_\_\_\_\_  
 Phone number at which call was received: \_\_\_\_\_  
 Phone number called from (if known): \_\_\_\_\_  
 Time: \_\_\_\_\_  
 Date: \_\_\_\_\_

**Callers Voice**

Calm – Angry – Nasal – Excited - Slow – Rapid – Soft – Loud – Normal – Laughter  
 – Crying – Deep – Distinct - Slurred – Stutter – Lisp – Ragged – Disguised – Clearing  
 Throat – Familiar – Deep Breathing – Accent – Cracked

**Background Sounds**

Static – Clear – Street Noises – Music – Motor – Animal Noises – Voices – PA System  
 – House Noises – Booth – Local – Long Distance – Factory Machinery – Office Machin-  
 ery – Cell Phone

**Threat Language**

Foul – Well Spoken (educated) – Irrational – Message read by threat maker – Taped  
 – Incoherent

**Remarks:** \_\_\_\_\_  
 \_\_\_\_\_

## LOSS OF UTILITIES

### **Electricity Failure:**

1. Call **Enmax** Emergency at **514-6100**
2. Inform the Facilities Operator.
3. Determine if the loss of lighting and/or heating represents a safety hazard.
4. If a safety hazard exists, call 911, evacuate the building following school Evacuation Procedures. Move staff and students to previously designated alternate location.
5. Inform Superintendent if evacuation procedure is initiated.
6. Where no safety hazard exists, school will continue normal operations.
7. Complete Crisis Response Report if school has been evacuated or released early.

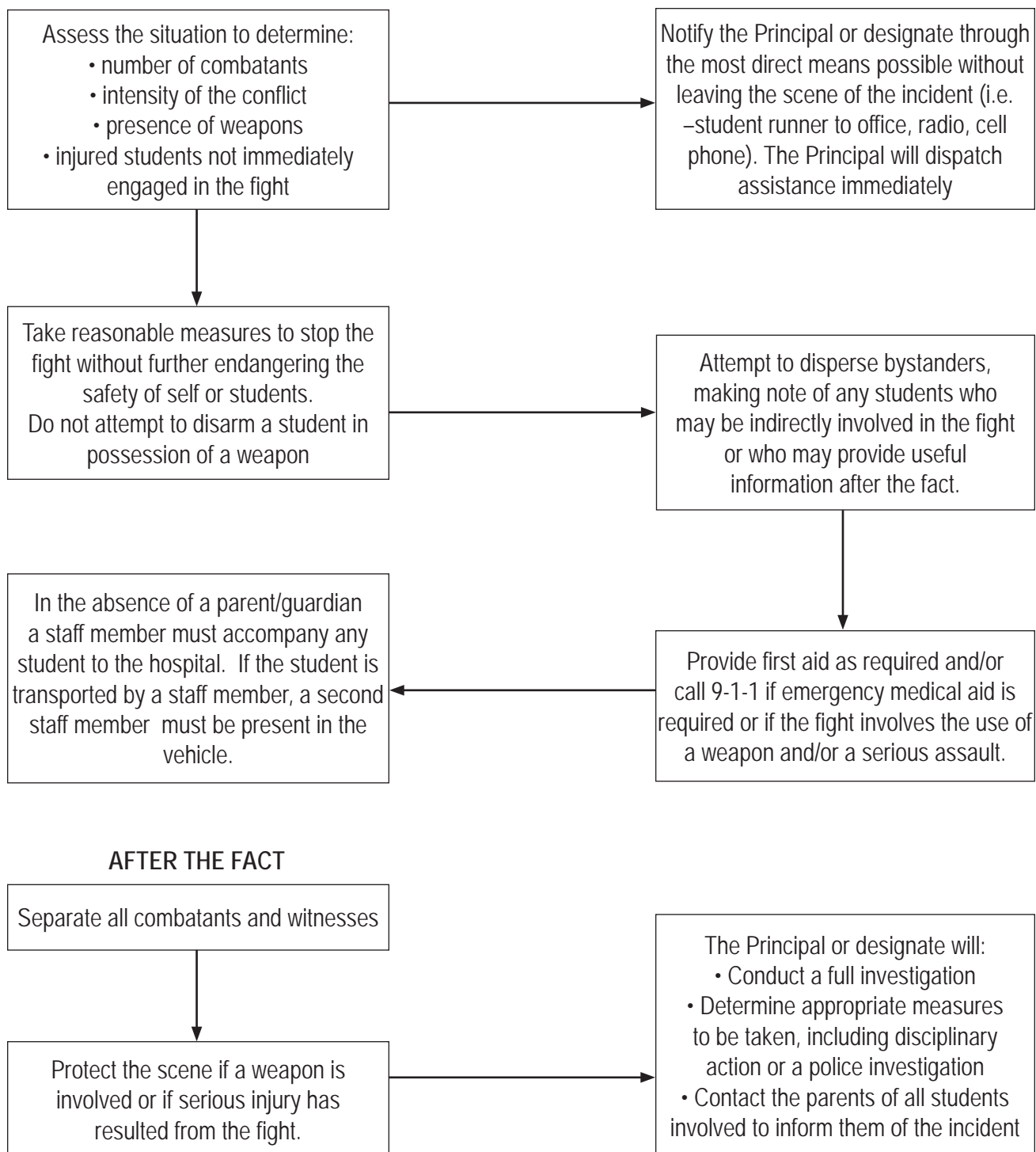
### **Gas Leak: DO NOT USE THE FIRE ALARM IN THE EVENT OF A GAS LEAK**

