



**EMERGENCY MANAGEMENT
GUIDANCE
<Insert site name>**



DO NOT REMOVE FROM ROOM

Purpose

This guide aims to give simple advice and direction in a number of identified emergency situations, this is not an exhaustive guide and will not be able to identify every eventuality.

Emergency Services Number:

<Insert emergency services number/s>

<Address of site>

Site emergency contacts

Name	Role	Contact details email/Number

Please ensure that you are familiar with this guide and any associated documentation as listed:

- <Insert document titles relating to this guidance>

FIRE/EXPLOSION

If discovered:

- Activate fire alarm <insert how to activate>
- Call emergency services and give building address
- Evacuate building following fire route
- Ensure that all students have left the area with you
- Report to the assembly point
- Take attendance as far as possible – update if any students/employees are known to be missing
- Contact site emergency contacts
- Keep driveways and access clear for the emergency services arrival

Do:

- Follow the instruction of any fire wardens or members of the emergency services
- Close classroom windows and doors as you travel, if safe to do so
- Alert colleagues and students to the need to evacuate
- Ensure you are familiar with the <evacuation point/assembly point – delete as appropriate> as appropriate

Do Not:

- Stop or travel to collect belongings
- Attempt to tackle the fire
- Use the <lift/elevator – Delete as appropriate>
- Attempt to re-enter the building or allow anyone else to do so until the all clear has been given
- Leave site without updating a senior staff member

MEDICAL EMERGENCY

Stay calm

If student/employee is in distress:

- Call emergency services <insert number>
- Do not move the person unless they are at a risk of further injury
- Administer first aid in line with first aid training
- Call site emergency numbers

Do

- Stay on the line with emergency services to get guidance until they arrive
- Get assistance from fellow employees
- Ask other persons to get assistance if needed

EVACUATION GENERAL

You may be asked to evacuate for reasons other than fire, if so:

- Ensure that you and any students exit single file in SILENCE through to nearest safe exit or where directed by senior team/emergency services.
- Ensure the preceding room or passageway is clear before continuing
- Stay with students in the <evacuation point/assembly point – delete as appropriate> and take attendance if possible
- Report any known missing students to senior staff members
- Students that were not in class should report in to the nearest teacher or employee

Do:

- Follow the instructions of the emergency services or senior staff members
- Remain in the <evacuation point/assembly point – delete as appropriate> until further instruction is given

Do Not:

- Stop or travel to collect belongings
- Use the <lift/elevator – Delete as appropriate>
- Attempt to re-enter the building or allow anyone else to do so until the all clear has been given
- Leave site without updating a senior staff member

Secondary evacuation from site – You may need to evacuate further from site or to a completely different venue

If so:

- Follow instructions to the secondary <evacuation/assembly point – delete as appropriate> this may require travel on foot or by vehicle
- Ensure that all students are accompanied in this process
- You will not be able to leave without express permission of the senior management team
- <US only – Student drivers will not be permitted access to their car- delete if not relevant>

VIOLENT BEHAVIOUR

Student Violence – *Verbal or physically violent behaviour witnessed – including towards yourself or others within the vicinity*

- Wherever possible move yourself and anyone else away from the student/s
- Notify the emergency site contacts for support
- Secure area if possible e.g. close door to room
- If risk of injury to yourself or others, reasonable force in restraining the student can be actioned

Do:

- Remain calm and ensure you speak in a calm, clear voice
- Ensure that you and other students/employees are safe as a priority
- Make yourself familiar with the Use of Reasonable force policy <insert location here>

Do Not

- Retaliate any threats with threats
- Laugh, mock or joke with anyone threatening you

Employee/External Persons Violence – *Verbal or physically violent behaviour witnessed from employees or external persons i.e. contractor, visitor*

- Remove yourself and anyone else away from the person/s wherever possible
- Call the emergency site contacts for support
- Wherever possible put a physical barrier between yourself and the person/s exhibiting violent behaviour

Do:

- Remain calm and speak in a calm, clear voice
- Remove yourself from the situation as far as possible

Do Not

- Retaliate any threats with threats
- Laugh, mock or joke with anyone threatening you

SELF HARMING BEHAVIOURS

Student – *Threatening to self-harm/hurting themselves/Suicidal thoughts*

- Stay with the student
- Contact site emergency contacts or ask another employee to do so
- Ensure any other student in the vicinity leave the area
- Speak calmly and clearly do not make sudden movements or raise your voice
- Only restrain if there is no risk of injury to yourself

Do:

- Stay with the student until help arrives
- Ask open questions and keep the student talking

Do Not:

- Raise your voice
- Suggest that the behaviour is silly or question their intentions

Employee/External Persons - *Threatening to self-harm/hurting themselves/Suicidal thoughts*

- Stay with the person
- <Contact the emergency services – UK process>
- Contact site emergency contacts or ask another employee to do so if possible
- Remove any students or other employees from the vicinity
- Speak calmly and do not make sudden movements or raise your voice

Do:

- Stay with the student until help arrives
- Ask open questions and keep the student talking

Do Not:

