



ALZUHOUR PRIVATE SCHOOL

CRISIS MANAGEMENT MANUAL

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SECTION 1 – GENERAL INTRODUCTION

1.1 Purpose

We believe that there is an imminent need to document all crisis procedures and ensure that all staff, students and parents are aware of what should take place following any single crisis that the school may face in the future. It is also time consuming to reinvent the wheel every time a crisis takes place.

Crisis management involves prevention, preparation, intervention and posttension. This manual will serve by providing a framework, useful guiding principles, policies, and a recommended course of actions to assist school staff, students, parents, and surrounding community to act quickly and responsibly in a crisis to minimize negative consequences. The manual shall be revisited, on a need-by-need basis, by the Crisis Management Team (CMT). (See Appendix 1)

Each crisis is different and schools react to crises in a unique matter. It mostly depends on the makeup of staff, students, parents and surrounding community. In this proposed manual, the team laid down the framework and attempted to explain the kind of procedures that need to be in place. The purpose of this manual is to hand it over to a crisis management committee to evaluate and make all necessary amendments. The aim of which by the end of this academic year we would have our own school crisis management manual.

1.2 Goals

- To develop an effective crisis management and security plan that will ensure the safety and welfare of students and school staff, protect school property, and regulate the operation of the school during a crisis incident and/or medical emergency.
- Ensure that school designated staff members and students are on standby to take appropriate actions in response to different kinds of crises in a consistent manner.
- Provide parents and community stakeholders with the policies, guidelines and procedures that should be followed during an emergency.
- Reduce emotional trauma, assist emotional recovery from trauma, minimize personal injury and damage to property and cooperate with local emergency agencies.

SECTION 2 – CRISIS MANAGEMENT

2.1 What is a Crisis?

A crisis is a time of intense difficulty, trouble or danger that a school may face. It usually is also the time when a difficult or important decision must be made. Crises disrupt our normal day-to-day functioning. Everyone experiences a crisis now and then. They are a normal part of life and can occur at any stage.

2.2 Crisis Management Team (CMT)

2.2.1 Goals

The CMT is the most important tool for crisis intervention. The goals of the CMT are to ensure:

1. Safety: for both students and staff.
2. Stability: to regain the stability of school routine as soon as possible.
3. Consistency: to control information flow in order to eliminate rumors.
4. Prevention of further injury: to be aware of secondary reactions and to identify at-risk students for necessary intervention.
5. Support to individuals and groups: to provide effective counseling to facilitate adjustment of individuals and groups and to mitigate post-incident delayed reactions.
6. Empowerment of students' response capabilities: to enhance the students' personal growth through effective coping with the crisis situation.

2.2.2 Functions

The functions of the CMT are to:

1. Approve the proposed school crisis management plan
2. Collect and clarify ongoing information on the crisis
3. Evaluate the impact of the crisis to the school
4. Coordinate all resources, in and outside school, and respond quickly to the crisis
5. Provide support to teachers, students and parents
6. Coordinate the progress of the crisis management
7. Evaluate the crisis plan
8. Coordinate the follow up work

2.2.3 Composition

The crisis management team is composed mainly of the following:

1. Principal
2. Assistant Principals
3. Safety Officer
4. Academic Director
5. Head of Schools
6. School Doctors

2.3 Checklist: School Crisis Management Team Meeting

1. Verify and update the details of the crisis.
2. Evaluate the impact of the crisis on the school, the teachers, the students, the parents and the community.
3. Determine if additional support from community agencies is needed.
4. Develop a strategic crisis plan and arrange the implementation procedure and the division of labor.
 - Hold an initial staff meeting.
 - Make announcements of the death or tragic incident (if applicable) to students.
 - Support to students
 - inform students of the event
 - decide the procedure in disseminating the news
 - arrange interview locations
 - arrange classroom presentations, activities
 - arranges individual and group counseling for students.
 - Answer enquiries from parents and outside.
 - In cases of death or tragic incident:
 - Prepare for media inquiries.
 - Handle inquiries from police – arrange students to be accompanied by parents or staff for interview.
 - Designate someone to represent the school to the families of the victims.