1. Notify the school office immediately.
2. Call **Atco Gas** at **245-7222**
3. Inform Facilities Operator.
4. Evacuate school immediately following school Evacuation Procedures (see pages 5-6). Do not use Fire Alarm.
5. Move students and staff to previously designated alternate location.
6. The principal will determine the need to convene the Crisis Response Team.
7. Inform Superintendent.
8. Return to school building only when clearance is given. (Note: This decision is the joint responsibility of the emergency service responders and Atco Gas and/or maintenance provider.)
9. Determine communication needs - media statement, telephone response fact sheet, parent notification.
10. Complete the Crisis Response Report (Appendix VI of the Critical Incident Handbook).

### **Water System Failure:**

1. Notify the school office immediately
2. Inform the Facilities Operator.
3. If the emergency requires an early dismissal, follow school procedures as outlined in Early Dismissal Procedure. Inform Superintendent.

## FIGHT ON SCHOOL PREMISES



## FIGHT ON SCHOOL PREMISES

### 1. Assess the situation to determine:

- number of combatants
- intensity of the conflict
- presence of weapons
- injured students not immediately engaged in the fight

Staff should take reasonable **verbal** measures to stop the incident. Do not attempt to disarm a student in possession of a weapon.

2. Notify the Principal. (Note: The seriousness of the incident should dictate the necessity of convening the Crisis Response Team and reporting the incident to the Calgary Police.)

3. Provide first aid as required or call **Emergency Services 9-1-1**. Follow established first aid procedures regarding body fluids. A staff member should accompany the victim to the hospital. Follow procedures regarding body fluid.

4. In the absence of a parent/guardian a staff member must accompany any student to the hospital. If the student is transported by a staff member, a second staff member must be present in the vehicle.

5. Protect the scene of the incident. Note the circumstances and individuals present. Identify assailants, victims and witnesses. Isolate assailants. In serious incidents, separate witnesses until police arrive.

6. The Principal will inform Superintendent in cases where serious personal injury has occurred or where a school employee has been assaulted.

