



BRITANNICA INTERNATIONAL SCHOOL, SHANGHAI

Crisis Management Handbook

Approved by: Paul Farrell **Date:** July 2024

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Crisis Management

A crisis is defined as the turning point in the course of any event, a decisive or crucial time or event - a time of great danger or trouble wherein the outcome decides whether possible tragic consequences will follow.

Possible crisis scenarios that may be encountered include, but are not limited to:

- Assaults/shooting
- Hostage - barricaded persons
- Bomb threats
- Fire/explosion
- Disturbances/riots
- Natural disasters

The initial response in a crisis involves assessing the situation. Initial information needed to make an informed judgement as to the seriousness of the crisis includes:

1. What category does the crisis fall into?
2. How widespread/serious is the incident?
3. What is the potential for escalation?
4. How many persons are involved?
5. What is the exact location of the incident?
6. How reliable is the information and can it be verified?

Once these facts are known, it becomes necessary to notify affected personnel who, in most cases, will not know a crisis exists. Each situation will dictate a different course of action. The first course of action in any situation is to use common sense and ensure the safety of students and staff. Please refer to the specific procedures for each type of incident for further instructions.

Disseminating Information

The Principal or nominee are the only people authorised to disseminate information in a crisis situation. The Principal or nominee is in charge of communications during an emergency situation, both for all in-house communications as well as with outside agencies. This person shall also be responsible for monitoring emergency radio/television updates or delegating the task.

Providing factual updates during a situation is crucial. Student, staff, and parents should be informed as appropriate under the circumstance. A decision as to whether a limited or full briefing will be released should be made by the Principal or nominee in conjunction with law enforcement and other emergency personnel (when involved).

It is imperative that only accurate, verified information of a public nature be shared. All student information is confidential, including names, and cannot be shared with the media.

Britannica International School, Shanghai reserves the right to limit access within the building and on school grounds for the safety of students and staff and to prevent disruption of the instructional environment. Any media representative or third party (including parents) should be aware that they cannot interrupt classes, school programs and/or school business and cannot interfere with a school or police investigation.

ALL ENQUIRIES MUST BE REFERRED TO PRINCIPAL OR NOMINEE

Emergency Response & Evacuation Procedure

Emergency Preparedness

All staff members shall have a copy of this procedure made available to them on the school website and are responsible for reading and understanding its contents. Staff must be able to direct learners effectively and calmly in the event of an emergency.

It is the responsibility of the Administration Manager to ensure that appropriate alarm systems, safety devices and first aid provision are maintained in good working condition. Such provision shall be inspected at least once a year by an appropriate authority and a written report given to the Principal.

Form tutors and class teachers are responsible for ensuring that learners are instructed at the beginning of each school year and at least once a term thereafter in emergency response and evacuation procedures. The Principal is responsible for ensuring that there are regular unannounced emergency evacuation drills. Since an emergency can happen at any time, convenient or not, drills may occur at any time, including the first or last day of term. Drills should, from time to time, include hazards. All drills will be recorded and an evaluation conducted, to identify issues which require action.

Any teacher who is assigned to cover for a Tutor during the morning registration period will act as that class's assigned tutor in an emergency evacuation and will carry out all duties assigned to a Tutor in the following emergency response and evacuation plans. An evacuation map is on display in all classrooms and office areas of the school.

The school issues safety and preparedness information to parents and staff from time to time and this information should be read and understood.

Fire

The person discovering the fire, will sound the alarm if there has been no automatic trigger. The Administration Manager will contact the fire station, using an outside mobile phone if necessary. In the absence of the Administration Manager, the Principal's PA, will contact the fire station, using an outside mobile phone if necessary.

Bomb Threat

The Principal must be immediately notified of any bomb threat and will determine the need to evacuate. The appropriate authorities will be notified once a threat has been received. Such authorities shall include the school's security company. Other bodies, such as the police, embassies or companies, may also be notified. The school Principal shall be responsible for ensuring such notification takes place. Buildings may be re-occupied upon advice of the relevant authorities (Police, Fire Brigade) and instruction of the Principal.

Registers

The School Receptionist is responsible for taking registers to the evacuation site and giving them to

the Head of Phase. The Head of Phase is responsible for distributing to teachers. Teachers are responsible for taking the register and confirming to the Head of Phase that all students are accounted for, or if there is a student missing. The Head of Phase is responsible for advising the Principal that all students are accounted for, or if a student is missing. If a student is missing, then the Head of Phase will organise a sweep of the campus.

