

# *Chapel Hill I.S.D.*



## CRISIS MANAGEMENT PLAN 2014

**CRISIS COMMUNICATION PROCEDURES**

- Contact 911
- Call Deputy Savering ..... (903) 780-6779 Cell; or  
(903) 566-6600
- Activate Building Crisis Management Team (CMT)
- Operations Dept..... Office (903) 566-2441 Ext. 2054  
D. Rodgers Cell # 903-570-4399

**If Operations Dept. is unavailable, contact:**

- Contact Superintendent ..... Office (903) 566-2441 Ext. 2003

**If VOIP goes down use fax line with emergency phone to make calls or walkie talkie**



**EMERGENCY PHONE NUMBERS**



Medical, Fire, Police .....	911
Administration .....	(903) 566-2441
School Police Officer .....	(903) 566-2441 Ext. 1314 (903) 216-0434 Cell
Poison Control .....	1-800-764-7661
Mental Health Services .....	(903) 592-0582
Texas Dept. of Human Services .....	(903) 595-4841
Texas Dept. of Public Safety .....	(903) 939-6000
Texas Rangers (Law Enforcement) .....	(903) 939-6000
Sheriff's Department .....	(903) 590-2661
Maintenance Department .....	(903) 566-2441 Ext. 2083

## **EMERGENCY MEDIA PROCEDURES**

All requests for information regarding an emergency / crisis situation from any outside media source, i.e., newspaper, radio, television, should be channeled through the Superintendent's Office, phone (903) 566-2441 ext. 2003. **The superintendent is always the official district spokesperson**, unless the superintendent designates another administrator to serve as spokesperson in a particular situation.

**IN EMERGENCY/CRISIS SITUATIONS, DO NOT MAKE ANY STATEMENTS TO THE MEDIA UNTIL THE APPROPRIATE CENTRAL OFFICE ADMINISTRATOR HAS BEEN NOTIFIED.**

If pressed for information, simply state that all media requests are to come through the Superintendent and any statements about the situation will come from that office. You may request that media personnel leave the campus property. You may not prohibit them from filming your campus if they are located off of school property.

If you are authorized to issue a statement or find yourself in a situation where a statement cannot be avoided, please follow these guidelines:

- **Always get the reporter's name, the media source they represent, a telephone number, and any questions they would like answered.**
- **Remember that when you speak, you are doing so as a representative of CHISD. Do not express personal opinions about issues or situations.**
- **Be honest. Give only the facts. If you do not know the answer to a question, simply state that those facts are not available at the time, but you will try to get the information requested as soon as possible.**
- **Do not release the names of victims until families have been notified.**
- **After you have notified the superintendent and depending upon the situation, you may be asked to designate an area for the media. Inform all personnel where the area is, and have them escort all media people to that area.**

## **FIRE / WEAPONS / VIOLENCE**

### **ACTIVE SHOOTER – Evacuate/Hide Out/Take Action**

1.
  - Evacuate - (have an escape route and plan in mind)
  - Leave belongings behind
  - Keep your hands visible
2.
  - Hide - in an area out of the shooter's view
  - Block entry to your hiding place and lock the doors
  - Silence your cell phone and/or pager
3.
  - Take Action - as a last resort and only when your life is in imminent danger
  - Attempt to incapacitate the shooter
  - Act with physical aggression and throw items at the active shooter

### **WEAPONS ON CAMPUS**

- Determine degree of danger (implement plan of action)
- Call School Police and / or 911
- Isolate student (if possible)
- Confiscate weapon discreetly, if possible
- Notify parents of the student
- Update communications
- CMT meets to debrief

#### **If unable to confiscate weapon:**

- Call School Police and / or 911
- Notify administration (specify needs)
- Notify staff discreetly
- Appropriate emergency procedure
- Notify parents
- Update Communications
- CMT meets to debrief

