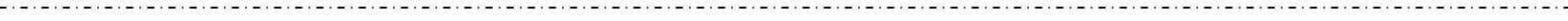




_____ *School District*

Emergency Procedures Guide

*January
1999*



Instructions

The **Delaware School Safety Work Group**; a statewide committee of school administrators, educational associations, emergency responders and emergency-based social service agencies; developed the Emergency Procedures Guide along with other crisis management planning tools. The guide outlines recommended immediate action steps that should be taken during an emergency.

This disk contains each page of the guide. In order to ensure that your guide is formatted correctly, please read the following tips before altering or printing the pages:

- The pages may be printed on 8 ½ X 11 paper except the last 7 pages, which must be printed on 8 ½ X 14 paper.
- **Do not alter the margins of the pages.** Each page is .5” longer than the previous page to create a “flipchart” appearance when assembled.
- The titles of the pages should border the bottom margin. This allows only the title to appear beneath the previous page.
- Before assembling the guide, cut the pages directly underneath the titles.
- The file titled “covpage” provides a layout of the guide. Use the layout to assemble your guide.

How to Use This Guide

A copy of this guide should be placed in every classroom, gym, cafeteria, office and other noticeable places. Guide outlines recommended procedures for responding to emergencies. Since the information is general, each school or district should tailor procedures to fit its own environment and capabilities. Schools may use guide as a framework for developing a comprehensive crisis management plan. For the most effective response, present guide to staff during training and review procedures at the beginning of each school year.

This guide is intended as a reference for students and staff and should not replace sound judgement and common sense.

DEVELOPED AND DISTRIBUTED BY



DEPARTMENT OF EDUCATION



IN PARTNERSHIP WITH THE DELAWARE SCHOOL SAFETY WORK GROUP

**Department of Public Safety
Delaware Emergency Management Agency
165 Brick Store Landing Road
Smyrna, DE 19977**

**1-877-Say-Dema (729-3362)
In State Only**

302-659-DEMA (3362)

**Department of Education
Townsend Building
401 Federal Street
Dover, DE 19903**

302-739-4658

**Department of Public Safety
Delaware State Police
1441 North DuPont Highway
Dover, DE 19901**

302-739-5968



Emergency Procedures Guide

January
1999

Response To Any Emergency

Staff Responsibilities

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Emergency Phone Numbers

School Crisis Team

<u>Position</u>	<u>Name</u>	<u>Work Phone</u>	<u>Home Phone</u>	<u>Mobil/Pager</u>	<u>Room #</u>
Principal	_____	_____	_____	_____	_____
Asst. Principal	_____	_____	_____	_____	_____
Psychologist	_____	_____	_____	_____	_____
Counselor	_____	_____	_____	_____	_____
Nurse	_____	_____	_____	_____	_____
Secretary	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

CPR/First Aid Certified Persons in School Building

<u>Name</u>	<u>Room #</u>	<u>Certification (circle):</u>	
_____	_____	CPR	FIRST AID
_____	_____	CPR	FIRST AID
_____	_____	CPR	FIRST AID
_____	_____	CPR	FIRST AID
_____	_____	CPR	FIRST AID
_____	_____	CPR	FIRST AID

District Crisis Committee

<u>Position</u>	<u>Name</u>	<u>Work Phone</u>	<u>Home Phone</u>	<u>Mobil/Pager</u>
Coordinator (Superintendent)	_____	_____	_____	_____
Alternate Coordinator (Asst. Superintendent or Designee)	_____	_____	_____	_____
Spokesperson	_____	_____	_____	_____
Alternate Spokesperson	_____	_____	_____	_____

Crisis Team Members

Principal or designee:

- Verify information.
- Call 911 (if necessary).
- Seal off high-risk area.
- Convene crisis team and implement crisis response procedures.
- Notify Superintendent.
- Notify students and staff (depending on emergency; students may be notified by teachers).
- Evacuate students and staff if necessary.
- Refer media to district spokesperson (or designee).
- Notify community agencies (if necessary).
- Implement post-crisis procedures.
- Keep detailed notes of crisis event.

Teachers:

- Verify information.
- Lock classroom doors, unless evacuation orders are issued.
- Warn students, if advised.
- Account for all students.
- Stay with students during an evacuation. Take class roster.
- Refer media to district spokesperson (or designee).
- Keep detailed notes of crisis event.