The Administration Manager is responsible for taking the register of administration staff, cleaning staff, catering staff, maintenance staff, and the visitor register from the Security team. The Administration Manager should take the register of administration staff, cleaning staff, catering staff, maintenance staff, and visitors, and report to the Principal that all are accounted for, or if someone is missing. The Administration Manager is responsible for organising a sweep of the campus if someone is missing.

NB: In any of these events, if a student requires to use the toilet they must be accompanied by a member of staff. Accompanying members of staff must ensure that they use appropriate caution depending on the circumstance.

After Hours Emergencies

This document should be referred to in all incidents which occur outside of regular school hours.

Should an emergency occur after school hours and endanger any occupants of the campus, then the most senior member of staff present (or the security company) should complete the following:

1. Initiate Emergency Response and Evacuation Procedure by activating any of the alarm points located throughout the campus.
2. Alert anybody on campus.
3. If appropriate, call police/fire
4. Provide first aid, if possible.
5. Contact the Principal, Vice Principal or Head of Phase

Alarms

Alarms will be activated under instruction of an SLT member

Evacuation Alarm

The alarm will sound continuously (or a whistle or megaphone if there is no electricity). Upon hearing the alarm, teachers should immediately begin the evacuation protocol:

1. Get students to line up quietly by the door. Students should not take any belongings with them
2. Evacuate students in silence, in an orderly fashion, towards the large football field
3. Upon arriving to the field, arrange students in alphabetical order and take the register.
4. Report the class to the Head of Phase
5. Sit the class down and await further instructions

Intruder Alarm

Upon hearing the alarm, teachers should immediately begin the lockdown protocol:

1. Close all windows and doors, locking the door

2. Move students into the middle of the room and place furniture around the sides, not blocking the doors
3. Conduct activities with students to maintain them calm and controlled
4. Await further instructions

Abduction of a Staff Member or Student

The abduction or kidnapping of a student or member of staff must be dealt with rapidly and in a sensitive and appropriate manner. The priority in all cases is to ensure that the relevant authorities receive accurate information to enable them to handle the situation appropriately.

An abduction or kidnapping occurs when a person knowingly takes or retains physical custody of another person without authority. This may be accomplished by use of force, threat of force, deceit or enticement. This does not have to be removal of the person from the School but can be the detainment of a person in a School by an unauthorized person. This can also include when there is a court order restricting custody of the child. If a parent arrives during the day to collect a child, the normal permission process must be followed.

In most cases, the abduction or kidnapping of a student or member of staff will become common knowledge to at least a proportion of the community within a short space of time. Basic information should be disseminated without delay; there is no point in trying to conceal the incident whether it occurred on or off campus, by whatever cause, but equally there is no point in disseminating information about an incident to a wider public other than being consistent with “need to know” and “need to support”. Failure to communicate can lead to rumour and unnecessary anxiety in the School community.

SUMMARY

On notification of an abduction or kidnapping, regardless of the circumstances of the incident, immediately contact the Principal.

1. INTRODUCTION

1.1 In the event of an abduction or kidnapping of a member of staff or a student the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 On the discovery of an abduction or kidnapping on or off campus or on notification of the incident, one of the following key personnel should be contacted immediately - she/he will then undertake to inform the other key personnel and continue to co-ordinate all activities until the incident is closed:

Principal

Vice Principal

2.2 The person responsible or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the incident.

2.3 Appropriate personnel shall form the nucleus of a small team the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report after the abduction or kidnapping documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from an abduction or kidnapping of a student or member of staff:

- RHoS
- Administration Manager
- Principal's PA

3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Principal	<ul style="list-style-type: none"> ● Notify and liaise with the police. ● Lockdown the campus and students in classrooms. ● Secure the area of conflict, location of the vehicle involved, i.e., making it possible to maintain any evidence for law enforcement investigation. ● Liaise with the Principal's PA. ● Arrange the handling of all media enquiries. ● Notify the parents of the situation and steps being taken.
SLT	<ul style="list-style-type: none"> ● Lockdown the campus and students in classrooms. ● Assist with informing staff and students. ● Liaise with appropriate personnel. ● Liaise with the police if required ● Keep any witnesses, both adults and students, in the office and preferably separated to prevent sharing stories. ● If the incident is on campus and safety permits, a staff member should be directed outside the building to warn all approaching visitors of the danger and to

	alert responding law enforcement
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Information to be provided to Police