## **BOMB THREATS**

### **Procedures:**

- Use bomb threat form (on following page)
- Keep the caller on the phone as long as possible.
- Get as much information from the caller as possible.
- After caller has hung up
- Push the “Redial” button located at the bottom right of the phone
- The arrow is automatically on the last call that was received.
- You should see a screen showing the last three (3) calls that your received
- You can use the top arrow button on the left side of the display to scroll up or down as needed
- Document the information from the call. You can press the button under the word “cancel” when finished
- As soon as this is complete call or page School Police and / or 911
- Deputy Savering will call the Sheriff’s Department and the Fire Marshall
- If Deputy Savering is not available call the Sheriff’s Department at 911
- Notify the campus principal or campus administrator who will then notify the Superintendent.

### **The principal or superintendent will activate the CMT and proceed with the following actions:**

- Assess situation with School Police or Sheriff’s Department (whichever is applicable).
- Secure staff / Students rosters
- Notify campus principals
- Update communications
- CMT meets to debrief

# REPORT OF A BOMB THREAT

Time and date of report: \_\_\_\_\_

How reported: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ASK:** When is the bomb going to explode? \_\_\_\_\_

What does it look like? \_\_\_\_\_

Why did you place the bomb? \_\_\_\_\_

Where are you calling from? \_\_\_\_\_

Description of caller's voice: \_\_\_\_\_

Male \_\_\_\_\_ Female \_\_\_\_\_ Young \_\_\_\_\_ Middle Aged \_\_\_\_\_

Elderly \_\_\_\_\_ Accent \_\_\_\_\_ Speech Problem \_\_\_\_\_

Tone of Voice \_\_\_\_\_ Intoxicated \_\_\_\_\_

Background Noise: \_\_\_\_\_

\_\_\_\_\_

Time Caller hung up: \_\_\_\_\_ AM PM (circle one)

Remarks: \_\_\_\_\_

\_\_\_\_\_

## Recipient Information

Name \_\_\_\_\_ Campus \_\_\_\_\_

Home Address \_\_\_\_\_ Phone number \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

# ACCIDENTS

Always call School Police and / or 911 (if necessary)

## ON CAMPUS

- Administer First aid / CPR
- Activate CMT
- Remove students from area
- Secure emergency / health card
- Notify administration (specify needs)
- Notify family
- Transport the person if necessary (be sure to take student's health form with the signed permission for treatment)
- Update communications
- Complete accident report
- CMT meets to debrief

## OFF CAMPUS

- Administer First aid / CPR
- Determine involved parties
- If appropriate, secure event roster
- Notify administration (specify needs)
- Notify families
- Update communications
- Complete accident report
- CMT meets to debrief

## VEHICLE WRECK ON / OFF CAMPUS

- Administer First aid / CPR
- Determine involved parties
- Activate CMT
- Notify families
- Notify administration (specify needs)
- Transport person if necessary (be sure to take student's health form with the signed permission for treatment)

## FIRE

- Call School Police and/or 911
- Evacuate building
- Activate CMT
- Secure student/staff rosters
- Notify administration (specify needs)
- Contact maintenance department regarding utilities as needed
- Update communications
- CMT meets to debrief



## **EXPLOSION**

- Call School Police and/or 911
- Activate CMT
- Evacuate building
- Administer First Aid/CPR
- Secure Student/Staff rosters/emergency cards
- Notify administration (specify needs)
- Notify staff
- Update communications
- CMT meets to debrief

## **FOOD POISONING – ON CAMPUS**

- Activate CMT
- Close cafeteria
- Notify the Food Service Department
- Notify families
- Document who is affected and treatment received
- Follow check out procedure
- Notify staff
- Update communication
- CMT meets to debrief