Staff Responsibilities

- Notify 911 (if necessary) and the principal. Principal notifies Superintendent.
- Notify CPR/first aid certified persons in school building of medical emergencies, if necessary.
Names of CPR/first aid certified persons are listed in Crisis Team Members section.
- Seal off high-risk area.
- Take charge of area until incident is contained or relieved by _____.
- Assemble Crisis Team.
- Preserve evidence. Keep detailed notes of incident.
- Refer media to _____
District Spokesperson Telephone Numbers (home, work, mobile)

Response To Any Emergency

Sheltering provides refuge for students, staff and public within school building during an emergency. Shelters are located in areas that maximize the safety of inhabitants. Safe areas may change depending on emergency.

- Identify safe area in each school building.
- Principal warns students and staff to assemble in safe areas. Bring all persons inside building(s).
- Teachers take class roster.
- Close all exterior doors and windows.
- Turn off any ventilation leading outdoors.
- Cover up food not in containers or put it in the refrigerator.
- If advised, cover mouth and nose with handkerchief, cloth, paper towels or tissues.
- Teachers should account for all students after arriving in safe area.
- All persons must remain in safe areas until notified by Principal or emergency responders.

Sheltering Procedures

Evacuation

- Call 911, if necessary.
- Principal issues evacuation procedures after consulting with _____
Superintendent
- Principal determines if students and staff should be evacuated outside of building or to relocation centers. _____ coordinates transportation if students are evacuated to relocation center. _____ Crisis Team Member contacts _____ and informs him/her that evacuation is taking place.
Crisis Team Member transportation coordinator
- Principal notifies relocation center.
- Direct students and staff to follow fire drill procedures and route. Follow alternate route if normal route is too dangerous.
- Close all windows.
- Turn off lights, electrical equipment, gas, water faucets, air conditioning and heating system.
- Place evacuation sign in window.
- Lock doors.

Teachers:

- Direct students to follow normal fire drill procedures unless principal alters route.
- Take class roster.
- Close classroom doors and turn out lights.
- When outside building, account for all students. Inform principal immediately if student(s) is/are missing.
- If students are evacuated to relocation center, stay with class. Take roll again when you arrive at relocation center.

Relocation Centers

List primary and secondary student relocation centers for each school in district.

- *The primary site is located close to school. The secondary site is located further away from school (in case of community-wide emergency).*

Primary Relocation Center

Secondary Relocation Center

Address:

Address:

Phone:

Phone:

Evacuation/Relocation Centers

**Fire, Ambulance, Police
Emergency**

911

Local Police (Non-emergency)

Referrals

Helpline Statewide (800) 464-4357

Crisis Intervention

Contact/Rape Crisis Contact Statewide 761-9100 (800) 262-9800

Suicide Prevention NCC 577-2484
Toll Free/Kent/Sussex (800) 345-6785

Mobile Crisis Services NCC, North of Canal 633-5128 (800) 722-7710
(Division of Child Mental Health Services, NCC, South of Canal (800) 969-HELP (4357)
for students under 18) Kent/Sussex 424-HELP (4357)

Victim Assistance

Child Abuse/Neglect Reporting Line Statewide (800) 292-9582
(Division of Family Services)

Runaway Hotline Statewide 654-0808

Delaware Victim Center Toll Free/After Hours (800) 842-8461
NCC 995-8510
Dover 697-3602
Georgetown 856-5296
Milford 422-1562

Family Violence Hotline Kent/Sussex 422-8058

School Crime Reporting Hotline Statewide (800) 220-5414 575-7030
(Office of Attorney General) (Det. Flinn's Beeper)

Hazardous Materials/Poison

To report hazardous materials leak or spill Statewide/24 hours (800) 662-8802

Poison Control Center Statewide (800) 722-7112

Disaster Assistance

American Red Cross NCC 656-6620
Kent/Sussex (800) 777-6620

Emergency Management Agencies

Statewide:

DEMA (Delaware Emergency Management Agency) (877) Say-DEMA (729-3362)

County Offices:

Office of Emergency Preparedness NCC (302) 571-7730

Emergency Planning and Operations Kent (302) 736-2222

Emergency Operations Center Sussex (302) 855-7801

Local Offices:

Emergency Management Office City of Wilmington (302) 571-5880

Emergency Operations Center City of Newark (302) 366-7027

Emergency Preparedness/Grounds City of Dover (302) 736-7020

Emergency Phone Numbers

Listen to the following radio stations for information regarding a potential or impending emergency:

FM

WSTW 93.7 (24 hours)

WDSD 94.7 (24 hours)

