



Crisis Intervention Plan

International School of San Salvador

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I. INTRODUCTION

Students, staff and visitors must feel confident that the school is a safe and secure environment. Any event that threatens the safety and security of the school will be considered an emergency. The goal of this plan is to provide guidelines which may be used to respond to emergencies and crisis situations that may occur within the school community.

Once a year, the Headmaster will meet with school personnel for the purpose of reviewing the validity of the current crisis intervention plan and to update staff regarding new procedures. There will be four emergency drills a year, one per quarter:

- 1st Quarter: Evacuation drill
- 2nd Quarter: Lockdown drill
- 3rd Quarter: Relocation drill
- 4th Quarter: Evacuation drill

Types of Procedure

Code L: Lockdown - clear all walkways and outdoor areas of any and all students, staff and visitors. Use classrooms and offices to gather and lockdown everyone. Students should immediately proceed to the nearest classroom or office. No students are allowed to leave until an “all clear” is given.

Code E: Evacuation - exit buildings and classrooms and gather at the basketball court.

Code R: Relocation - move students, personnel and visitors to a safer location whether onsite or offsite.

Communication of an emergency to stakeholders on campus

Via intercom

Via a classroom visit from an administrator

Communication of an emergency to stakeholders not on campus

Teacher phone tree

Internet site www.intschoolsansal.com

Individual e-mails from Headmaster’s e-mail account

Individual phone calls from mail office

II. COMMUNICATIONS PROCEDURES FOR AN IMMEDIATE RESPONSE IN EMERGENCY SITUATIONS

EMERGENCY CONTACT NUMBERS

Emergency 911
Police 2202-0000
Security Company GOLAN 2264-0102
Hospital de Diagnóstico Escalón 2506-2000
Hospital de la Mujer 2265-1212
Priority Ambulance Service 2264-7911
Red Cross 2222-5155
U.S. Embassy 2501-2999
U.S. Embassy RSO (Regional Security Office) 2501-2272
Fire Department 2555-7300; 2243-2054
Centro de Información y Asesoría Toxicológica 2288-0417

RESPONSE TO EMERGENCIES

A chain of command for the response team has been established which includes the names of personnel who will fill in for absent members. This list will be published at the beginning of each academic year. See the Appendix for the list of the current year.

Headmaster: General Coordinator of the Response Team. In his/her absence, the Heads of Sections take over this function.

School Heads: In addition to their specific responsibilities, as noted in this manual, they take over the responsibilities of the General Coordinator in case of his/her absence. Decision making should be collegiate in nature.

Counselor: He/she will be available for crisis interventions and prepared to provide support services.

Medical Personnel: Set up emergency first aid station either on the terrace in front of kinder or, as a second option if other is not safe, in the grassy area near the school entrance.

School Staff and Students: Follow assigned emergency plan.

Maintenance Staff: Inspect, report, and secure physical facilities, shut off utilities, connect generator if needed, and report to the main gate.

Security Personnel: Secure front gate.
EMERGENCIES

There are many events that might be considered an emergency. The following are emergency events that are most likely to happen in our current location, but are not limited to:

Severe Weather/Thunderstorm
Earthquake
Intruder on Campus
Student abduction/runaway/lost child
Bomb Threats
Strike/Political Unrest
Chemical Exposure
Suicide/Death
Medical Emergency/Injury/ Serious Illness
Internal threat/ Threat on Campus

TYPES OF EMERGENCIES

MEDICAL EMERGENCY

In the event of a medical emergency:

1. Send for school medical personnel and Section Head.
2. To the best of your ability, isolate the situation and involve necessary personnel.
3. Contact the parents or legal guardians.
4. If it is necessary to send anyone to a hospital:
 - a. Parents should be the first option to transport students.
 - b. Next option is for the school receptionist to call an ambulance from Priority Ambulance Service or the Red Cross when Priority is unable to provide service. When an ambulance is not needed or not available a staff member will transport the student.
 - c. The staff member who accompanies the patient should report the health progress of the student to the Head of Section as soon as possible.
 - d. Unless another hospital is specifically requested by parents or guardians, Hospital de la Mujer shall be used.
5. Appropriate documentation of the incident and the action taken should be recorded.