2.4 Communication

1. Communications to the school community has to be provided timely and accurately.
2. Confidentiality of specific individuals will be maintained at all times.
3. Provide updated facts as soon as they are available to control rumors within the school.
4. Communication inside the school
 - With staff – mainly Portal/email, sms, phone tree
 - With students – Digital Campus/email, through class teachers, sms to parents.
5. Communication outside the school
 - With parents and community groups – Letters, Digital Campus /email, sms.
6. Communication with the media
 - When media wants to visit the campus for a story, it is policy that they get their clearance through the office of the General Manager. The General Manager will determine the reason for their request, the information that will be made available, and how and when the information is disseminated.
 - The CMT will designate one member to communicate with all media requests to assure consistency.
 - The designee will prepare a written factual account of the incident prior to meeting with any media source.
 - Do not offer opinions, guesses, or personal perspectives. It is pertinent to the integrity of the school that all media contact be based on facts only.
 - Set limits for time and location. Do interviews standing, in a place with little or no student/parent traffic.

- When handling interviews:
 - Ask for specific questions
 - Do not says “no comment” or “I do not know”. If you need to, tell them you can find out and get back with them, then do so.
 - Be honest.
 - Do not speaks “off the record”.
 - Keep answers brief and to the point (no more than 10 seconds per answer).
 - Emphasize the positive action being taken.
 - Do not allow the media to force you to answer a question you are not prepared to answer.
- Obtain staff permission prior to asking them to be interviewed.

SECTION 3 – PREVENTION PLANS FOR CRISES

3.1 Bus Safety and Security

3.1.1 Bus Personnel

Each bus has two adults, (except for the high school boys bus) the bus driver and the school appointed assistant. The bus driver is responsible for solely driving the bus. The assistant is responsible for overseeing the safety of the children and ensuring that children are safely dropped off and picked up.

The bus assistant is required to:

- Ensure that the school logo and bus number are on the front and rear windows of the bus. Notify the Resource Manager if any are missing.
- Ensure full awareness of the bus route and stick to the route.
- Keep updated and accurate bus log sheet including the substitute assistant name.
- Notify the Resource Manager of any incidents or changes that take place (including changes to the bus, route, or driver or accidents etc...).
- Ensure the implementation of transportation changes.
- Ensure that students are safe and not disruptive on the bus.
- During the afternoon, report any missing students to the Resource Manager.
- Ensure that all students are dropped off before getting off the bus.

3.1.2 Bus Safety Rules

Rules

Following are the safety rules that must be followed on the bus rides at all times.

- Students must remain seated until the bus has come to a complete halt.
- Seatbelts are to be used at all times.
- Windows near children are to remain closed.
- Students are not allowed to sit on foldable seats.
- The bus driver (via automation) and the assistant are solely responsible for opening and closing the bus door.

Rules Enforcement

The Head of Resources is responsible for overseeing that all rules are abided by. Consequences for violations of rules by driver or assistant are to be enforced.

3.1.3 Bus Maintenance and Quality Control

Standards

There are specific standards that buses should meet at all times. The following is a list of such standards that need to be functioning at all times:

- Automated doors
- Air conditions

- Effective brakes
- Full tank (gas, diesel or petrol) during bus routes
- Good space between seat rows

Maintenance

The Transportation supervisor oversees the process for the maintenance of the school buses and ensures that buses perform regular required maintenance.

3.1.4 Communication

All bus assistant have school mobile phones. They are used at times when there is a diversion in the route or the need to call parents.

3.2 Campus safety and security

3.2.1 Security Team

School Personnel

The following are the staff members who are involved in the security process:

- Head of Resources and Assistant Principal and Safety officer – main person for any major security issue
- Head of Transportation and Security – fills in for the Head if missing

All security personnel are supervised by the Head of Transportation and Resources.

3.2.2 Campus Safety

School Entrances and Exits

The school has six official gates all of which are guarded by security personnel. They are open for faculty and students entrance until 8:30 am. After that time, the gates are locked and opened upon request by a leaving member or an entering visitor.

Indoor Facilities

The Resource Manager and safety officer and Maintenance personnel oversee the regular maintenance and facility safety of all indoor facilities. When maintenance rounds are made, a checklist of items will be provided by the department.

Maintenance Service Desk

For any maintenance or safety requests, a form will be filled by the Head of School (HOS) and submitted to the Safety Officer and Resource Manager and Maintenance personnel. For follow up purposes, an email will be sent to the Resource Manager and the Assistant principal will be cc'd.