- Raise your voice
- Suggest that the behaviour is silly or question their intentions

ARMED INTRUDER/S

- If possible to do so safely evacuate the building with any other students/employees
- Hide if unable to safely evacuate the building
- Call emergency services if safe to do so
- Contact site emergency contacts if safe to do so, can do so via text/email rather than call
- Put mobile phone on silent, instruct students/employees to do the same
- Assess the situation and remain calm
- Follow any instruction from authorities
- Account for all students under your supervision

Do:

- Keep students and employees around you calm
- If possible when hiding and if safe to do so;
 - Turn off lights
 - Move out of sight as far as is possible
 - Close blinds or curtains

Do Not:

- Attempt to disarm the intruder/s
- Threaten the intruders

If directly involved/in contact with intruder/s

- Follow any instructions given
- Remain calm
- Do not argue with the intruders
- Do not try and be a hero
- If students are involved, keep them calm and minimise where possible their interaction with the intruder/s

LOCKDOWN

- <Insert alert process> indicating that the school is in lockdown
- Bring all students into the building and into a space able to be secured unless otherwise instructed
- Teachers and staff should look in nearby corridors and restrooms and bring students In those areas into her/his classroom or secured place if safe to do so
- All interior and exterior doors to be locked and secured/pull blinds if able/safe to do so
- Take attendance
- Everyone remain in rooms away from doors and windows and out of sight as far as possible
- Students should not be allowed to use <cell phones/mobile phones> and should have all phones on silent
- Ensure that you are monitoring communications for any actions or instructions
- Do not attempt to contact the Senior Management team unless an issue arises in your classroom or area
- During lockdown no one should be in the halls except <delete as appropriate appointed personnel/administrators> and police
- Staff without students/ or a class at the time of a lockdown should report to the nearest
- classroom or safe place
- The lockdown remains in effect until an “all clear” is called this will be <insert information on how all clear will be announced>

HAZARDOUS MATERIALS

Chemicals, Blood Borne Pathogens, Biological and Radiological Materials, Tear Gas, Toxic Fumes

- Follow local procedures for spills or suspected leaks
- **Radioactive materials** – Follow guidance of Radiation Protection Supervisor <insert name>

Evacuation (if instructed)

- Evacuate from crisis area to safe area as instructed
- Wait for instructions

Reporting Suspected Issue:

- Remove any employees/students away from the source
- Report materials, leaks/odours to site emergency contact list member
- Be prepared to describe the type of material
- Avoid contact and do not clear up if you are unsure what the material is
- If possible close the doors and windows to room when exiting
- Stay upwind from effected area

Note: Always suspect airborne hazard. Many materials are invisible and odourless

SEVERE STORM

- Be prepared to move to a safe area, away from windows
- Ensure all windows and doors are secured
- Do not panic
- Follow instructions from Senior Management Team

SHELTER-IN-PLACE/INVACUATION

Secured Perimeter/site

- Bring all students into the building unless otherwise instructed
- All exterior doors will be locked and secured
- Immediately take attendance
- Keep away from windows
- Teacher to remain with class until “all clear” signal is provided
- Remain calm. Act as if there is no reason to change routine
- No one will be allowed into the building during a “shelter-in-place”

STUDENT WITH GUN OR WEAPON

- If safe to do so alert the site emergency contacts – e.g. if student leaves the area
- Be compliant with the student - as long as the gun/weapon is not being displayed and no one is being threatened, time is on your side
- Assess the situation and remain calm
- Await further instructions from the police
- Follow instructions quickly without comment
- Do not threaten or attempt to intimidate or disarm the student
- If students are involved, attempt to keep them calm and minimize their involvement with the intruder
- Account for all students under your supervision

KIDNAPPING/ HOSTAGE

- Contact emergency services
- Notify site emergency contacts
- Try to calmly persuade the abductor not to commit the act
- Note physical appearance (e.g. type and colour of clothing; make, model, license plate of vehicle used in abduction)

If taken hostage:

- Remember you are NOT the person in control of the situation
- Cooperate with the abductor and follow instructions
- Try to find a way to notify others of the situation
- Do **NOT** try to be a hero
- Try not to panic; calm students if they are present
- Treat the abductor as normally as possible
- Ask permission to speak and do not argue or make suggestions
- Be prepared for intervention to occur at any time

GAS LEAK

DO NOT USE PHONES LINES

- Shut off main gas valve in <insert location/s of gas shutoff valves>
- Activate the fire alarm system
- Once clear of building inform site emergency contacts
- Use emergency (exit) stairwells in evacuating the building(s)
- DO NOT USE ELEVATOR

OPIOID OVERDOSE

Signs of an opioid overdose (what to look for):

- Blue skin tinge- usually lips and fingertips show first signs
- Body very limp
- Face very pale
- Pulse (heartbeat) slow, erratic, or not there at all
- Throwing up
- Passing out
- Choking sounds or a gurgling/snoring noise
- Breathing is very slow, irregular, or has stopped
- Unable to respond

Responding to an opioid overdose

If an individual is unresponsive:

- Call <insert emergency services details> to get help
- Check airway, breathing and pulse.
- If not breathing, perform CPR
- If unconscious but breathing, carefully place them on their side, loosen clothing, keep them warm.
- Notify the site emergency services
- Try to determine/identify drug(s), and/or drug paraphernalia (needle in/on/around the individual, spoons, bottle caps, plastic baggies, etc.) or alcohol, Rx bottles
- Stay with the person until help arrives

BOMB THREAT

- Remain calm and talk to the caller
- Note the caller's number if displayed your phone
- If the threat has been sent via social media or email, please refer to that section below
- If you are able to record the call
- Write down the exact wording of the call

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When, What, Where, Who, Why, How, Time

Ask these questions and record answers as accurately as possible

Where exactly is the bomb right now?	
When is it going to explode?	
What does it look like?	
What does the bomb contain?	
How will the bomb be detonated?	
Did you place the bomb? If not you who did?	
What is your name?	
What is your address?	
What is your telephone number?	
Do you represent a group or are you acting alone?	
Why have you placed the bomb?	
Record time call completed?	

Inform site emergency contacts

Name and contact number of persons involved	
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Dial emergency services and inform police

Time call made to emergency services	
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Complete this section once the site emergency contacts and emergency services have been informed

Date and time of call	
Duration of call	
The telephone number that received the call	

About the caller			
Male <input type="checkbox"/> Female <input type="checkbox"/>	Nationality	Age	
Threat Language			
Well-spoken <input type="checkbox"/> Irrational <input type="checkbox"/> Taped <input type="checkbox"/> Foul <input type="checkbox"/> Incoherent <input type="checkbox"/>			
Threat Language			
Calm <input type="checkbox"/> Crying <input type="checkbox"/> Clearing throat <input type="checkbox"/> Angry <input type="checkbox"/> Nasal <input type="checkbox"/> Slurred <input type="checkbox"/> Excited <input type="checkbox"/> Stutter <input type="checkbox"/> Disguised <input type="checkbox"/> Slow <input type="checkbox"/> Lisp <input type="checkbox"/> Accent* <input type="checkbox"/> Rapid <input type="checkbox"/> Deep <input type="checkbox"/> Familiar** <input type="checkbox"/> Laughter <input type="checkbox"/> Hoarse <input type="checkbox"/>			
Other:			
*What Accent?			
**If familiar why?			

Background Noises?			
Street noises <input type="checkbox"/> House noises <input type="checkbox"/> Animal noises <input type="checkbox"/> Crockery <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Voice <input type="checkbox"/> Static <input type="checkbox"/> PA System <input type="checkbox"/> Music <input type="checkbox"/> Factory machinery <input type="checkbox"/> Office machinery <input type="checkbox"/>			
Other:			
Remarks:			
Additional Notes:			
Person completing form		Date	

Action to be taken on receipt of a social media or email threat

- Do NOT reply to, forward or delete the message
- If email, note the email address of sender
- If Social media, note what application and username/ID
- Dial police and follow guidance
- Inform site emergency contacts
- Preserve all web log files to help investigation – generally 7 days before and 48 hours after

Email – Name of sender			
Social media application and Username/ID			
Date and time threat sent			
Site emergency person informed and time			
Time police informed			
Person completing form		Date	

SUSPICIOUS PACKAGE

- If you find an unattended package/bag that seems out of place do not move or attempt to open the item
- Ascertain if anyone in the immediate area owns the item
- If the package/bag cannot be identified or the owner found, clear the immediate area
- Contact the Site emergency contacts to appraise of the situation
- Follow instruction of Site Leadership Emergency Team and if called the police or emergency services
- Do not panic

MISSING STUDENT

A student is identified as missing only after the following steps are taken:

- Confirmation that a student is not at the expected class, room, building or location.
- The <insert roles as appropriate i.e. Attendance Coordinator and Student Affairs Team> sweeps the <delete or add as appropriate: academic building; common spaces; restrooms; Wellness and College Counselling Offices; gym; locker rooms, and admin offices>
- The <insert role> attempts to contact the student via phone or email.
- The site emergency contacts are notified and a sweep of accommodation is undertaken

The following actions will be determined/assigned by the site emergency contacts

- An involved staff member checks with the student's close friends, students he/she is often seen with obtain more information
- Video surveillance footage is reviewed by team
- A manual search of the local <delete as appropriate neighborhood/neighbourhood> is conducted by appointed team members equipped with picture and general description of student
- Local authorities are alerted to and briefed on the situation as warranted
- Parents, agents, and/or emergency contacts are informed of the outcome of the search.
- Missing Day Student Protocol*

PANDEMIC

If you a student or another employee has been exposed to a contagious disease/virus, raise with Site emergency contacts.

- Inform your line manager and site contact if you have are an expectant mother or if there is any other reason you could be at risk
- Follow instructions for any isolation protocols to be put in place
- Ensure that you use any protective equipment as instructed and follow any protective protocols put in place
- Ensure that any isolation controls for students are upheld at all times
- If you are concerned please consult with your line manager and your doctor