WJBR 99.5 (24 hours)

AM

WDEL 1150 (24 hours)

WILM 1450 (24 hours)

WJBR 1290

WNRK 1260

WDOV 1410

WKEN 1600

Marine Channel 16

Emergency Alert Stations (EAS)

- **Call 911**, if necessary. Assess life and safety issues first.
- Inform _____ in _____ or _____ in _____.
Principal Room # Designee Room #
- Principal/Designee notifies _____ or _____ (phone
Superintendent District Designee
numbers in crisis team members section).
- Warn students and staff. If an emergency requires immediate action to protect the safety of students and staff, activate _____.
Warning system, i.e. pa announcement, sounding of bell
- Use coded words in warning, if necessary. Codes should be used in situations in which immediate notification is necessary, but the safety of students and staff may be compromised if everyone in school building knows of emergency. For example, a hostile intruder may panic if principal announces intruder's presence over the PA system. The codes will inform personnel of the type of emergency and appropriate actions. The codes are as follows:

<u>Code words</u>	<u>Emergency</u>	<u>Actions</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

- If immediate action is not required, notify staff at a meeting before or after school hours. Teachers will debrief students during class unless an assembly or announcement over PA is preferred.
- _____ notifies parent(s) or guardian of victim(s), if necessary.
Principal
- _____ notifies other schools in district. The school(s) with siblings of the
Superintendent or designated person
victim(s) should be called first.

Warning and Notification

All staff must refer media to district spokesperson.

School District assumes responsibility for issuing public statements during an emergency.

- *Superintendent serves as district spokesperson unless he/she designates a spokesperson. If spokesperson is unavailable, an alternate assumes responsibilities.*

District spokesperson _____
Name Telephone Numbers (home, work, mobile)

Alternate District spokesperson _____
Name Telephone Numbers (home, work, mobile)

- *School Public Information person acts as contact for emergency responders and assists district spokesperson with coordinating media communications. If Public Information person is unavailable, an alternate assumes responsibilities.*

School Public Information person _____
Name Room #

Alternate Public Information person _____
Name Room #

During an emergency, adhere to the following procedures:

- Principal relays all factual information to Superintendent.
- Superintendent notifies other schools in district and may ask school Public Information designee to prepare a written statement to media.
- Establish a media information center away from school.
- Update media regularly. Do not say "No comment".
- Do not argue with media.
- Maintain log of all telephone inquiries. Use scripted response to inquiries.

Media statement

- Create a general statement before an incident occurs. Adapt statement during crisis.
- Emphasize safety of students and staff first.
- Briefly describe school's plan for responding to emergency.
- Issue brief statement consisting only of the facts.
- Respect privacy of victim(s) and family of victim(s). Do not release names to media.
- Refrain from exaggerating or sensationalizing crisis.

Media Procedures

- Ensure the safety of students and staff first.
- Call 911, if necessary.
- Notify CPR/first aid certified persons in school building of medical emergencies (*names of CPR/first aid certified persons are listed in Crisis Team Members section*).
- Notify Principal. Principal assembles Crisis Team Members.
- Seal off area where assault took place.
- Defuse situation, if possible.
- Principal notifies police if weapon was used, victim has physical injury causing substantial pain or impairment of physical condition, or assault involved sexual contact (*intentional touching of anus, breast, buttocks or genitalia of another person in a sexual manner without consent. This includes touching of those areas covered by clothing*).
- Principal notifies Superintendent and parents of students involved in assault.
- Document all activities. Ask victim(s)/witness(es) for their account of incident.
- Assess counseling needs of victim(s) or witness(es). Implement post-crisis procedures.

Assault/Fights

Upon receiving a message that a bomb has been planted in school:

- Use bomb threat checklist.
- Ask where the bomb is located, when will bomb go off, what materials are in bomb, who is calling, why caller is doing this.
- Listen closely to caller's voice and speech patterns and to noises in background.
- After hanging up phone, immediately dial *57 to trace call.
- Notify Principal or designee.
- Principal orders evacuation of all persons inside school building(s).
- Principal notifies police (call 911) and Superintendent. Principal or Superintendent must report incident to Fire Marshal.

Evacuation procedures:

- Principal warns students and staff. Do not mention "Bomb Threat". Use standard fire drill procedures.
- Direct students to take their belongings.
- Students and staff must be evacuated to a safe distance outside of school building(s). After consulting with Superintendent, Principal may move students to _____ if weather is inclement or building is damaged. Primary relocation center
- Teachers take roll after being evacuated.
- No one may reenter building(s) until entire building(s) is declared safe by fire or police personnel.
- Principal notifies students and staff of termination of emergency. Resume normal operations.