HAZARDOUS/CHEMICAL POISONING

There are several symptoms of chemical poisoning (by swallowing, touching or breathing in):

- ✓ Difficulty breathing
- ✓ Headache or blurred vision
- ✓ Irritated eyes, skin, throat
- ✓ Changes in skin color
- ✓ Dizziness
- ✓ Clumsiness or lack of coordination
- ✓ Stomach cramps or diarrhea
- ✓ Unusual behavior

An announcement will be made via the intercom indicating the procedure to follow.

1. If you are told to take shelter, immediately take all children indoors as far away as possible from the hazardous material, gas or chemical.
2. While gathering students and staff, you can provide a minimal amount of protection to your breathing by wetting your school shirt with drinking water, and using it to cover your mouth and nose.
3. Close all windows in your classroom if threat is from outside. Open windows if threat is from inside, step out of the room and into open space, away from the classroom or building.
4. Turn off all fans and air conditioning systems.
5. If a student presents a respiratory problem or injury immediately get in touch with the parents or legal guardians and follow the medical emergency plan.

A chemical burn can be minor or life threatening, but proper treatment can reduce the chance of infection and damage caused by contact with the chemical. In case of a minor burn, you must follow the procedure below:

1. Notify the school medical personnel and call the Section Head.
2. Try to identify the chemical involved.
3. Immediately, get in contact with the parents or legal guardians.

4. Remove any affected clothing or jewelry from the injury.
5. If chemical is in powder form, brush it off. If the chemical is on the face, neck, or shoulder, ask the student to close his or her eyes before brushing off the chemical. If the chemical is in liquid form, flush with abundant water.
6. Use a continual stream of cool running water to flush the chemical from the skin until the parents arrive or the individual is taken to the hospital. The running water will dilute the chemical fast enough to prevent the injury from getting worse.
7. Use the same treatment for eye burns. Remove any contact lenses. Be careful to flush eyes from the nose outward.
8. Loosely cover the wound with a wet, sterile gauze or clean cloth so that it will not stick to the wound. Do not put any medication on the wound.
9. Follow the medical emergency plan, if necessary.
10. Appropriate documentation of the incident and action taken should be recorded.

THUNDERSTORM

Some thunderstorms can be seen approaching, while others hit without a warning. In case of an unexpected electrical thunderstorm during class hours, a Section Head will announce by the intercom the procedure to follow.

1. The maintenance staff will turn off electrical power to school before the severe thunderstorm strikes.
2. Remain in classrooms and close windows. You must stay as far away as possible from the windows.
3. Draw blinds and shades over windows. If windows break due to objects blown by the wind, the shades will prevent glass from shattering into your classroom.
4. If you are caught outside take shelter in the nearest building or classroom. Stay away from trees, poles or metal objects.
5. The Section Heads will determine the continuation of school and will announce when it is safe to leave the school classrooms.
6. If there is a weather event after school hours, the administration will determine and communicate via e-mail if the school will be open the following days.
7. Have disaster supplies on hand. See appendix.

EARTHQUAKE

Crisis Intervention Team:

- 1-** General Coordinator – Headmaster
- 2-** Responsible for evacuation from the classrooms - Section Heads
- 3-** First Aid – See list published at the beginning of the year which includes staff personnel trained in this area
- 4-** Crisis Situations – Guidance counselor/s
- 5-** Rescue – Maintenance staff with Student Council officers, if needed
- 6-** Telephone, and radios – Office personnel, three small radios for General Coordinator and Section Heads. Two large radios for General Coordinator and secretary at gate.
- 7-** Front gate - Head of maintenance staff, security guard and one secretary.