- Physical description (and photo if available) of the student/member of staff
- Any details of the abductor, names if known, description of the vehicle if/when appropriate
- The place and time the student was last seen, names of any witnesses
- If available, security footage

Arrest of a member of staff, student, or parent on a serious charge

In the event of an arrest of a member of staff, student, or parent on a serious charge, the situation must be dealt with rapidly and in a sensitive and appropriate manner. The priority in all cases is to ensure the safety and protect the reputation of our Staff, Students and the School community at large.

The Principal or nominee will be responsible for handling any enquiries relating to the incident. Nobody else should comment publicly. If the Principal is arrested, the RHoS will be the person responsible

1. INTRODUCTION

1.1 In the event of an arrest of a member of staff, student, or parent on a serious charge the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 In the event of an arrest of a member of staff, student, or parent on a serious charge, the Principal should be contacted immediately - she/he will then undertake to inform the other key personnel and continue to co-ordinate all activities until the incident is closed.

2.2 The person responsible or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the incident.

2.3 Appropriate personnel shall form the nucleus of a small team the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from an arrest of a member of staff, student, or parent on a serious charge:

- Principal
- Administration Manager
- Principal's PA
- RHoS

3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Principal	<ul style="list-style-type: none"> ● Inform the Board and consult on best action. ● Liaise with the School lawyers. ● If appropriate, notify and liaise with the police. ● If the Police wish to arrest a person during School hours, receive the Police in the Principal's Office, and bring the student or staff member to the Principal's Office. ● If appropriate, notify the parents of the situation and steps being taken. ● Liaise with the Principal's PA ● Arrange the handling of all media enquiries.
SLT	<ul style="list-style-type: none"> ● Liaise with appropriate personnel. ● Liaise with the police if required

Bomb Threat

Any bomb threat against the school, students, staff, or transportation must be dealt with rapidly and in a sensitive and appropriate manner. The priorities in all cases are to ensure the safety of all students and employees, and that the relevant authorities receive accurate information to enable them to handle the situation appropriately.

A bomb threat is a threat alleging that an explosive device is located on School properties or transportation. This threat may be made by telephone, in writing, e-mail, fax, or by first party verbal conversation with a member of staff, parent or student. The only allegation necessary is that a bomb is on school premises or transportation.

Most bomb threats are made by phone and tend to be very brief. The message is stated in a few words and then the caller hangs up. Every effort should be made to obtain detailed information from the caller, such as:

1. When is the bomb going to explode?
2. What kind of bomb is it?

3. What does the bomb look like?
4. Where is the bomb located?
5. Why did you place it or who placed it and why?

In most cases, information regarding a bomb threat can be contained. Information should not be disseminated to avoid creating panic. The campus will remain under the Director's jurisdiction until the emergency services arrive and then jurisdiction will revert to the police or fire department's authority.

SUMMARY

On notification of a bomb threat, regardless of the circumstances, immediately contact:

Principal

Vice Principal

1. INTRODUCTION

1.1 In the event of a bomb threat being received, the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 If a bomb threat is reported, on campus or on school transportation, one of the following key personnel should be contacted immediately - she/he will then undertake to inform the other key personnel and continue to co-ordinate all activities until the incident is closed:
The Principal
Vice Principal

2.2 The person responsible or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the incident.

2.3 Appropriate personnel shall form the nucleus of a small team the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from a bomb threat:

- Principal
- Administration Manager
- Principal's PA

- RHoS

3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Principal	<ul style="list-style-type: none"> ● Evacuate the school campus of all students and staff (those not assisting with the building sweep) to an offsite location. ● Notify and liaise with the police. ● Liaise with the Principal's PA ● Arrange the handling of all media enquiries. ● Lockdown the campus. ● Coordinate with Police to re-enter the campus once the situation is safe.
SLT	<ul style="list-style-type: none"> ● Assist with evacuating staff and students. ● Organise building sweeps. ● Liaise with the police if required. ● Keep any witnesses, both adults and students, in a safe environment at the off campus evacuation site and preferably separated to prevent sharing stories. ● Assist with re-entering campus once the all clear has been given.