7. Inform parents/guardians of students involved as required.

8. Develop a fact sheet for the media and to respond to telephone inquiries.

9. Meet with staff to provide factual information and plan follow up.

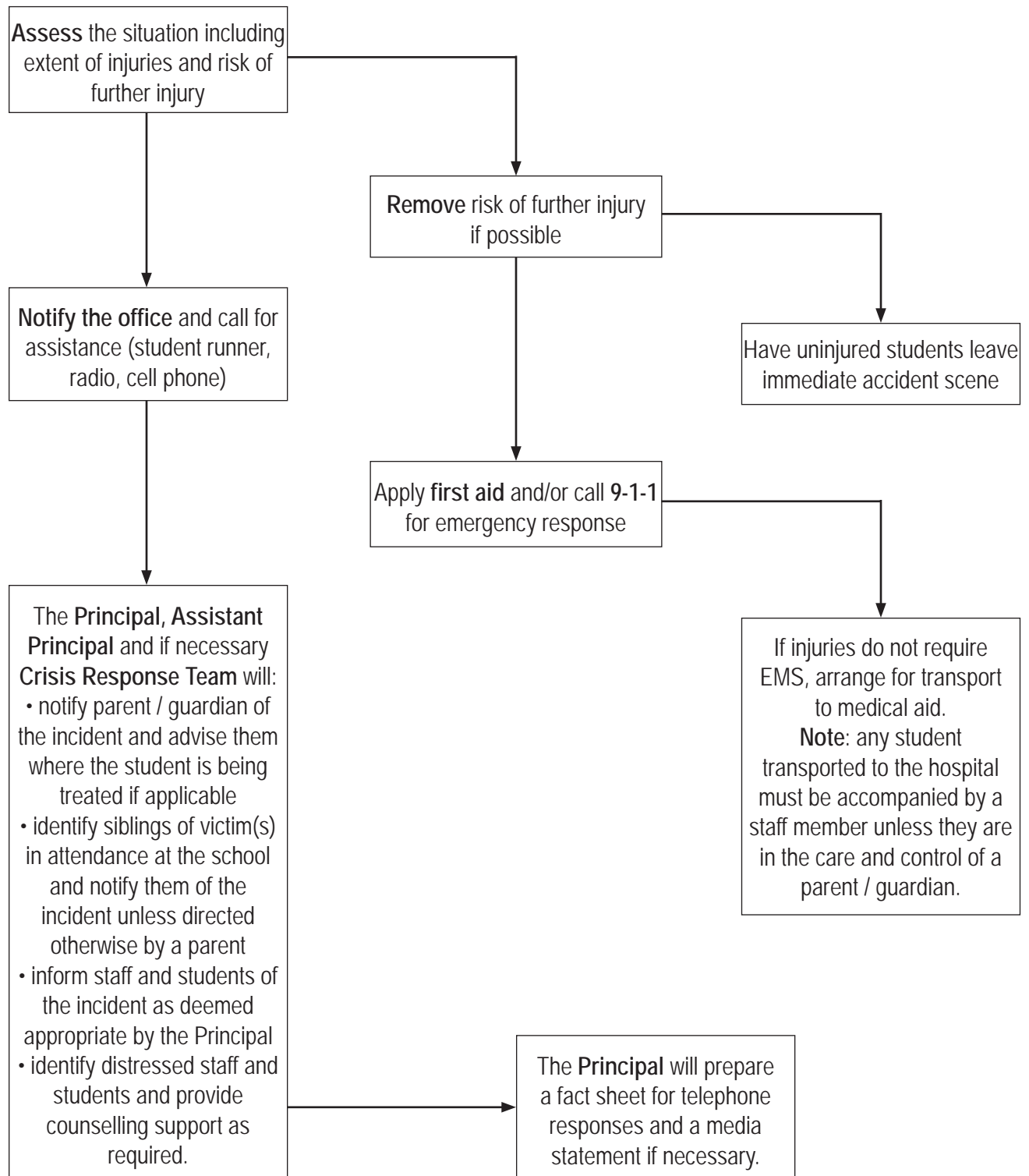
10. The principal or designate will:

- Conduct a full investigation
- Determine appropriate measures to be taken, including disciplinary action or police investigation
- Contact the parents of all students involved to inform them of the incident

