



**UNIVERSITY OF ARKANSAS SYSTEM
CRIMINAL JUSTICE INSTITUTE
SCHOOL VIOLENCE RESOURCE CENTER**

7723 Colonel Glenn Road • Little Rock, AR • 72204 • 1-800-635-6310 Phone • 501-570-0100 Fax • www.svrc.net

MANAGING SCHOOL EMERGENCIES

Model Flipchart

Sources: Santa Rosa County District Schools, Crisis Management
Flipchart

School Crisis Prevention and Intervention, Lawrence A.
Jordan

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Qualified CPR/First Aid Trained Personnel

First Aid:

Location:

PLACE LABEL HERE
With Name of Person

PLACE LABEL HERE
With Contact Name
And Number

First Aid:

Location:

PLACE LABEL HERE

PLACE LABEL HERE

CPR:

Location:

PLACE LABEL HERE

PLACE LABEL HERE

CPR:

Location:

PLACE LABEL HERE

PLACE LABEL HERE

CODE	CRISIS

In case of a crisis or emergency, the staff will be alerted of the condition and code being used with the appropriate page being referenced in the flipchart.

EMERGENCY TELEPHONE NUMBERS, CODES

Emergency Telephone Numbers

Emergency 911 – Call 911 to report a crime in progress, a fire, a heart attack, a serious injury, or any situation where there is **IMMEDIATE** danger to life and property.

Non-Emergency Numbers:

_____ Poison Information Center _____

Name of State

Area Code and Number

Police Department..... _____

Area Code and Number

Sheriff's Office..... _____

Area Code and Number

Superintendent's Office.... _____

Area Code and Number

Cell

Fax

Home

Asst Superintendent's Office..... _____

Area Code and Number

Cell

Fax

Home

Director of Transportation.. _____

Area Code and Number

Cell

Fax

Home

Bus Transportation..... _____

Area Code and Number

Cell

Fax

Home

Insurance..... _____

Area Code and Number

Cell

Fax

Home

BOMB THREAT

NEVER USE RADIOS OR CELLULAR TELEPHONES

Staff:

1. Notify the principal or designee. They will provide any direction you need or follow designated school procedures.
2. If you are asked to evacuate:
 - Leave lights on.
 - Do not lock doors.
 - Take your grade book.

Administrator or Designee:

1. Contact the Superintendent or designee. They will provide any direction you need and will call the appropriate law enforcement agencies.
2. The Administrative Team/School Resource Officer will conduct a visual inspection of all common areas.
3. Ask staff to make a visual check of their area and send information to the front office.
4. Law enforcement officials will decide if fire or medical personnel need to be called.
5. If evacuation is necessary, ask staff to:
 - Leave lights on.
 - Do not lock doors.
 - Take your grade book.
6. Ensure all personnel answering telephones are aware of the policies and procedures implemented by the school district and the local law enforcement regarding obtaining information from a caller.

BOMB THREAT

BOMB THREAT CALL CHECKLIST

Notify the principal or designee. They will provide any direction you need.

Fill out completely immediately after bomb threat call.

Date: _____ Time: _____ Phone #/Ext. called: _____

Enter Exact Words of Caller:

Questions to Ask:

Record the exact wording of the threat

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What kind of bomb is it?
4. What does it look like?
5. Is there more than one bomb? How many?
6. Why did you place the bomb?
7. What is your name?

Instructions or directives made by caller: _____

BOMB THREAT CALL CHECKLIST Cont.

Description of Caller's Voice:

Male: _____ Female: _____ Young: _____ Middle age: _____ Old: _____

Accent? ___ No ___ Yes

Is voice familiar? ___ No ___ Yes If so, whom did it sound like? _____

Speech pattern or abnormality: _____

Other characteristics: _____

Background Sounds:

___ Street noises ___ House noises ___ Factory machinery ___ PA system
___ Motor vehicles ___ Animal noises ___ Clear ___ Music ___ Other _____

Threat Language:

___ Foul ___ Irrational ___ Message Read By The Threat Maker
___ Taped ___ Incoherent ___ Well Spoken (Educated)

Time caller hung up: _____

Remarks: _____

Name of person receiving threat: _____

Title: _____ Telephone #: _____

Address: _____

Date and time reported: _____ How reported: _____

BUS TRANSPORTATION ACCIDENT

Bus Driver:

1. Immediately notify dispatch using proper procedures.
2. Secure the bus so that passengers do not wander off the bus and people passing by do not board the bus. This will make it easier to complete your passenger list.
3. Set out warning devices. Warning devices, such as triangles or cones, allow other motorists to see your vehicle more easily.
4. Determine if there are injuries. Ask passengers, "Is everyone all right? Never ask, "Is anyone hurt?" Always remain positive.
5. Move the bus to the side of the road only if it can be moved and the passengers would be safer.
6. Your main concern should be for your passengers' safety. If the bus is not badly damaged and it is in no danger of being struck by other vehicles, keep the passengers on the bus. This way, you will know where they are and they will be safe.
7. Refer any media to the administrator or designee.

Dispatch:

1. Take control of the situation by remaining calm and helping the driver make proper decisions.
2. Call appropriate designated management staff.
3. Call the proper law enforcement agency or 911.

Transportation Personnel:

1. Upon arriving at the scene, immediately assess the situation for immediate safety concerns.
2. Fill out accident reports, leaving **no blanks** and take pictures, using entire roll of film or digital media.
3. Refer any media to the administrator or designee.

Schools:

1. Contact parents of involved students to make them aware the children have been in an accident and relay necessary information.
2. Conduct follow-up on all children who received medical treatment within three days of incident.

CLASSROOM, HALLWAY EMERGENCY

Staff:

1. If the problem is in the hallway, take students in classrooms for immediate sheltering or to insure the situation does not escalate.
2. Immediately notify the principal or designee. Use the intercom in your classroom or send a responsible student messenger to the office or a nearby teacher's room.
3. Take appropriate actions to take care of the students at the scene.

Administrator or Designee:

1. Upon arrival to the scene, take appropriate actions to take care of the students at the scene.
2. If necessary, contact any health personnel available or call for outside emergency help.

DISASTER

Destruction of Part or Whole of Building (e.g., tornado, plane crash, bomb, hurricane)

Staff:

1. Assess and notify principal or designee (if possible) of damage and/or injury. They will provide any direction you need.
2. Stay with your class, even if evacuated.
3. Keep students calm.
4. Duty and planning teachers report to the office for duty assignment.
5. If you are asked to evacuate:
 - Leave lights on.
 - Do not lock doors.
 - Take your grade book.

Administrator or Designee:

1. Determine the need to evacuate or shelter in place.
2. If there is no danger outside the building, use fire alarm to evacuate building.
 - Safe areas: Identify locations away from the problem area and routes to be taken by classes to reach identified safe areas.
 - Designate areas to which classes, groups, or students should relocate.
3. **Call 911.**
4. Contact the superintendent or designee: _____
Telephone Number
5. Contact insurance: _____
Telephone Number
6. Attend to injured:
 - Assign free adults to attend to injured, with one adult designated as "in charge."
7. Meet rescue personnel:
 - Have staff direct rescue personnel to problem area and assist in providing access as needed by rescue personnel.
8. In the case of dismissal, arrange for transportation with the Director of Transportation: _____
Telephone Number

DISASTER

FIGHTING

Do not physically intervene if personal harm can come to you.

Staff:

1. Notify principal or designee. Use the intercom in your classroom or send a responsible student messenger to the office or a nearby teacher's room.
2. Appraise the situation:
 - verbal
 - pushing and shoving
 - blow and body contact
 - weapons
3. Take charge:
 - Address students by name, if possible; talk calmly, telling students to separate.
 - Disperse crowd – tell students by name, if possible, to leave the scene.
4. Intervene, using physical intervention as a last resort:
 - Separate combatants, respecting personal space
 - Settle down the aggressor, remaining calm, rational and professional
 - Calmly talk to students, telling them to settle down
5. If another teacher is available to cover your class, escort students to the office. Do not send students unescorted to the office.