Staff Involved in Building Sweep

All members of staff may be asked to volunteer, accompanied by the emergency services, to check their respective areas and report any items or containers that are unusual or foreign to the normal operation of the school. **Do not handle any item under suspicion.**

Information to be provided to Police

- Physical description (and photo if available) of the suspected item.
- Any details of the threat received.
- If available, security footage

Bus involved in Accident or Diverted to Another Destination

An incident may occur involving school transportation, meaning that a bus is involved in an accident or is diverted to another destination by the Police or other emergency authority. Any such incident must be dealt with rapidly and in a sensitive and appropriate manner. The priority in all cases is to

ensure student and staff safety, and that the relevant authorities receive accurate information to enable them to handle the situation appropriately.

In most cases, any incident involving school transportation will not become common knowledge in the immediate term, and then to at least a proportion of the community within a short space of time. Basic information (such as incident, location, injuries) should be disseminated without delay to the SLT and if appropriate the parents of any injured student; there is no point in trying to conceal the incident, but equally there is no point in disseminating information about an incident to a wider public other than being consistent with “need to know” and “need to support”. Failure to communicate can lead to rumour and unnecessary anxiety in the School community.

SUMMARY

On notification of any incident involving school transportation, immediately contact:

Principal

Vice Principal

1. INTRODUCTION

1.1 In the event of an incident involving school transportation the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 On the discovery of an incident involving school transportation, one of the following key personnel should be contacted immediately - she/he will then undertake to inform the others and continue to co-ordinate all activities until the incident is closed:

The Administration Manager

The Principal

Vice Principal

2.2 The person responsible or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the incident.

2.3 Appropriate personnel shall form the nucleus of a small team the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from an incident involving school transportation:

- Principal
- Principal's PA
- RHoS

3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Director	<ul style="list-style-type: none"> ● Liaise with the police ● Notify the parents of the situation and steps being taken ● Liaise with Administration Manager to ensure that appropriate steps are taken to ensure student safety ● Liaise with the Director's PA ● Arrange the handling of all media enquiries.
Administration Manager	<ul style="list-style-type: none"> ● Notify and liaise with the police and other relevant authorities ● Communicate with School Transport provider, to ensure that students are supervised by driver/monitor ● If vehicle is damaged, coordinate replacement vehicle ● If students are moved to a temporary refuge (of any kind) ensure that driver/monitor supervise students and identify the group to the relevant authorities
SLT	<ul style="list-style-type: none"> ● Liaise with appropriate personnel. ● Liaise with the police if required ● Deal with parent concerns

Campus Lockdown

There may be many reasons to lockdown the campus such as the presence of an intruder, the abduction or kidnapping of a student or member of staff, a disturbance, etc. All lockdowns must be dealt with rapidly and in a sensitive and appropriate manner. The priority in all cases is to ensure the safety of staff and students.

The Principal or nominee will initiate the lockdown procedure.

SUMMARY

If you notice an intruder on Campus, you should immediately notify the Director or nominee of the location of the intruder, a description of the intruder, by calling the following:

DURING NORMAL SCHOOL HOURS:

Principal
Vice Principal

1. INTRODUCTION

1.1 In the event of a lockdown the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 On the discovery of an intruder on campus, or of an abduction, kidnapping, disturbance or on notification of the incident, one of the following key personnel should be contacted immediately - she/he will then undertake to inform the others and continue to co-ordinate all activities until the incident is closed:

Principal
Vice Principal

2.2 The person responsible or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the incident.

2.3 Appropriate personnel shall form the nucleus of a small team the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from a lockdown:

- Principal
- Administration Manager
- Principal's PA
- RHoS

3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Principal	<ul style="list-style-type: none"> ● Lockdown the campus and students in classrooms. ● If appropriate, notify and liaise with the police. ● If appropriate, notify the parents of the situation and steps being taken. ● Liaise with the Principal's PA ● Arrange the handling of all media enquiries. ● Secure the area of interest, making it possible to maintain any evidence for law enforcement investigation.
SLT	<ul style="list-style-type: none"> ● Assist with informing staff and students. ● Lockdown the campus and students in classrooms. ● Liaise with appropriate personnel. ● Liaise with the police if required. ● Keep any witnesses, both adults and students, in the office and preferably separated to prevent sharing stories. ● If the incident is on campus and safety permits, a staff member should be directed outside the building to warn all approaching visitors of the danger and to alert responding law enforcement.
Teachers	<ul style="list-style-type: none"> ● Draw curtains/blinds for classrooms, lock doors, close windows, keep students quiet, sat out of the line of sight.
Admin/Maintenance/Cleaning/Cafeteria Staff	<ul style="list-style-type: none"> ● Move to the admin building, which will be locked down