3.3 Off Campus Trips (day trips) – Risk and Safety Assessment

3.3.1 Trip Chaperones

Adult to Student Ratio

For Kindergarten to Grade 12, the adult to student ratio is 1:20. As per the MOE regulation. Additional adults including nurse and assistants with Kindergarten to Grade 2 trips.

Medical Aid

A medical First Aid kit is available for all trips off campus.

Legal Liabilities

All students participating on trips, camps or events off campus are to hand in a form signed by the parents specifically related to this trip or event. A student whose form has not been signed and returned may not be allowed off campus under any circumstance.

3.3.2 Field Trip Emergency Team

For any emergencies during off campus trips, the activities coordinator is the main source of contact.

SECTION 4 – PREPARING FOR CRISIS: OVERVIEW OF ESSENTIAL ACTIVITIES

4.1 Annual Training on Crisis Management Procedures and Drill requirements

4.1.1 Introduce the Crisis Management Manual

At the beginning of the school year before students start school a general staff meeting will be conducted and the Crisis Management Manual will be distributed and discussed with all employees and the CMT is introduced for them to know who to turn to. The manual's importance will be discussed and a quick outlining of the crises referred to in the manual will be outlined.

4.1.2 Drills

- Evacuation drills will be conducted within the first few weeks of school and once every semester (3 times a year).
- Drop and cover earthquake drill will be conducted at least once a year.
- CPR/First aid training will be available for staff to enroll into. Building distribution will be taken into account.

4.3 Medical Support

4.3.1 Medical Supplies

- Each Building has access to a basic first aid kit (supplied by school doctor)*
- Every bus will be equipped with a basic first aid kit.

4.3.2 Faculty and Community Support

- A list of staff names and numbers who can help in medical crisis is located at the following location (see appendix 3 for a complete list):
 - Clinics
 - Assistant Principal's Office
 - Head Principal Office
- A list of nearby hospitals and types of medical situations is also available (appendix 3).

4.3.3 CPR/First Aid Training

- The school will offer annual certification classes to staff members who are willing to attend the training.
- A list of trained staff members is also available (appendix 3).

4.4. After School Hours Supervision

4.4.1 Administrators on Duty.

- Head of Schools are available on campus from 2:45 pm to 3:30 pm.

4.4.2 Security on Duty

- Security personnel are responsible to deal with after 3:30 pm crises on campus.
- In case of crisis, inform Head of Resources.

SECTION 5 – CAMPUS SECURITY AND CLOSURE PROCEDURES

5.1 Stages of Alert

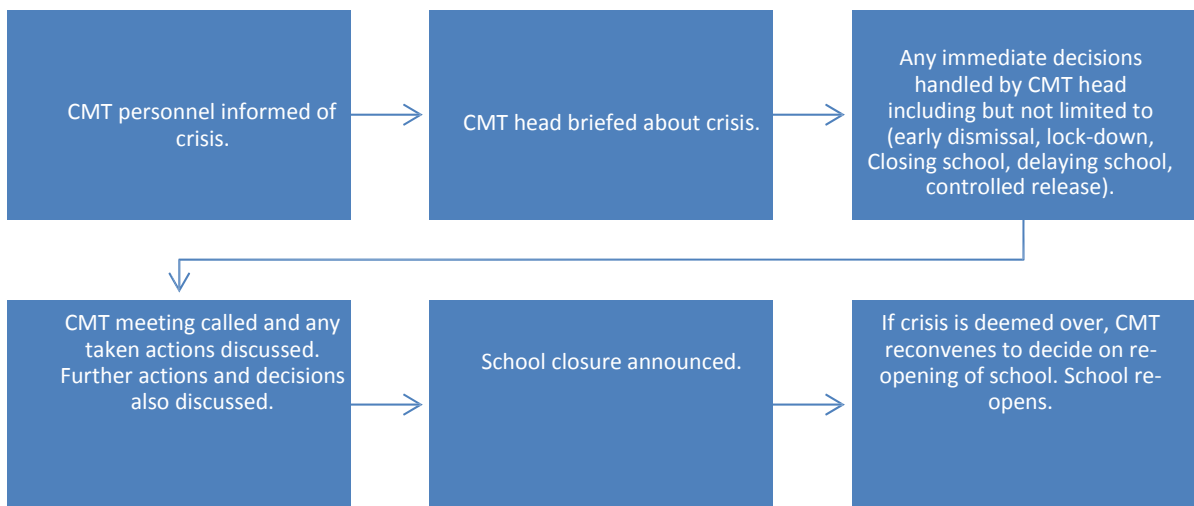
5.1.1 Chain of Command

Describes the reaction of school personnel to different crisis levels.