FIGHTING

FIRE

Staff:

1. Notify principal or designee. If the fire alarm has not sounded, activate the alarm manually.
2. If the fire alarm has sounded:
 - Take your grade book and ask students to take with them anything that is easily accessible (e.g., book bags).
 - Check the evacuation route posted in the room by the primary exit where students are located.
 - Close all doors and windows.
Turn lights off.
 - Exit from the building quickly and quietly.
 - Move at least fifty feet from the building. Avoid parking lots or areas that would impede emergency vehicles and personnel.
 - Verify attendance of all students under your supervision.
 - If you cannot account for a student who should be in attendance, report the absence to an immediate supervisor. **Do not re-enter the building.**
 - Wait for all-clear signal to return to the building.
3. If you do not have immediate supervision of students and have been assigned a numbered evacuation “zone,” do the following:
 - Move to your area and check for:
 - Any students remaining in the building.
 - Make sure all doors and windows are closed, lights are off, and fire doors are closed.
 - As soon as your zone area has been checked, radio back to the administrator or designee with a report of findings or an “all-clear” for your zone.

Administrator or Designee:

1. Once the fire alarm is sounded:
 - Have all personnel assigned to a zone move to their area to check for:
 - Any students remaining in the building.
 - All doors and windows are closed, lights are off, and fire doors are closed.
 - As soon as a zone area has been checked, personnel assigned to that zone will need to radio back to the administrator or designee with a report of findings or an “all clear” for their zone.
2. If all zones report “all-clears,” use an “all-clear” signal to re-enter the building.
3. If fire or injury is reported in a zone, follow appropriate emergency procedures.

Suggestion: For drill procedures, assign all personnel who do not have immediate supervision of students to numbered evacuation “zones” on the school campus. The list of personnel assigned to zones should be updated annually. These personnel should receive training on their responsibilities annually.

After the drill, distribute a “response form” to all personnel asking for any problems encountered during the drill procedure. Take immediate action on any issues that may need immediate responses. Provide copies of the response forms and comments to the Administrator or designee for review.

GAS LEAKS, HAZARDOUS SPILLS

Gas leaks are identified by an odor similar to rotten eggs. If a gas leak is suspected, do the following:

Staff:

1. Notify principal or designee. They will provide any direction you need.
2. If you are asked to evacuate:
 - Leave lights on.
 - Do not lock doors.
 - Take your grade book, and ask students to take with them anything that is easily accessible (e.g. book bags).

Administrator or Designee:

1. Determine the need to evacuate or shelter in place.
2. If evacuation is necessary:
 - Assign staff member(s) to check halls, restrooms, locker rooms, etc. for students.
 - If inside and if possible, allow fresh air ventilation.
 - If outside, move upwind from any odor.
3. Contact the Administrator or designee: _____
Telephone Number
4. Contact Insurance Department: _____
Telephone Number
5. Establish a need for first aid.
6. Determine whether a normal routine may be followed at school.
7. Establish safe places for classes to reconvene.

GAS LEAKS, HAZARDOUS SPILLS cont.

Staff:

1. Notify principal or designee. They will provide any direction you need.
2. Avoid direct or indirect contact with material spill.
3. Remove contaminated clothing.
4. If you are asked to evacuate:
 - Leave lights on.
 - Do not lock doors.
 - Take your grade book and ask students to take with them anything that is easily accessible (e.g. book bags).

Administrator or Designee:

1. Determine the need to evacuate or shelter in place.
 2. Evacuate the area:
 - If the spill is outside, move students inside.
 - If the spill is inside, move students to alternate location without common ventilation system to avoid fumes.
 - Assign staff member(s) to check halls, restrooms, locker rooms, etc. for students.
 - Avoid direct or indirect contact with material spill.
 - Remove contaminated clothing.
 3. Contact the Administrator or designee _____
Telephone Number
 4. Contact Insurance Department _____
Telephone Number
 5. Establish a need for first aid.
 6. Determine whether a normal routine may be followed at school.
 7. Establish safe places for classes to reconvene.
-

INJURY

Staff:

1. Promptly render proper first aid.
2. Notify principal or designee.

Administrator or Designee:

1. See that proper first aid has been rendered. If not, do so at this time.
2. **Call 911** if injury is serious.
3. Contact the Superintendent or designee: _____
Telephone Number
4. Contact Insurance Department: _____
Telephone Number
5. Notify parent or guardian, if judged necessary, based on severity of injury. If parent or guardian is not notified at the time of the accident, telephone later or send a note home with student.
6. If the injury is severe:
 - Arrange transportation for the student to the hospital.
 - Notify parent or guardian of action taken as soon as possible.
 - The principal or designated representative should accompany the student to the hospital and remain with the student until a parent, guardian, or physician assumes charge.
7. Record actions taken in the Health Room Activity Log/Student Clinic Card, Injury Report and Cumulative School Health Record.