Information to be provided to Police

- Physical description (and photo if available) of the student/member of staff
- Any details of the intruder/abductor, names if known, description of the vehicle if/when appropriate
- The place and time the intruder was last seen, names of any witnesses
- If available, security footage

Evacuation Off Campus

There may be many reasons to initiate a full evacuation off campus (bomb threat, natural disaster, civil disturbance). All evacuations off campus must be dealt with rapidly and in a sensitive and appropriate manner. The priority in all cases is to ensure the safety of staff and students.

The Principal or nominee will initiate the evacuation off campus procedure. The evacuation off campus will occur once the normal school evacuation has been completed and all staff and students are accounted for on the field.

SUMMARY

Upon hearing the evacuation alarm, follow the procedures as set out in the Emergency Response and Evacuation Procedure.

1. INTRODUCTION

1.1 In the event of full campus evacuation the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 One of the following key personnel will initiate the full campus evacuation:
The Principal
Vice Principal

2.2 The person responsible or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the incident.

2.3 Appropriate personnel shall form the nucleus of a small team the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from a full campus evacuation:

- Principal
- Administration Manager
- Principal's PA
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3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
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Principal	<ul style="list-style-type: none"> ● Initiate the school evacuation plan. ● Once the evacuation to the field has been successfully completed, the next stage is to evacuate off campus. ● If appropriate, notify and liaise with the police and local authorities. ● If appropriate, notify the parents of the situation and steps being taken. ● Liaise with the Principal's PA ● Arrange the handling of all media enquiries.
SLT	<ul style="list-style-type: none"> ● Assist with evacuating staff and students ● Liaise with appropriate personnel. ● Liaise with the police if required ● Ensure all classes/students are adequately supervised
Administration Manager	<ul style="list-style-type: none"> ● Liaise with the police and other relevant authorities ● Communicate with School Transport provider, to ensure that buses are available to move students, and that students are supervised by driver/monitor
School Nurse	<ul style="list-style-type: none"> ● Make necessary provision for the treatment of casualties, the movement of injured students/staff, and the movement of medical supplies

Serious Injury to a Staff Member or Student

A serious injury to a student or member of staff must be dealt with rapidly and in a sensitive and appropriate manner. The priority in all cases is to ensure that the injured person receives appropriate medical intervention.

In most cases, a serious injury to a student or member of staff will become common knowledge to at least a proportion of the community within a short space of time. Basic information should be disseminated without delay; there is no point in trying to conceal a serious injury on or off campus, by whatever cause, but equally there is no point in disseminating information about an incident to a wider public other than being consistent with "need to know" and "need to support". Failure to communicate can lead to rumour and unnecessary anxiety in the School community.

SUMMARY

On notification of serious injury, regardless of the circumstances of the injury, immediately contact:

Principal

Vice Principal

1. INTRODUCTION

1.1 In the event of a serious injury to a member of staff or a student the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 On the discovery of a serious injury on or off campus or on notification of the injury, one of the following key personnel should be contacted immediately - she/he will then undertake to inform the others and continue to co-ordinate all activities until the incident is closed:

The School Nurse

The Principal (EN)

2.2 The person responsible or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the injury.

2.3 Appropriate personnel shall form the nucleus of a small team, the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report after each serious injury documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from a serious injury to a student or member of staff:

- Principal
- Administration Manager
- Principal's PA

3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Principal	<ul style="list-style-type: none">● Liaise with appropriate personnel.● Notify and liaise with the police if required – including the provision of personal details from the staff/student's record.● Ensure that the member of staff or student's record is immediately updated.● Liaise with the Principal's PA

	<ul style="list-style-type: none"> ● Arrange the handling of all media enquiries.
SLT	<ul style="list-style-type: none"> ● Assist with informing staff and students ● Liaise with appropriate personnel. ● Notify and liaise with the police if required – including the provision of personal details from the staff/student’s record. ● In the event of a serious injury to a member of staff, make provision for current work to be covered. ● If the injury arises from an accident on school transportation, ensure that the remainder of students are safely transported to school/home
School Doctor	<ul style="list-style-type: none"> ● If the injury is on campus, to oversee the medical treatment of the casualty and liaise with emergency services

Sudden Death of a Staff Member or Student

The death of a student or member of staff is always difficult for the family, students and School staff who knew the deceased. The School will endeavour to handle any death in a sensitive and appropriate manner.