The Crisis Management Team (CMT) will convene to decide need for action. The Head of the CMT will have the authority to make all immediate and required emergency calls.

For any major school disruptions that do not require on-the-minute action, the CMT will call an immediate emergency meeting to make decisions. For long-term school closure and evacuation.

5.1.2 Flowchart for Activation of CMT



5.1.3 Short-Term Campus Closure

- If an immediate, specific and persistent danger is identified, the CMT, may decide to lock down the campus for a specified period of time.
- School communicates with parents and staff through Digital Campus and SMS.
- ATM & the Board decide on the academic implications on students.

5.2 Immediate Response

5.2.1 Controlled Release Option from School

- If issues arise that require student release from school to parents or guardians, the school will inform parents through SMS or phone calls.
- Buses will only for students only.
- All staff stays at school until the last student leaves.
- In case phone calls are made, the offices will follow an issued script.

- All appropriate non-teaching staff will work with emergency responders to provide traffic and crowd control.
- Parents will enter school premises and collect their children from their class.
- High School students will be allowed independent release if a verified phone call is received from the parent/guardian approving it. Only designated school staff will be allowed to report these phone calls.
- Under crisis situation – release could be with a family friend etc...

SECTION 6 – DEALING WITH SPECIFIC TYPES OF CRISES

6.1 Evacuation Drills

6.1.1 Fire

- 1- Once you hear the alarm, you will ask your students to leave everything as is and to line up quietly and orderly
- 2- you will take the evacuation folder with you while accompanying your students out to the assembly point.
- 3- you have to make sure that no student is left behind
- 4- turn off the lights and the AC
- 5- walk quickly yet quietly with your students till you reach the assembly point
- 6- once you reach the assembly point, you have to count your students, check the name list and if you have all your students with you, you will raise the name of your class with the green card.
- 7- in case you have any missing student you raise your class name along with the red card.
- 8- you stay with your students in the line till you hear a sign that allows you to go back to your classes safely.
- 9- while walking back to your class, you need to assure that your students are walking in one line and quietly
- 10- the evacuation process should take no more than 5 minutes
- 11.

6.1.2 Drop and Cover – Earthquakes

Goal – Earthquakes can never be anticipated. Earthquake drills will take place once a semester to train staff and students to react immediately and wisely with minimal panic related to the tremors.

- Siren to announce drill would be normal class bell (continuous for 30 secs).
- Drop down on the floor and avoid wide expanses of roofs.
- Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms or a book. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.
- If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it if you need to. Hold the position until the ground stops shaking.
- When shaking has stopped, immediately look around and evaluate danger. Check to see if any students are injured. If they have any slight injuries ask a responsible student or staff member to assist them while evacuating. Non-ambulatory injured should be assured and wait for treatment where they are. Notify a member of the CMT.
- Start evacuating your class using route on your evacuation map. Everyone stay together and quietly evacuate.

- Check the exit routes are clear. Move directly away from the building when exiting. Students should cover their heads with a book or a bag. DO NOT USE ELEVATORS.
- Train students that tremors may follow and these are minor shifting. There is no need to panic over secondary tremors.

AZPS FIRE DRILL / LOCK-DOWN PROCEDURE AND POLICY

If a Fire is discovered:

- Immediately sound the fire alarm. It is automatically synchronized with a Fire Alarm system, which is controlled and monitored by the local Civil Defense Authority.
- Do NOT attempt to fight the fire. If you do, you will be putting yourself or others at risk.
- The CRISIS SUPPORT TEAM will be coordinating all required support from all other departments and rush to the school location.
- During that time, the school will be following the Fire Drill procedures, and all buildings will be normally evacuated.

SIGNAL: FIRE ALARM BELLS RUNG IN A CONTINUOUS CYCLE

- All school personnel are to participate in the Fire Drill.
- Parents, guests and community people on the grounds during a drill must participate.