11. Provide counselling as required.

12. Complete the Crisis Response Report (Appendix VI of the Critical Incident Handbook).

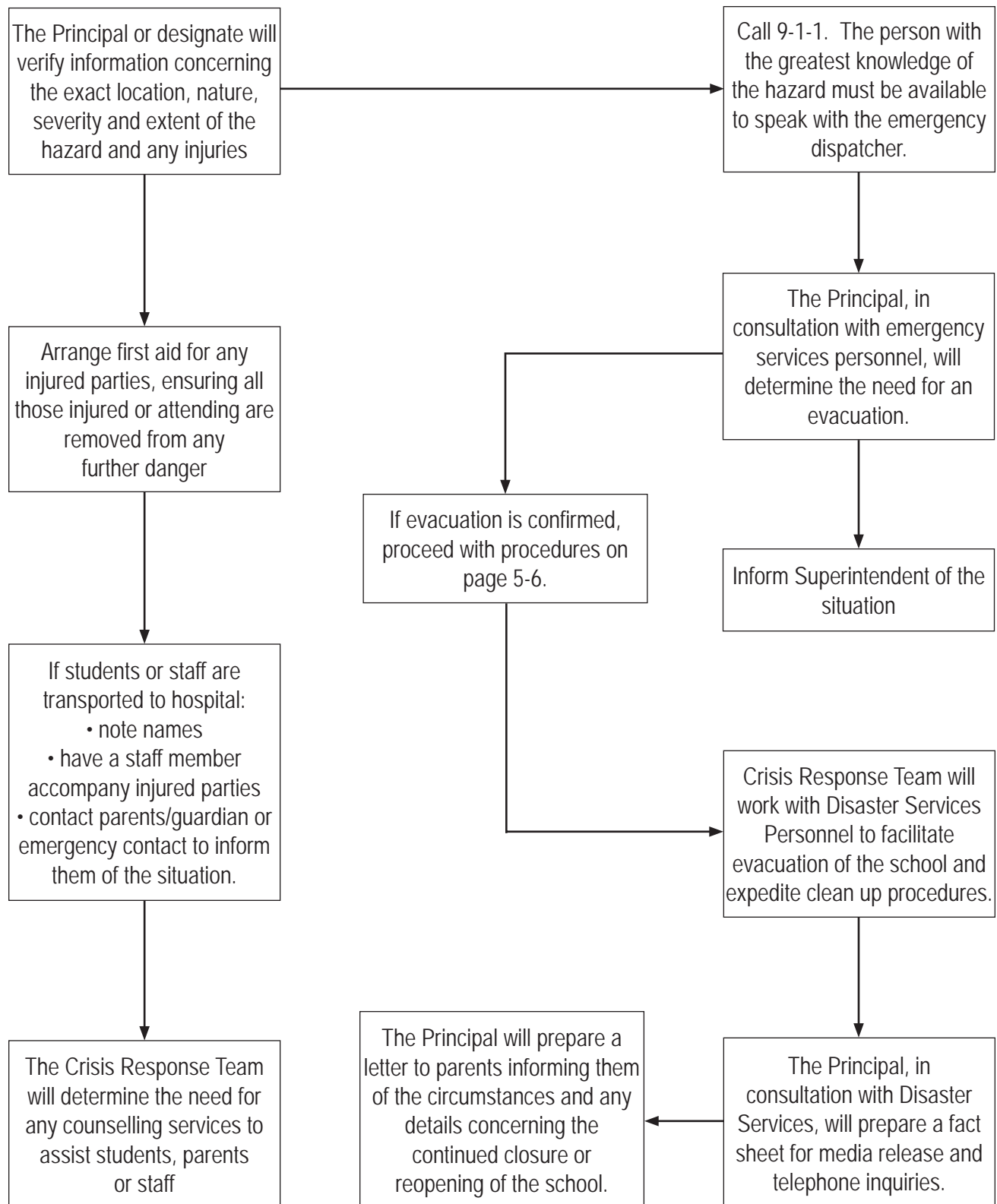
## SEVERE INJURY AT SCHOOL



## SEVERE INJURY AT SCHOOL

1. Assess the situation and extent of injuries. Remove risk of further injury. (Involve staff possessing First Aid training, if possible.)
2. Apply First Aid, notify the office and **call 911 Emergency Services** if required.
3. Notify the **Principal** or designate and the office.
4. Have uninjured students leave the immediate accident scene.
5. Call parents/guardians of injured students and inform them of the nature and extent of injuries and the location of students.
6. Where injuries are judged to be less severe, the student may be transported to a medical facility.
7. In the absence of a parent/guardian a staff member must accompany any student to the hospital. If a staff member transports the student, a second staff member must be present in the vehicle.
8. Convene Crisis Response Team as required:
  - i) Crisis Response Team will identify siblings attending CSS and, if requested to do so by parents/guardians, notify them of the incident.
  - ii) Inform all staff and students of the accident, if deemed appropriate and necessary to prevent a proliferation of misinformation.
  - iii) Identify distressed students and staff (witnesses, close friends, siblings, etc.) and provide counselling as required.
9. The Principal will prepare a statement for media and a fact sheet to respond to telephone inquiries.
10. Debrief Crisis Response Team.
11. Inform the Superintendent.
12. Complete the Crisis Response Report (Appendix VI of the Critical Incident Handbook).