DEATH

Staff:

1. Notify principal or designee.

Administrator or Designee:

1. Prepare a fact sheet with accurate, up-to-date information.
2. Contact the Superintendent or designee: _____
Telephone Number
3. Contact the family of the deceased. (An administrator and/or crisis team member should visit the family at home and offer assistance).
4. Contact Insurance Department: _____
Telephone Number
5. Arrange for crisis intervention and counseling of students and staff.

INJURY

INTRUDER SITUATIONS

Staff:

1. Notify principal or designee. They will provide any direction you need.
2. Take roll, stay with students in room, and await further instructions.

Administrator or Designee:

1. Assess the situation to determine threat.
2. **Call 911** if there is an indication of danger.
3. Contact the Superintendent or designee: _____
Telephone Number
4. Notify teachers if there is a need for Lockdown.
5. Keep telephone lines open for emergency use.
6. Provide maps of building and grounds to police.

SUICIDAL STUDENTS

Staff:

1. Notify principal or designee.
2. Respond with empathetic listening and initial information gathering. Do not give promises of confidentiality.
3. Refer the student to a guidance counselor. (Either walk the student to guidance or contact an administrator or counselor to intervene.)

Guidance:

1. Explore the situation gathering key information to check for lethality indicators.
2. Contact the student's parent(s).
3. If you believe the student is currently at suicidal risk, keep the student with you until a parent/guardian can pick up the student.
4. Contact the School Resource Officer.
5. Supply the parents with a list of agencies for referral.
6. If the parents refuse to accept/seek help for their child, this can constitute child neglect. Contact the Children & Families Services to intervene: _____.
Telephone Number
7. Document actions taken by school personnel.
8. Follow up:
 - Try to get a commitment from the student to contact you or another adult if feeling suicidal in the future.
 - Make guidance appointments for the student on a continuing basis to monitor how the student is coping.
 - Make further contacts with parents to check on their progress with contacting referral agencies and to make parents aware of what is happening at school.
 - Keep the principal, other administrators, and the student's teachers apprised of the student's situation.

Social Worker

1. May assist the guidance department by contacting parents who cannot be reached by school personnel.

Administrator or Designee:

1. Contact the superintendent or designee if suicide is completed at school: _____.
Telephone Number
2. Contact Insurance Department if suicide is completed at school: _____.
Telephone Number
3. Provide support when needed during crisis situation.
4. Follow up with the guidance department.

VIOLENT SITUATIONS

Staff:

1. Notify principal or designee.
2. **When dealing with a violent individual, the following actions should be considered:**
 - Be empathetic. Try not to be judgmental of the person's feelings. They are real – even if not based on reality – and must be attended.
 - Clarify messages. Listen to what is really being said. Ask reflective questions, and use both silence and re-statements.
 - Respect personal space. Stand at least 1 ½ - 3 feet from the acting-out person. Encroaching on personal space tends to arouse and escalate an individual.
 - Be aware of body position. Standing eye-to-eye, toe-to-toe with the person sends a challenge message. Standing one leg length way and at an angle off to the side is less likely to escalate the individual.
 - Permit verbal venting when possible. Allow the individual to release as much energy as possible by venting verbally. If this cannot be allowed, state directives and reasonable limits during lulls in the venting process.
 - Set and enforce reasonable limits. If the individual becomes belligerent, defensive, or disruptive, state limits and directives clearly and concisely.
 - Avoid overacting. Remain calm, rational, and professional. How you, the staff person, respond will directly affect the individual.
 - Use physical techniques as a last resort. Use the least restrictive method possible. Employing physical techniques on an individual who is only acting out verbally can escalate the situation.
 - Ignore challenge questions. When the client challenges your position, training, policy, etc., redirect the individual's attention to the issue at hand. Answering these questions often fuels a power struggle.
 - Keep your nonverbal cues non-threatening. Be aware of your body language, movement, and tone of voice. The more an individual loses control, the less he listens to your actual words. More attention is paid to nonverbal cues.

-From the National Crisis Prevention Institute

Administrator or Designee:

1. Follow same list as the staff.

WEAPONS SITUATION

Staff:

1. Notify principal or designee.
2. Remain calm.
3. Avoid heroics.
4. Don't threaten.
5. Keep a safe, non-intimidating distance.
6. Avoid abrupt sporadic movements.
7. Look for a place to dive or jump.
8. Negotiate minimally until the principal, designee, or law enforcement arrives.