PROCEDURE:

- 1. When the fire alarm is given, the teacher shall give the warning Fire Drill. All Instructions and activity shall cease, machinery should be shut down, gas-and-oil burning apparatus and appliances should be shut off, and the students should remain still and quiet to await further orders.
 - 2. The teacher shall give the command STAND. Students should stand and remain silent. The teacher shall then take the class register of Emergency Attendance File (EAF) (should be prepared by class teachers/form tutors and always be with the class) and keep possession of it until the end of the drill.
 - 3. Teachers and class fire Marshall:
 - Teacher takes the class EMERGENCY ATTENDANCE FILE (EAF) with you.
- a) Fire Marshall checks that all students are out of the classroom and no one is missing (one designated student in each class to help make the process easier).

- Close classroom door. DO NOT LOCK (if the teachers have the room key, like science or ICT labs, later entry may be required.)

- 4. The teacher, along with the fire Marshalls' help, will open the classroom door, determine the route to be taken, and give the command MARCH. The teacher will then supervise the class out of the building in an orderly manner, to fire assembly point. Students will remain in formation until dismissed by the APs.
- 5. Students outside the classroom and still in the building shall go to the nearest corridor and join with any class or, if close to an exit, shall leave the building and report to their particular class in the assembly point.

PROCEDURE DURING P.E.

Teacher, or supervising adult, stops play, organizes class (es) into silent and orderly lines and conducts class (es) to assembly area.

PROCEDURE WHEN NOT IN YOUR OWN CLASSROOM

- a) Teachers should be familiar with assembly area and evacuation route designated for that classroom or area.
- b) The TEACHER should accompany the class.
- Once assembled at the assembly area, the teacher shall check the names and the number of students according to the EAF- if there are any missing or additional students (those who have been outside their original classes and joined another class to the assembly point). After checking the attendance, teachers then will RAISE:
 - GREEN CARD, if all present.
 - RED CARD, if a student is missing, or there is an extra student or any other problem.
 - If RED CARD is raised, AP/a supervisor will attend to the class with the RED CARD to get necessary information about the missing student. AP/ the supervisor will inform the Head Guard who will be informing the patrolling security personnel to find the missing student(s).
 - After getting the required information from the CT, APs/ Supervisors then start
 - The Nannies and the male cleaners check their respective allocated areas, to see if anyone was left behind for any reason; the security personnel go and check for the final clearance.
 - The Head guard remained in the main Assembly Point monitoring and controlling the situation, always alert over his Radio Transmitter for any message from the patrolling security personnel.
 - **After checking their respective areas, the security personnel report to the Head Guard, who then starts RISING, :**
 - GREEN CARD, if the inside is clear.
 - RED CARD, if there stills someone inside the building.

- The HEAD OF SECTIONS will be observing signals of the Head Guard and Supervisors, will inform the Head of Schools about the result, and ask for a decision.

- The HEAD OF SECTIONS shall make every effort to ensure that no student remains in the school building.
- PRINCIPAL/ VICE PRINCIPAL will announce Fire Drill completed. Students to be escorted to their classrooms by their teachers/ fire Marshall.

PROCEDURES FOR ADMIN PERSONNEL, PARENTS AND GUESTS:

- Clear evacuation routes are displayed in the admin block.
- Once they hear the Fire Alarm, admin staff members, will STOP whatever they are doing, and announce CLEARLY to their guest/ parent “FIRE DRILL”, and ask them to join him/ her in the evacuation of the building to the assembly point.
- The admin team, guests and parents will gather on their designated area in the assembly point, waiting for the Principal’s announcement.

If a Lock-down is discovered:

- Member of announces through the Megaphone and makes this announcement: “This is a lockdown”.
- Terminology to communicate the type of lock- down:
- “Lockdown” should only be used when there is a major incident or threat of School violence within the school, or in relation to the school
- “Hold and Secure” should be used when it is desirable to secure the school due to an on-going situation outside and not related to the school (e.g., a bank robbery occurs near a school but not on school property).
- “Shelter in Place” should be used for an environmental or weather related situation
- Open classroom doors and quickly secure all children who are in the hallway, bathroom or general vicinity
- Lock classroom doors from the inside and turn off all lights. Blinds are drawn, PC monitors switched off, mobile phones on vibration. Tip tables over and encourage children to hide behind the tables in a brace position.
- Take attendance to ensure that all children in your class are present. Note names of children you may have brought into your class at the lock down announcement. Check any adjoining rooms for children’s attendance and note names of those who are unaccounted for in the room. (Although staff cannot leave, keeping record of who is present with YOU is critical in an emergency).
- Do not open the door for anyone regardless of what you hear going on outside. If someone knocks at the door, do not respond. An administrator may be under duress and be forced to ask you to open the door. Do not.