## ENVIRONMENT HAZARD – TOXIC SPILL – INTERNAL

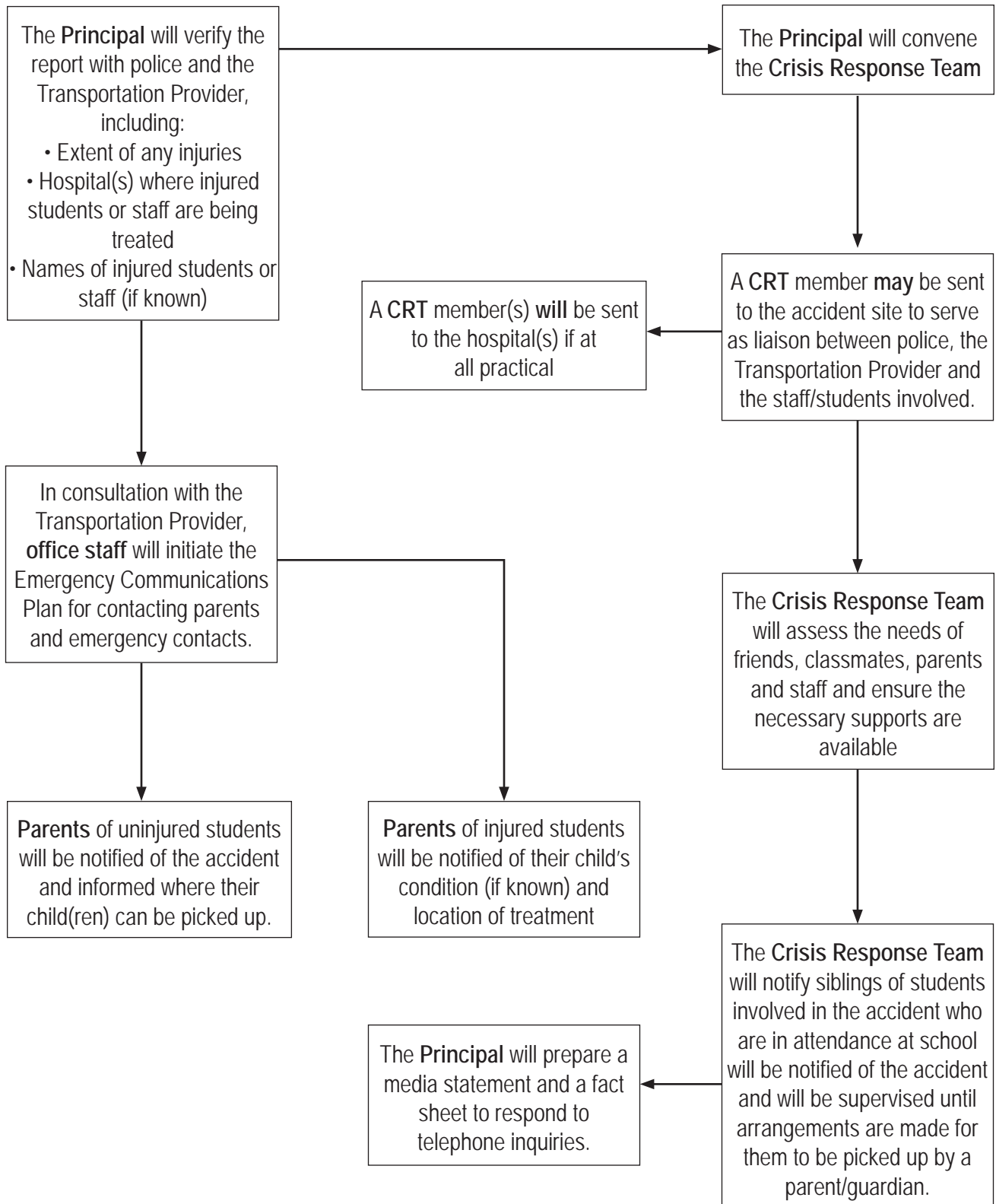


## ENVIRONMENT HAZARD – TOXIC SPILL – INTERNAL

1. Notify the **Principal** or designate / office immediately upon detecting a toxic hazard.
2. The **Principal** or designate will verify information concerning the exact location, nature, severity and extent of the hazard.
3. Call **911**. The person with the greatest knowledge of the hazard must be available to speak with the emergency dispatcher.
4. The **Principal** or designate will follow Evacuation Procedures (see page 5-6), if necessary.
5. Inform the Superintendent.
6. Arrange First Aid for any injured parties, ensuring that the injured and those administering to them are removed from any further danger.
7. Crisis Response Team members should work with and support disaster services personnel.
8. If students or staff are taken to hospital:
  - a) note names of all students/staff transported;
  - b) provide staff member to accompany injured to hospital;
  - c) notify parents/guardians or emergency contact about the incident.
9. The **Principal**, in consultation with Disaster Services, will prepare a fact sheet for telephone inquiries and emergency fan out notifications in the event of site evacuation or early dismissal. (See pages 5-6 and 13-14 for evacuation and early dismissal procedures).
10. Prepare an 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.
11. The **Principal**, in consultation with the Crisis Response Team, will identify the need for crisis counselling services and will ensure that these are made available.
12. Complete the Crisis Response Report (Appendix VI of the Critical Incident Handbook).