## **STUDENT / STAFF CRISIS**

Always call School Police and / or 911 with all events

## **SUICIDE / ATTEMPTED SUICIDE**

- Activate CMT
- Secure the area
- Isolate the witnesses
- Suspend bell schedule (if warranted)
- Activate “lockdown”
- Notify administration (specify needs)
- Secure health / emergency card
- Notify parents (personal visit if possible)
- Assign separate areas for media, parents, counseling
- Communicate with staff, including a written statement (utilize team leaders and department chairs, if necessary)
- Document all students checking out
- Announce the availability of counseling and location
- Teachers identify students who need counseling
- Document who receives counseling and needs follow-up
- Complete incident report
- CMT meets to debrief



## **DEATH / HOMICIDE (ON CAMPUS)**

- Activate CMT
- Secure the area
- Notify administration (specify needs)
- Isolate witnesses (do not allow them to talk with anyone)
- Secure health / emergency card
- Inform staff (verbal and written communications)
- Notify family (in person if possible)
- Announce the availability of counseling
- Update communications
- Complete incident report
- CMT meets to debrief

## **HOSTAGE SITUATIONS**

- Activate CMT
- Isolate and close off area
- Activate “lockdown”  
Activate campus control team (if needed)  
Notify administration (specify needs)
- Identify leader(s) of takeover
- Document action / investigation
- Update communications
- Complete incident report
- CMT meets to debrief

## **SEXUAL ASSAULT**

- Activate CMT
- Care for victim (do not touch victim)
- Secure health / emergency card
- Notify administration (specify needs)
- Isolate witnesses (do not allow them to talk to anyone)
- Detain suspect if possible
- Inform staff (verbal and written communication)
- Notify family (in person if possible)
- Update communications
- Complete accident report
- CMT meets to debrief

## **VIOLENCE / RIOT**

- Activate CMT
- Isolate
- Activate crowd control team if needed
- Notify administration (specify needs)
- Identify leaders of disturbance
- Document action / investigation
- Update communications
- CMT meets to debrief

## **HAZARDOUS MATERIAL SPILLS**

### **LEAKS / SPILLS**

- Call School Police / 911
- Activate Crisis Management Team
- Determine source of leak or spill \*
- Evaluate what chemicals are involved (refer to Materials Safety Data Manual)
- Note the visible signs
- Note the physical symptoms of victims
- Check for reports of spills
- Notify administration (specify needs)
- Secure emergency health cards / students / staff roster
- Document disposition of affected students
- Send information about incident with anyone going for medical treatment
- Notify families of affected persons
- Update communications
- Crisis Management Team meets to debrief

\* **Off campus source:** Shut off all air conditioners, vents and fans. Have students remain inside unless otherwise instructed.

\* **On campus source:** Evacuate students to outside area (upwind) unless otherwise instructed.



## KIDNAPPING / MISSING STUDENT / CUSTODY LAWS

### KIDNAPPING / MISSING

- Activate CMT
- Secure student's emergency card
- Call School Police and/or 911
- Notify parents
- SCS controls situations upon arrival
- Do not release any information to media
- CMT meets to debrief

### CUSTODY LAWS

#### **Request to release child:**

- **Divorced Parents**
  1. Refuse to release child except to custodial parent. An exception can be made only upon the written request of the custodial parents. Written requests shall be kept on file.
  2. A change in custody should be noted with a copy of the court order or court document and kept on file.
- **Separated Parents**

Release to either parent unless there is a court order on file.

#### **Request to see child at school:**

- **Divorced Parents**
  1. Notify custodial parent
  2. Abide by the court document (a divorce decree) if on file
- **Separated Parents**

Permit either parent to visit

### MEDICAL EMERGENCY

- **Divorced Parents**
  1. Use information listed on the student's emergency card.
  2. Contact non-custodial parent, if situation warrants.
- **Separated Parents**
  1. Use emergency information listed on the student's card.
  2. Either parent may be contacted.

## **WEATHER RELATED EMERGENCIES**

### Tornado-Hurricane-Thunderstorm-Flooding-Snow-ice

1. If a weather-related emergency or storm is forecast for the area, or has hit the area, the superintendent will determine if school will remain open.
2. If a storm develops during the day, our primary means of warning of impending weather-related danger will be by the Weather Alert Warning radio. The superintendent or designee will determine the action to be taken and advise principals and other appropriate staff.