Bomb Threat

In the event a fire, smoke from a fire or a gas odor has been detected:

- Pull fire alarm.
- Evacuate students and staff to a safe distance outside of building.
- Follow normal fire drill route. Follow alternate route if normal route is too dangerous.
- Teachers take class roster.
- Principal notifies police (call 911) and Superintendent. Principal or Superintendent must report incident to Fire Marshal.
- Teachers take roll after being evacuated.
- After consulting with Superintendent, Principal may move students to _____
if weather is inclement or building is damaged. Primary relocation center
- No one may reenter building(s) until entire building(s) is declared safe by fire or police personnel.
- Principal notifies students and staff of termination of emergency. Resume normal operations.

Fire

Incident occurred in school

- Call 911.
- Notify Principal.
- Principal notifies Superintendent.
- Seal off area of leak/spill.
- Take charge of area until fire personnel contain incident.
- Fire officer in charge will recommend shelter or evacuation actions.
- Follow procedures for sheltering or evacuation.
- Notify parents if students are evacuated.
- Resume normal operations after consulting with fire officials.

Incident occurred near school property

- Fire or Police will notify Superintendent.
- Superintendent will notify Principal.
- Fire officer in charge of scene will recommend shelter or evacuation actions.
- Follow procedures for sheltering or evacuation.
- Notify parents if students are evacuated.
- Resume normal operations after consulting with fire officials.

Hazardous Materials

Intruder- An unauthorized person who enters school property

- Notify Principal.
- Ask another staff person to accompany you before approaching intruder.
- Politely greet intruder and identify yourself.
- Ask intruder the purpose of his/her visit.
- Inform intruder that all visitors must register at the main office.
- If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

If intruder refuses to leave:

- Warn intruder of consequences for staying on school property. Inform him/her that you will call police.
- Notify security or police and Principal if intruder still refuses to leave. Give police full description of intruder.
- Walk away from intruder if he/she indicates a potential for violence. Be aware of intruder's actions at this time (where he/she is located in school, whether he/she is carrying a weapon or package, etc).
- Principal notifies Superintendent and may issue lock-down procedures (see Lock-Down Procedures section).

Hostage

- If hostage taker is unaware of your presence, do not intervene.
- Call 911 immediately. Give dispatcher details of situation; ask for assistance from hostage negotiation team.
- Seal off area near hostage scene.
- Notify Principal.
- Principal notifies Superintendent.
- Give control of scene to police and hostage negotiation team.
- Keep detailed notes of events.

If taken hostage:

- Follow instructions of hostage taker.
- Try not to panic. Calm students if they are present.
- Treat the hostage taker as normally as possible.
- Be respectful to hostage taker.
- Ask permission to speak and do not argue or make suggestions.

Intruder/Hostage

Lock-down procedures may be issued in situations involving dangerous intruders or other incidents that may result in harm to persons inside school building.

- Principal will issue lock-down procedures by announcing warning over PA system, sending a messenger to each classroom or sounding bells.
- PA announcement may be a coded or basic alert (see Warning and Notification section for coded warnings).
- Direct all students, staff and visitors into classrooms.
- Lock classroom doors.
- Cover windows of classrooms.
- Move all persons away from windows and doors.
- Allow no one outside of classrooms until all-clear signal is given by Principal.

Lock-Down Procedures

If incident occurred in school

- Call 911.
- Notify CPR/first aid certified persons in school building of medical emergencies (names of CPR/first aid certified persons are listed in Crisis Team Members section).
- If possible, isolate affected student/staff member.
- Notify Principal.
- Principal notifies Superintendent.
- Activate school crisis team. Designate staff person to accompany injured/ill person to hospital.
- Principal notifies parent(s) or guardian(s) of affected student.
- Direct witness(es) to school psychologist/counselor. Contact parents if students are sent to psychologist/counselor.
- Determine method of notifying students, staff and parents.
- Refer media to _____
District Spokesperson Telephone Numbers (home, work, mobile)

If incident occurred outside of school

- Activate school crisis team.
- Notify staff before normal operating hours.
- Determine method of notifying students and parents. Announce availability of counseling services for those who need assistance.
- Refer media to _____
District Spokesperson Telephone Numbers (home, work, mobile)

Post-crisis intervention

- Meet with school counseling staff and _____ to determine
Div. Child Mental Health or other mental health workers
level of intervention for staff and students.
- Designate rooms as private counseling areas.
- Escort affected student's siblings and close friends and other "highly stressed" students to counselors.
- Assess stress level of staff. Recommend counseling to overly stressed staff.
- Follow-up with students and staff who received counseling.
- Designate staff person(s) to attend funeral.
- Allow for changes in normal routines or test schedules to address injury or death.