## TRANSPORTATION ACCIDENT

Upon receiving notification of a transportation accident:



## TRANSPORTATION ACCIDENT

**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 a transportation accident, the **Principal** will verify the report with police and the Transportation Provider.
2. Determine if there are injuries, the extent of the injuries and hospitals where students have been transported.
3. The Principal will convene the Crisis Response Team.
4. If necessary, dispatch a Crisis Response Team member to the emergency site to act as a liaison with emergency responders and school staff/students.
5. A Crisis Response Team member(s) should be sent to the hospital where students have been taken.
6. In consultation with the Transportation Provider, initiate emergency communications plan for contacting parents or emergency contacts. Inform them of facts and provide information with respect to the condition of their children/spouses, their location and the name of the staff member 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. The media may be helpful in informing parents of the location and time of the student's release.
8. **Parents** of injured students will be notified of their child's condition (if known) and location of treatment
9. The Crisis Response Team will assess the needs of friends, classmates, parents and staff to ensure the necessary supports are available.
10. Siblings of students involved in the accident who are in attendance at school will be identified and will be notified of the incident at the request of the parents.
11. Complete the Crisis Response Report (Appendix VI of the Critical Incident Handbook).

## NATURAL DISASTERS

### Natural Disasters (Earthquake, Blizzard, Forest Fire, Flood, Train Derailment)

- **Call 911**
- **Await further instructions.**
- **Remain where you are if it is safe to do so.**
- **Assess the Situation:**
  - Gather the facts quickly.
  - Review the School Evacuation Plan.
  - Determine how communications will best be handled with students, staff, parents, public and media.
  - Review the authority structure for emergencies, and the role of the school and staff in the total Community Response Plan.
  - Response to media will be made by Superintendent, if appropriate.

#### • **Intervention Response:**

DO	DON'T
<ul style="list-style-type: none"> <li>• Contact municipal emergency services.</li> <li>• Keep everyone indoors until advised otherwise.</li> <li>• Close all doors and windows.</li> <li>• Make the school available for emergency use as required.</li> <li>• Have available a battery operated radio, flashlight, telephone, megaphone and two-way radio if possible.</li> <li>• Consider students' safety and welfare first.</li> <li>• Keep calm.</li> <li>• Work with the media and authorities to ensure accurate information is released.</li> <li>• Provide security for school records, equipment and facilities.</li> <li>• Be prepared to provide leadership.</li> </ul>	<ul style="list-style-type: none"> <li>• Panic - remain calm and in control.</li> <li>• Guess as to the amount of damage or injuries or deaths – await accurate information.</li> <li>• Allow frantic parents/citizens to disrupt emergency measures operations.</li> <li>• Release specific information unless</li> </ul>

#### • **Follow-up Activities:**

- Record and report as required.
- Debrief including community agencies involved.
- Review school and community emergency response plans.
- Provide ongoing support and services as required.
- Assist in the longer term disaster relief efforts as appropriate.
- Bring closure by communicating the school's willingness and ability to provide valuable collaboration during emergency.

## CALGARY SCIENCE SCHOOL CRISIS RESPONSE CONTACTS

Crisis Response Services will be activated by the Principal or designate. The Team Leader, in consultation with other members of the CRT, will determine the level of assistance required.

### Crisis Response Contacts

Title	Name	Phone Number
Team Leader - Principal - CSS	Ron Sweet	282-2890 ext. 122 880-2018 (cell)
Superintendent - CSS	Gordon Welch	282-2890 ext. 232 601-2563 (home)
Assistant Principal - CSS	Darrell Lonsberry	282-2890 ext. 116 852-0497 (cell)
School Counsellor - CSS	Phil Butterfield	282-2890 ext. 115 815-3683 (cell)
Calgary Police Service	Emergency Non-emergency	911 266-1234
Lakeview Community Center Community Administrator	Jenny Nicholson	242-8660 630-1430 (cell)
Bishop Pinkham Junior High School Principal	Dr. Cheryl Oishi	777-7840
Alberta Mental Health – Mobile Crisis Team	N/A	266-1605
Calgary Health Region - Public Health Office	Jan Byers	944-7336
Child and Family Services	Emergency Non-emergency	297-2995 297-8080
Calgary Victim Services	N/A	206-8398
Board Liaison		