If Indoors

1. Open doors to prevent jamming.
2. Immediately take cover under a desk or a table with your hands protecting your head for at least one minute, or until the immediate danger has passed. Turn bodies away from the windows. If possible, cover with coat or sweaters to minimize injury from glass or any other material. Remain in sheltered position until the tremor has subsided.
3. When deemed safe, the building or classrooms should be evacuated according to the Earthquake Evacuation Diagram displayed in all the classrooms.
4. The classroom must be evacuated when:
 - a) there is any damage inside the classroom or near it,
 - b) administration communicates by intercom or microphone, or
 - c) Other classes are leaving their rooms.
5. Walk in an orderly manner to the basketball court according to the evacuation routes on the map (map 1) and line up the students in the safety zone that is indicated on the location map (map 2). The teacher must be the last person out of the classroom, and make sure the door is kept open. Teachers must carry their class lists and try to keep their

students calm and quiet. When students are organized, teachers must take attendance and inform the nearest available administrator if there is anyone missing.

6. The high school students will help to maintain order in the elementary grades by pairing off in the following way:

Seniors: help Kindergarten
Juniors: help Preparatory
Sophomores: help 1st grade
9th grade: help 2nd grade
8th grade: help 3rd grade
7th grade: help 4th grade
6th grade: help 5th grade

7. The students that are in the bathroom area or at recess must walk directly to the safe area (basketball court).
8. Teachers must be especially careful with students that have difficulty walking.
9. The employees who are normally posted at the front gate at dismissal time will be present there to call the names of the students who are being picked up. The Head of Primary and maintenance staff will record the name of the parent or guardian who picks up each student. Students will not be turned over to anyone without authorization from the parents or guardians.
10. Walkways, rest rooms, and other areas will be checked by members of the administration or staff.
11. Students, who are not picked up, must stay with members of the teaching staff until the office finds a way for them to leave.
12. Injured students will be attended by medical personnel and action will be taken according to previous policy.
13. Counselor and teachers will be available for any student who suffers from any emotional distress.
14. The principals will supervise the teachers and students to ensure that all emotional and physical situations are being adequately taken care of.

If Outdoors

1. Move away from buildings to open space.
2. Avoid overhead wires and utility poles, and move away from trees.

3. Squat low to the ground and cover your head.
4. If you are in the gym, move away from the lockers.
5. When deemed safe, go to the basketball court.

ATTEMPTED SUICIDE ON CAMPUS

1. Immediately send for medical personnel, Section Head and counselor.
- 2- Isolate the immediate area.
- 3- Remain in the physical presence of the individual.
- 4- Deliver custody of the individual to the Section Head or counselor.
- 5- In case of threatening behavior, contact the security personnel.
- 6- The Section Head will request an ambulance if medical attention is needed.
- 7- The Section Head and counselor will request the parents' presence at the school or hospital immediately.
- 8- If hospitalization or immediate medical attention is not required the individual will only leave the school premises with a parent or legal guardian.
- 9- The Section Head or counselor will meet with the parents to share information and referral sources. It will be strongly recommend that the parents seek further professional help and ask the parents to keep the school informed on professional services used and progress made.
- 10- Appropriate documentation of the incident and the action taken should be kept by the counselor and the Section Head.
- 11- Confidentiality will be stressed within the school community.
- 12- When the student returns to school, all staff members who have physical supervision of the student need to be informed of the student's progress and report concerns to the counselor.
- 13- The school counselor will be available on campus to provide the appropriate services for the student's reintegration to the school.
- 14- The counselor will establish ongoing communication with the parents, student, and professionals working with the student.

- 15- If necessary, the counselor will speak with the class most immediately affected by the incident or situation to determine the appropriate intervention.

DEATH OCCURRING OUTSIDE OF THE SCHOOL

1. The Headmaster or Section Heads will hold a brief meeting following the event. The Headmaster or Section Heads will advise the faculty of the incident, known details of the incident, and expectations for that school day. Announcements on the intercom concerning the issue should be avoided.
2. Consideration of many factors other than the immediate incident should be taken into account before deciding appropriate strategies and interventions in the classroom. Staff should refer to the Crisis Intervention Book available in the library.