In most cases, the sudden death of a student or member of staff will become common knowledge to at least a proportion of the community within a short space of time. Basic information should be disseminated without delay; there is no point in trying to conceal a death on or off campus, by whatever cause, but equally there is no point in disseminating information about an incident to a wider public other than being consistent with “need to know” and “need to support”. Failure to communicate can lead to rumour and unnecessary anxiety in the School community. For example, there is no evidence that knowledge of a suicide will “implant” into others the notion that suicide is a viable option for them.

Under no circumstance should the body be moved, until the relevant authorities have authorised the movement of the body. The School Doctor should be notified to attend, the body should be covered with a blanket, the area secured, and a member of staff ordered to supervise the area to ensure that there is no interference.

SUMMARY

On notification of a staff or student death, regardless of the circumstances of the death, immediately contact:

- Principal**
- Vice Principal**

1. INTRODUCTION

1.1 In the event of a staff or student death the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

1.2 Unless the death occurs within a controlled environment such as a hospital, the School requires to notify the police and this will be undertaken in all cases by the Principal or the person designated. It is important that people acting in an official capacity with the School do not preempt the official verdict on the cause of death with public statements. NB: Informing the next of kin is not a School responsibility; it is normally actioned by the Police or Hospital.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 On the discovery of a death on or off campus or on notification of the death, one of the following key personnel should be contacted immediately - she/he will then undertake to inform the other and continue to co-ordinate all activities until the incident is closed:

The Principal, or in his/her absence

Vice Principal

2.2 The Principal or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the death.

2.3 Appropriate personnel shall form the nucleus of a small team the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report after each death documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from the death of a student or member of staff:

- Principal
- RHoS

3.2 The aims will be to:

- create a supportive environment for those affected to adjust and recover from the news of the tragedy
- ensure that the School acts in a responsible, compassionate and sensitive manner
- ensure that no routine administrative procedure is continued which may cause additional distress to the relatives and friends of the deceased or embarrassment to the School
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Principal	<ul style="list-style-type: none"> ● Liaise with appropriate personnel. ● Notify and liaise with the police if required – including the provision of personal details from the staff/student’s record. ● Ensure that the member of staff or student’s record is immediately updated. ● Ensure that no School communications including invoices are sent to the deceased’s address. ● Write a letter of condolence. ● Liaise with the Principal’s PA to arrange an appropriate School representation and/or tribute at the funeral or cremation of the deceased. ● Arrange the handling of all media enquiries.
SLT	<ul style="list-style-type: none"> ● Assist with informing staff and students connected with the deceased. ● Liaise with appropriate personnel. ● Notify and liaise with the police if required – including the provision of personal details from the staff/student’s record. ● Ensure that no School communications including invoices are sent to the deceased’s address. ● In the event of a staff death, make provision for current work to be covered. ● Arrange follow-up contact with the next of kin. ● Close access to School IT related accounts

Temporary Campus Closure

There may be many reasons to temporarily close the campus (civil unrest, natural disaster, illness/disease). All temporary closure must be dealt with rapidly and in a sensitive and appropriate manner. The priority in all cases is to ensure the safety of staff and students, and where possible the delivery of educational services by distance learning.

The Principal or nominee will initiate the temporary closure of the campus and ensure that all staff, students, parents, and relevant authorities are informed.

Given that communication in such a situation may be affected, the School will communicate the decision to close school on the Website account by 0700 on the day. If possible, it will be communicated via SMS. Therefore, all community members should check the Website for more information in such scenarios.

1. INTRODUCTION

1.1 In the event of a temporary closure of the campus the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 For any temporary closure of the campus the Principal, after consulting with Orbital Education, will inform the community and continue to co-ordinate all activities until the incident is resolved and the campus can reopen.