- Remain off phones unless you are instructed to use them. Your administrator may be trying to contact you by cell phone.

- Be prepared to follow further instructions from the Head of Setting/Deputy or Designee.
- NEVER open the door or leave the classroom until the clear alert sounds...
- If children are unable to get into the building, they are to lay flat on the ground behind objects or trees. Children should not run, but remain face down, flat on the ground.

Crisis Reporting Procedures

Only the following personnel are authorized to report a crisis to local authorities:

- Building principals (TBA)
- Head of sections.
- Vice principal.
- This plan should be shared only with administrative personnel and staff employees.

Lockdown Checklist

Head of sections or Deputy will:

- Determine if there is a need for a campus lockdown and if so, make the “all-call” Announcement or sound warning siren.
- Alert office staff
- Call local authorities.
- Call Fire Department
- Notify the Corporate Office
- Lock administration office doors and restrooms.
- Alert the housekeeping, security guard and teachers outside the buildings. Instruct them to enter a building at the closest location.
- Wait 1 minute. Begin cell phone contact check with building principals and health office.

Administration Office Team

- Assist by locking the main doors on the ground floor.
- Check to assist building security guards doing same.

Principal’s Script for “Call Chain”

- ASK the person who answers:
- Are all of your class students accounted for? Is anyone missing?
- Is there anyone in your room who is not on your class list? What are their names?

- Do you have an adjoining room? Are all of the students in that room accounted for?
- Document all information given to you from the classrooms you have contacted.
- When all calling chains have been completed report to the building head of section. Efforts to make attendance check will be done to ensure all students have been accounted for.

6.7 Bus Accidents

Goal – Secure staff and students on the scene of local and/or vehicle collisions involving students and/or staff traveling to and from school and during off-site activities such as field trips, sporting events, performing arts event, etc...

1. Bus assistant or driver informs the transportation department. If on a trip chaperon will inform Resource manager.
2. Resource manager will inform the Assistant Principal.
3. Assistant Principal report to Principal and both:
 - Determine if any students or staffs have been injured
 - Determine if they will be transported to hospital
 - Notify parents or guardians
 - Accompany injured staff or student to hospital
 - Provide emotional support to accident victims.
 - Brief parents and guardians.

6.9 Medical Emergencies

Goal – To be able to handle and have an immediate response to all possible life- threatening situations arising from health conditions as well as unintentional and intentional injuries. Examples include but are not limited to accidental death, cardiac arrest, serious illness, drug over dosage, seizures, severe body injuries, on playground and on campus accidents and serious athletic injuries.

1. Immediately summon help (school doctor, school staff trained to administer specific health care procedures).
2. Notify Head Principal and Head of School.
3. Do not move the victim(s), especially if you suspect a head or neck injury, unless safety is a concern (fire present, explosive atmosphere, etc...).
4. Assess victim and if applicable begin CPR.
5. Check the file of the victim for medical alert.
6. Disperse onlookers and keep others from congregating in the area. If possible, isolate the victim(s)
7. Direct someone e.g. staff or student to meet and guide the first responders.
8. Remain to assist emergency medical personnel.
9. Document all actions taken.

6.10 Accidental Death

1. Verify information concerning the death of the student or staff and notify Head Principal. CMT called for an urgent meeting to assess the situation.
2. CMT to call local authorities (ambulance, police, fire and rescue).
3. Gather information:
 - Student/staff schedule and emergency contact card.
 - Name of student/staff close friends, siblings, and the schools they attend.
 - Names of witnesses, if any.
4. Prepare formal statement or announcement
 - Provide facts that will reduce rumors.
5. Notify the faculty and staff
 - Preferably in-person during an emergency staff meeting.
6. Make an official announcement.
7. Designate a location for grief counseling.
8. Make arrangements for counselors or administrators to visit selected classes as needed to speak personally to staff members/students.
9. Provide substitute teachers for absent/affected teachers.
10. Adjust the daily schedule to accommodate grief counseling as needed.
11. In case of death, provide funeral/visitation information if affected family has given permission.
12. Procure personal items of the deceased from classrooms.