## **OVERNIGHT CLOSINGS**

- District Bad Weather Notification Plan will be activated.
- Staff and students, along with parents, should be reminded to listen to local radio stations and to local television stations for weather closing announcements.

Building principals should develop plans for checking on building security and should develop plans to aid students and staff that may arrive at a building unaware of weather closing.

## **SCHOOL DAY CLOSING**

- Information on daytime weather closings will reach the building principal through central office.
- Only the superintendent or his designee is authorized to close schools, delay opening or accelerate the end of the school day.

## **WEATHER RELATED EMERGENCIES**

### **OCCURRED**

- Call School Police and / or 911 (if needed)
- Activate CMT
- Emergency procedures
- Secure rosters
- Notify staff
- Notify administration
- Contact Maintenance regarding Utilities (if needed)
- Update communications
- CMT meets to debrief



## MAIL/PACKAGE DELIVERIES



### **Basic Mail Handling Steps at work:**

- Never accept mail or package deliveries from an unknown person without identification and proof of employment by the delivery organization
- Be alert for and report any mail and packages left unattended

### **"Red Flag" alerts in identifying suspicious letter or packages:**

- Packages with excessive postage, using postage stamps as opposed to meter indicia
- Address is poorly typed or handwritten and has misspellings
- Packages contain oily stains, crystallization or on wrapper or strange odors
- No return address
- Exceptionally large or lopsided packages
- Packages that display evidence of electrical wire or tin foil
- Excessive wrapping materials, such as masking tape, strapping tape, or string



## **ACTIONS TAKEN FOR CRISIS**

**In the event of an emergency, the following action should be taken:**

**Always respond to the emergency first.**

- If first aid or emergency personnel are warranted, the school employee should take the necessary steps to handle the situation. Ask another school employee to dial 911 or notify the school nurse on campus.

**Notify the building administrator.**

- Once the initial first aid has been administered, a school employee should notify the campus administrator of the situation. This can be done by sending a student or fellow employee to the office. The health care professional on campus should also be notified at this time if she has not already been notified.

**Notify the parents.**

- Once the building administrator is apprised of the situation, he or she should begin procedures to notify the parents or guardian of the child. If the injured party is a school employee, a spouse, or next of kin should be notified. This notification should be given by the campus administrator if possible. Otherwise, someone in the office staff should make the call.

**NOTE:** If a parent or guardian cannot be reached, a message should be left. If no answering machine is available, the office staff should continue to try to reach next of kin or the parent at five (5) minute intervals until someone is reached.

### **Notify Administration**

The next call from the school administrator or office staff should be to administration. Notification should be given to the superintendent's Office or other individuals listed in Crisis Communications Procedures. Should emergency vehicles respond but the child is not transported, you still need to notify administration. Questions about the presence of an emergency vehicle on campus may reach administration, and the staff there needs to be updated periodically about what is happening.

## **CRISIS MANAGEMENT TEAM ACTIVATED**

The principal or designee will take the necessary steps to activate the CMT should the need arise. The superintendent will make the decision to involve the district level CMT and other outside assistance (if needed).

### **ACTIONS DEFINED:**

1. Activate CMT - Communicate to members that a crisis situation exists and meet to plan as appropriate.
2. Notify administration - Use Crisis Communication Procedure to notify administration. Give preliminary assessment of crisis and specify any assistance, support or particular needs to situation requires.
3. Activate Campus Control Team - A predetermined group of select staff (assistants, police, and coaches) to assist in crowd and traffic control and movement if a crisis warrants.
4. Update communications - As the crisis is managed, have ongoing two-way communication with CMT and update central administration as to status.
5. CMT meets to debrief - As soon as practical after the crisis situation is under control the CMT should meet to debrief as to how the crisis situation was handled, noting problems in managing, corrective actions suggested and other information that may be helpful in dealing with similar incidents.