2.2 The Principal or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the incident.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from a temporary closure of the campus:

- Principal
- Administration Manager
- RHoS

3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.
- where possible, deliver an educational service by distance learning

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Principal	<ul style="list-style-type: none">● Consult with Orbital Education● Inform the local education bureau● Inform students, staff and parents
SLT	<ul style="list-style-type: none">● Assist with informing staff and students● Ensure all School materials are safely stored● Where possible, ensure the delivery of an educational by distance learning● Liaise with appropriate personnel.

How to contact parents

1. SMS
2. Phone
3. Email
4. Webpage

Violence - Threat or Actual

The threat of violence, or a violent incident against a student, parent or member of staff must be dealt with rapidly and in a sensitive and appropriate manner. The priority in all cases is to ensure the security and safety of students, parents, and staff, and to ensure that the relevant authorities receive accurate information to enable them to handle the situation appropriately.

A threat of violence is any expression, verbal or non-verbal, of the intent to inflict harm, injury, or damage to persons or property. The threat of violence carries with it the implied notions of a risk of violence and a high probability of harm or injury. A violent incident is when the threat is carried into action.

All threats of violence within a school may have serious consequences and can be expected to have a negative impact. Threats to students or staff, for example, could be a prelude to a more serious incident/crisis event, such as an assault or hostage taking. Even when more serious incidents do not follow, threats typically result in significant adverse consequences to the victim, which may be physical, psychological, or both. In all scenarios, staff must endeavour to not escalate the situation and where possible to extricate themselves and students from the situation.

In most cases, threats of violence, or a violent incident against a student, parent or member of staff will become common knowledge to at least a proportion of the community within a short space of time. Basic information should be disseminated without delay; there is no point in trying to conceal the incident whether it occurred on or off campus, by whatever cause, but equally there is no point in disseminating information about an incident to a wider public other than being consistent with “need to know” and “need to support”. Failure to communicate can lead to rumour and unnecessary anxiety in the School community.

SUMMARY

On notification of a threat of violence or a violent incident, regardless of the circumstances of the incident, immediately contact:

Principal

Vice Principal

1. INTRODUCTION

1.1 In the event of a threat of violence, or a violent incident against a member of staff, parent or a student the following procedures should be observed to ensure that there is the correct level of response and there is no confusion in areas of responsibility or communication.

2. KEY PERSONNEL & RESPONSIBILITIES

2.1 In the event of a threat of violence, or a violent incident against a member of staff, parent or a student on or off campus or on notification of the incident, one of the following key personnel should be contacted immediately - she/he will then undertake to inform the others and continue to co-ordinate all activities until the incident is closed:

Principal

Vice Principal

2.2 The person responsible or his/her nominee will co-ordinate the activities to be undertaken by all personnel including the contacting of key individuals, depending on the circumstances and location of the incident.

2.3 Appropriate personnel shall form the nucleus of a small team the role of which as far as practicable will be to:

- inform people in the School and externally of the event;
- ensure that the legalities surrounding the event are being conformed to;
- consult with and involve appropriate people with the further inputs that the School may wish or need to make;
- make available the appropriate help and support to family, friends, students and staff;
- prepare a brief report documenting actions taken.

3. SECOND LINE CALL OUT & RESPONSIBILITIES

3.1 The following personnel may have responsibilities resulting from a threat of violence, or a violent incident against a member of staff, parent or a student:

- Principal
- Administration Manager
- Principal's PA

3.2 The aims will be to:

- create a supportive environment for those affected
- ensure that the School acts in a responsible manner
- ensure that follow-up enquiries, internal or external, are channelled to one of the key personnel or to an individual delegated by that group.

4. SPECIFIC TASKS TO BE UNDERTAKEN

Person Responsible	Tasks
Principal	<ul style="list-style-type: none"> ● Notify and liaise with the police ● Notify the parents of the situation and steps being taken ● If necessary, lockdown the campus and students in classrooms ● Liaise with the Principal's PA ● Arrange the handling of all media enquiries. ● Secure the area of conflict, making it possible to maintain any evidence for law enforcement investigation.
SLT	<ul style="list-style-type: none"> ● Assist with informing staff and students ● If necessary, lockdown the campus and students in classrooms ● Liaise with appropriate personnel. ● Liaise with the police if required ● Keep any witnesses, both adults and students, in the

	office and preferably separated to prevent sharing stories.
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Emergency Contact Information:

Principal: 13248374840

Vice Principal: 13311814831