SECTION 7 – POST INCIDENT RECOVERY

7.1 Maintain Recovery Goals

- Restoring the learning environment.
- Assuring the wellbeing of the community concerned with the crisis.
- Ensuring the school image is intact and not disrupted for any reason.
- Securing all loose ends and have the situation under control.

7.2 Establish Top Level Legal and Insurance Advice

- Assess the size of the catastrophe and any physical implications/damages.
- Contact insurance company and pursue legal actions if needed in response to the accident/crisis.

7.3 Brief School Community and Media (if needed) of the Exact Happenings and Aftermath

- Identify a spokesman/representative to address the school community and media.
- Honest, truthful and sincere remarks are the safest way to avoid complications and double meanings.
- The language used and timing of the message are both crucial to reflect the school's integrity and its community trust.
- An identified person in the CMT should collect all media coverings for assessment and filing.

7.4 Management of a Service Hosted by the School – Memorial and/or Funeral

- Assure all legal paper work are taken care of (death certificate, police reports, hospital reports etc...).
- CMT decision on the venue of the ceremony (on school campus or other venue).
- Contact the deceased family representative to set details.
- Announce venue, date and time to community (classmates, staff members and family members). Attach a letter of condolences and advice on how to reach help and counseling.
- Arrange event logistics (speech, flowers, memory wall, and transportation to mosque/cemetery).
- Two minutes silence in memory of deceased on the first day back to school.
- Brainstorm ideas to honor the person (book or charity donations in their name etc...).
- Various users. Handouts of encouragement and support given out to those who need it.

APPENDIX 1 – CRISIS MANAGEMENT TEAM

Building / Department	Contact Person	Mobile Number
School Principal	Mohamed Motawea	0506631588
Executive Assistant Principal	Heba Sheweikh	0507543549
Early Childhood Assistant Principal	Heba Taja	0551115579
Elementary Assistant Principal	Nivin Samir /Heba Naim	0506631588/050450801
Middle School Assistant Principal	Angela Owens	0558304195
High School Assistant Principal	Dima Alzuhair	0505778019
Safety officer	Dina Kadry	0525098333
Clinic Doctors	DR . Abdulraoof DR. Mariam	0553018312

Persons who may be called upon to join the CMT (depending on crisis type):

Building / Department	Contact Person	Mobile Number
Resources Manager	Sawsan Shilbaya	0569920597
Security and Transportation	Saeed/ Taeb	0568211152/0557794903
PE Supervisor	Kamel /Mostafa	0509150429/0525098444
Early Childhood Building	Ruba Mahana	0526696343
Elementary Building	Iman nouhe/ Laila Ibrahim	0527226744 / 0567882323
Middle School Building	Khalida / Yasmine salah	0509114452 / 0569499334
High School Building	Nawal Khayat/ Marwan	0543946995 / 0501747039

APPENDIX 2 – MEDICAL EMERGENCIES ON CAMPUS

Minor medical emergencies:

These are not life threatening and can be treated by the school doctor or at home under supervision of the student's doctor. This type of emergencies does not require early dismissal of the student and a shelf medication can be given to the student by the school doctor. In some conditions, the student may be allowed to go home accompanied by his parent or guardian. The school doctor fills in the necessary clinic form to serve as parent notification.

Moderate medical emergencies: (Most students who need to be transported to the hospital belong to this category).

These are not life threatening emergencies but they cannot be treated on campus. The patient has to consult a specialist within hours meaning that the student can wait until the parent or the guardian arrives to accompany the student to the specialist. The school doctor will apply the first aid management and take care of the student during this time.

We can ask the parent whether he prefers to take the student by himself to the specialist or to let a school designated administrator accompany the student to the nearest hospital (El Kowat El Gawiya Hospital on street 90)

Major medical emergencies:

These are life threatening emergencies and the student has to be taken to the hospital immediately. Here, we cannot wait for the permission of the parents. We start acting; the school doctor applies the first aid measures, an administrator (as per emergency action chart below) calls an ambulance then notifies the parent.