STUDENT ABDUCTION/RUNAWAY/LOST CHILD

1. Notify Head of School.
2. Verify that abduction or disappearance has taken place by reviewing the attendance sheet or attending records.
3. Verify if the student was checked out.
4. Check school facilities to make sure the child is not at school.
5. Inform the parents or legal guardians.
6. Await decision from parents and/or Section Heads.
7. If necessary question friends or classmates.
8. If necessary call the local police or Golan.
9. Try to maintain routine class procedures.

If a dangerous situation arises in which a person is threatening the safety of the students and/or staff of the school, the head of schools will use the phrase CODE L on the intercom system or ring the bell to indicate that an emergency is occurring.

INTRUDER ON CAMPUS

1. The receptionist will contact GOLAN and/or USA embassy and other stakeholders groups as needed.
2. Evacuate the area immediate to the threat (if possible) of all students and personnel if this can be done in a safe manner.
3. If “CODE L” is announced, and students are outside, they must return to their classroom or to the nearest class. Then all teachers should secure their rooms and windows.
4. DO NOT negotiate in any form unless CONTAINMENT of a person is involved.

Remain inside the classroom or building until given the “all clear” signal by the Section Head.

WEAPON AT SCHOOL/THREAT IN SCHOOL BY STUDENT

1. Determine location of offender and if possible confiscate the weapon.
2. Do not attempt to forcibly disarm.
3. Contact Headmaster or a Section Head.
4. If needed call the security company GOLAN or Police.
5. With the authorization of the headmaster, the receptionist will announce on the intercom system “CODE L” to indicate that an emergency is occurring and that student safety is at risk.
6. All teachers should secure their classroom.
7. Headmaster or Section Head notifies the parents of student (s) involved.
8. Prepare crisis debriefing with the appropriate individuals (faculty, students, visitors, etc.).
9. Record incident as accurately as possible.

BOMB THREAT

Most likely, one of the secretaries would receive this type of call. Each of them has a list of guidelines to follow should a call of this nature be received.

1. Report to the Headmaster or a Section Head.
2. With the authorization of the Headmaster, the receptionist will notify GOLAN and ask for advice.
3. If the threat is considered serious by the Headmaster, the receptionist will announce "CODE R" on the intercom.
4. Golan or appropriate authorities will scout the area.

EXTORTION

Most likely, one of the secretaries would receive this type of call. Each of them has a list of guidelines to follow should a call of this nature be received.

1. Report to the Headmaster or a Section Head.
2. Hang up as many times as is necessary.
3. Golan or the appropriate authorities will be notified.

POLITICAL UNREST/STRIKE

1. The Headmaster will contact GOLAN, US Embassy and other stakeholders groups as needed.
2. The Headmaster will announce "Code L" on the intercom to indicate that an emergency is occurring and that students' safety is at risk.
3. If students are outside, they should return immediately to the nearest classroom. Then all teachers should secure their rooms and close the windows.
4. Everyone should stay away from the windows. Draw blinds and shades over windows. If windows break due to objects being thrown at the school, the shades will prevent glass from shattering into your classroom.
5. The Headmaster or Section Heads will determine the continuation of classes and will announce when it is safe to leave classrooms and/or school premises.

To do:

- 1- Emergency supplies, water and sand in science room
- 2- Design bi-lingual sign for each room near intercom with definitions for 3 codes
- 3- Make sure evacuation route information is posted in all rooms.
- 4- Disseminate information to appropriate stakeholders.
- 5- Check Priority proposal
- 6- Check accident insurance proposal
- 7- Check radios
- 8- Spanish translation

APPENDIX

2010-2011

I. Substitutes for Heads of Sections

Kinder - 6th grade – Sharon Powell

Grades 7 - 12 – Ana Felícita Rodríguez

II. Personnel with medical training

Alejandra Henríquez – medical doctor

Jaime Escobar – Red Cross lifeguard and first aid certificate

III. Crisis Intervention Team – radios

#6 – three small radios for Chester Stemp, Carole Castillo and Jorgelina Giammattei

#7 – two large radios for Chester Stemp and Karla Bazán