Administrator or Designee:

1. *Assess the situation. Decide whether to call a Lockdown or to handle the situation on a need to know basis.*
2. Call the proper Police Department or 911. _____
Telephone Number
3. Contact the Superintendent: _____
Telephone Number
4. Inform another administrator or designee of the threat, insuring classes do not change until an "all clear" has been issued.
5. Provide as much information as possible.
 - Be prepared to act as a resource and liaison between school and police.
 - If needed, have a map of the school available for the police.
6. Gather as much detailed information as possible and try to determine:
 - Location, identity and detailed description of individual.
 - Location and description of weapon.
 - Any pertinent background information on individual, including possible reason for carrying a weapon.
7. Isolate individual or suspect. If the weapon is in a locker or elsewhere, prevent access to it.
8. Remain calm. Try not to raise your voice – but, if this becomes necessary, do so decisively and with clarity. Your tone and demeanor will strongly influence the outcome of the crisis.
9. Avoid heroics – look for a place to dive or jump. Keep a safe, non-intimidating distance.
10. Do not use force or touch the person or weapon if interaction with the individual is imminent. Avoid sudden moves or gestures.
11. Negotiate minimally until law enforcement arrives.
12. Meet with police when they arrive. They will advise you how they intend to proceed.

WEATHER, SEVERE SITUATION

Tornadoes, Hurricanes, & Thunderstorms

All school offices are equipped with battery-powered weather radios that must be turned on during school hours.

A tornado watch or severe thunderstorm warning received during school hours:

1. The principal or designee will notify all staff in the school.
2. Teachers will continue regular classroom activities.
3. School will dismiss at the normal hour in the regular manner; but drivers will follow regular routes using due caution.
4. Review school procedures for establishing safe areas.

A tornado warning stating that a tornado has actually been sighted.

1. The principal or designee will receive this warning by way of the radio tuned to the weather channel, a call from the Superintendent or designee, a call from local law enforcement, or the Civil Defense Office.
2. The principal will inform the staff.
3. Staff and students will immediately proceed to the area predetermined by the school and assume a protective position to best protect the face and head.
4. Teachers will take roll and notify the principal or designee if anyone is missing.
5. The secretary will close all vaults and secure necessary records.
6. All qualified personnel will render first aid, when necessary.
7. Staff and students will not return to their classrooms until the principal or designee declares an "all-clear."

If there is not a warning, but a tornado is sighted approaching the school, the principal or designee will direct all persons to proceed as follows:

Plan 1 – If time permits, take classes to designated area(s).

Plan 2 – If time does not permit:

- Go to the nearest enclosed hallway, not to open corridors.
- Avoid open spaces and outside hallways.
- Avoid areas with large roof expanse such as the gymnasium, cafeteria or auditorium.

WEATHER, SEVERE SITUATION

TAKE COVER PROCEDURES

(Severe Weather, Civil Defense Alters, Other Emergencies)

For the protection of all occupants of the building, it is important that everyone is informed and understands what to do in the event of severe weather or other emergencies that necessitate the school population taking cover. The following take cover procedures should be taught in each class:

1. Discuss the take cover warning.
2. Practice the take cover position as listed below. Everyone should bend forward lowering their heads.
3. Encourage students to remain calm and not to panic if a crisis should take place.
4. Discuss the "all-clear" code.

Staff:

1. Take students to hallway or other approved location. Seat them on the floor in the hall with their backs against the lockers/walls. If necessary, double up against the locker/walls. If there is no time to move the students, have them get on the floor away from glass.
2. Instruct students to put their heads down against their knees, cover their necks with their hands, and their faces with their arms.

A TORNADO WATCH OR SEVERE THUNDERSTORMS

Administrators or Designee:

1. The superintendent or his designee will decide to close the schools based upon current weather information.
2. If the schools close early, all procedures for the emergency closing of schools will be in effect.

HURRICANE WATCH OR WARNING

Administrators of Designee:

1. The superintendent or his designee will decide to close the schools based upon current weather information.
2. If the schools close early, all procedures for the emergency closing of schools will be in effect.

If the weather becomes severe enough during the night or on the weekends to close the schools, all procedures for the emergency closing of schools will be put in effect.