Serious Injury/Death

Suicide Attempt in School

- Verify information.
- Call 911, if person requires medical attention, has a weapon or needs to be restrained.
- Notify school psychologist/counselor, Principal and _____
Div. Child Mental Health Services (students under 18)
or _____.
Other suicide intervention service
- Principal calls Superintendent and parent(s) or guardian(s) if suicidal person is student. Principal may schedule meeting with parents and school psychologist/counselor to determine course of action.
- Calm suicidal person.
- Try to isolate suicidal person from other students.
- Ask suicidal person to sign a “no suicide contract”.
- Stay with person until counselor/suicide intervention arrives. **Do not leave suicidal person alone.**
- Determine method of notifying staff, students and parents. Hold daily staff debriefings before and after normal operating hours as needed.
- Activate school crisis team to implement post-crisis intervention (see next column). Determine level of intervention.

Suicidal Death/Serious Injury

- Verify information.
- Activate school crisis team.
- Principal notifies Superintendent.
- Notify staff in advance of next school day following suicide or attempted suicide.
- Determine method of notifying students and parents. Do not mention “suicide” or details about death in notification. Do not hold memorials or make death appear heroic. Protect privacy of family.
- Implement post-crisis intervention.

Post-crisis Intervention:

- Meet with school counseling staff and _____
Div. Child Mental Health or other mental health workers
to determine level of intervention for staff and students.
- Designate rooms as private counseling areas.
- Escort siblings and close friends and other “highly stressed” students to counselors.
- Assess stress level of staff. Recommend counseling to overly stressed staff.
- Refer media to _____.
district spokesperson
Do not let media question students or staff.
- Follow-up with students and staff who received counseling.
- Resume normal routines as soon as possible.

Suicide/Attempt

Tornado Watch has been issued in an area near school

- Monitor Emergency Alert Stations (see EAS section) or NOAA Weather Stations (National Weather Service, Weather Channel).
- Bring all persons inside building(s).
- Close windows and blinds.
- Review tornado drill procedures and location of safe areas. Tornado safe areas are under desks and in hallways away from windows and large rooms.
- Review “drop and tuck” procedures with students.

Tornado Warning has been issued in an area near school or tornado has been spotted near school

- Shut off gas.
- Move students and staff to safe areas.
- Remind teachers to take class rosters.
- Ensure that students are in “tuck” positions.
- Account for all students.
- Remain in safe area until warning expires or until emergency personnel have issued an all-clear signal.

Tornado

- Notify police, if necessary.
- Ensure the safety of students and staff first.
- Contain unrest. Seal off area of disturbance.
- Notify Principal.
- Principal notifies Superintendent.
- Warn staff. Principal may issue lock-down (see Lock-Down Procedures section).
- Shut off bells.
- Move students involved in disturbance to an isolated area.
- Meet with student representatives to address issues.
- Document incidents with cassette recorder or take detailed notes.

Teachers:

- Keep students calm.
- Lock classroom doors.
- Do not allow students outside of classroom until you receive an all-clear signal from principal.
- Make a list of students absent from classroom.
- Document all incidents.

Student Unrest

Staff or student who is aware of a weapon brought to school:

- Notify principal or teacher immediately.
- Tell principal or teacher name of suspected person who brought the weapon, where the weapon is located, if the suspect has threatened anyone or any other details that may prevent the suspect from hurting someone or himself/herself.
- If teacher suspects that weapon is in classroom, he/she should confidentially notify a neighboring teacher. Teacher should not leave classroom.

Principal:

- Call police if a weapon is suspected, as viewed by a reasonable person, to be in school.
- Ask another administrator or SRO to join you in questioning suspected student or staff member.
- Accompany suspect to private office to wait for police.
- Conduct search with police or SRO.
- Inform suspect of his/her rights and why you are conducting search.
- Keep detailed notes of all events and why search was conducted.
- Notify parent(s) or guardian(s) if suspect is a student. Explain why search was conducted and results of the search.
- If suspect threatens you with weapon, do not try to disarm him/her. Back away with your arms up. Remain calm.

Weapons