According to the American Academy of Pediatrics school medical emergencies are:

Major emergencies	Moderate emergencies	Minor emergencies
1-Child is unconscious	1-Heat stroke	1-Sore throat
2-Blocked airway	2-Cut wounds needing stitches	2-Headache
3-Absent pulse	3-Gastroenteritis	3-Abdominal pain
4-Uncontrolled bleeding	4- Tooth fracture	4-Simple wounds
5-Poisoning	5- Second degree burn	5-Minor trauma and sprain
6-Seizures < 5 min. or for the first time	6-Palpitations (awareness of heart beats)	6-Common cold
7-Anaphylaxis	7-Some minor complaints in special cases	7-Mild pain
8-Diabetic comas	8-Any minor problem not responding to shelf medication	8-Stomach ache
9-Serious complications of special cases	9-Head trauma followed by vomiting, loss of consciousness or bleeding	9-Dizziness and nausea
10-Major head, neck & back injuries (fracture)	10-Fractures without shock: e.g.: Ankle, hip and shoulder fracture and injuries.	10-Tooth falling
11-If moving the child will cause further injury	11-Contagious diseases e.g.? (e.g. purulent conjunctivitis, H1N1, some skin diseases, chicken pox)	11-Mild Fever up to 37.9'c
12-Limb and eye threatening conditions: (conditions that will leave the child permanently disabled)	12-High Fever from 38'c (Meningitis is presented by high fever but it cannot be diagnosed on campus because it needs special investigations)	12-First degree burn

Major emergencies	Moderate emergencies	Minor emergencies
13-Shock (e.g.: due to third degree burn, severe diarrhea, anaphylaxis, major trauma, etc...)	13- Other (as identified based on school doctor recommendation)	13-Insect bites with minor reaction
14-Not breathing or difficulty breathing (e.g.: CROUP)		14-Mild shortness of breath in asthmatic students
15-Severe abdominal pain (acute abdomen) (e.g.: Appendicitis نارصم روعاً)		15-Other (as identified and recommended by the doctor)
16-Other (as identified based on school doctor recommendation)		

Emergency Action Chart (for major and moderate)*

	Major	Moderate
First contact point by School Doctor:	/Ambulance / School Principal / Parents	Parents
Ambulance (if needed) contact by:	School nurses	NA
Parents contacted by:	School doctors / nurses	Doctor
Who accompanies the student if	School nurses	Nurse
Transported by:	School bus	Bus
How much money is needed?	NA	NA
Items needed on trip to hospital	First Aid Kit	First Aid Kit

Hospital Contacts:

Name	Address	Telephone Numbers
AlZahra Hospital	Al Zahra St, Near Clock Tower	06 561 9999
AlQasmi Hospital	Wasit Street, Sultan Al Qasimi St, Al Khezamia - Sharjah	06 538 6444
AlKuwaiti Hospital	Kuwait St, Al Qadisiya - Sharjah	06 524 2111

Staff with First Aid Training:

#	FIRST NAME	LAST NAME	Mobile	School Division	1rstAidTraining
1	Kamel	Mohamed	0509926022	PE supervisor	FA & CPR
2	Mostafa	Ahmed	0525098444	PE coordinator	FA & CPR
3	Jehan	Elsayed	0568384505	PE teacher	FA & CPR
4	Amal	Saeed	0553018312	Nurse	FA & CPR
5	Dina	Kadry	0525098333	Safety Officer	FA & CPR
6	Asmaa	Hassan	0502706123	Supervisor	FA & CPR
7	Dina	Khater	0526627617	Supervisor	FA & CPR
8	Khalida	Hassan	0509114452	HOS	FA & CPR
9	Nawal	Khayat	0506749558	HOS	FA & CPR
10	Heba	Youssef	0509448848	Supervisor	FA & CPR
11	Sahar	Farouq	0545356663	Supervisor	FA & CPR
12	Iman	Nouhe	0527226744	Supervisor	FA & CPR
13	Venus	Lobrigo	0527512874	Nurse	FA & CPR
14	Anisha	Wriji	0566869073	Nurse	FA & CPR
15	Ghada	Sedky	0506305441	Lab Technician	FA & CPR
16	Ghaidaa	Abdalla		Lab Technician	FA & CPR
17	Fabena	Harish		Lab Technician	FA & CPR
18	Marwa	Mahmoud	0557985908	PE teacher	FA & CPR
19	Marwan	Hamed	0501747039	HOS	FA & CPR
20	Mohamed	Dardour	0563370620	Supervisor	FA & CPR
21	Mahdaia	Rashed	0555846960	Supervisor	FA & CPR
22	Ammar	Dardour	0555799640	PE teacher	FA & CPR