



Administration

Crisis Response

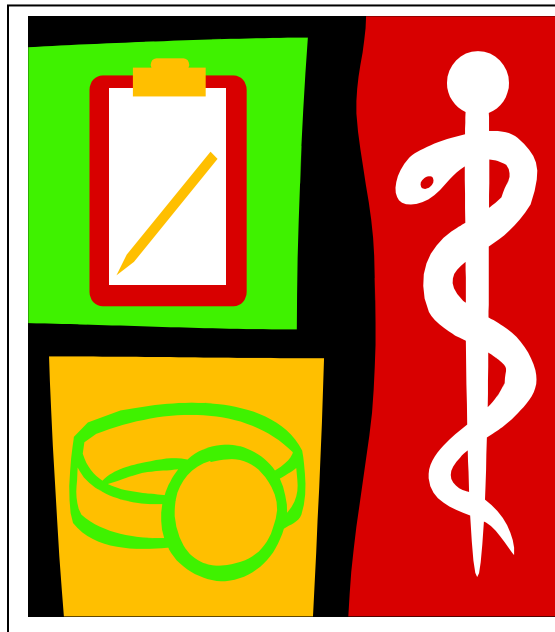
Plan

Division Office

SM: 250A

Park West School Division Office
2016-2017

Crisis Response Plan



Park West School Division
CRISIS RESPONSE PLAN

The purpose of this Crisis Response Plan is to assist staff members of the school division office deal with crisis situations.

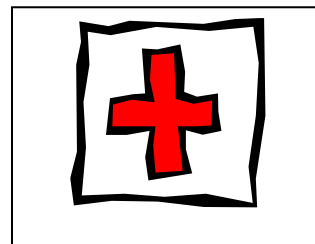
Intent and Definition of Crisis Management

Intent - Crisis Management is a central component of comprehensive **School Safety**. The most important consideration in both Crisis Management and Safe Schools efforts is the **health, safety and welfare** of the students and staff.

Definition - Crisis Management is that part of a school division's approach to school safety which focuses more narrowly on a time-limited, problem-focused intervention to identify, confront and resolve the crisis, restore equilibrium, and support appropriate adaptive responses.

This Crisis Response Plan contains the following information:

- Division protocol and procedures regarding safety
- Crisis team members
- Crisis phone directory
- Responsibilities of team members
- Tips for calling 911
- Staff telephone tree
- Procedures for contacting stakeholders
- General crisis procedures
- Map of school outlining emergency exits and routes
- Basic emergency prevention measures
- Evacuation plans
- Fire drill procedures
- Bomb threat procedures
- Other emergency procedures
- Hazardous chemicals
- Visitors to the school
- Blue Alert Team information
- Steps in crisis debriefing
- Nonviolent crisis intervention



Park West School Division
CRISIS RESPONSE TEAM

Divisional Crisis Response Team:

Student services	Bonnie Kiliwnik	842-2107 (w) 847-0113 (cell), 773-2046 (h)
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Psychologists	Betty Senger	842-2812
	Ashley Wood	821-5474
Divisional counselor	Nadine Hickey	821-6998 (cell)

Office team:

CEO / Superintendent	Stephen David	842-2117
Assistant Superintendent	Jon Zilkey	842-2128
Secretary-Treasurer	Dorelle Fulton	842-2112
Workplace Health Officer	Bob Gaiser	761-8947 (cell)

Auxiliary Team:

Birtle Elementary	Lyndsay Kyle	842-2802(work) 842-5122(home) 823-2883(cell)
RCMP Liaison:	Cst. Joel Germain	759-2390
Psychologists	Betty Senger	842-2812
	Ashley Wood	821-5474
Child & Adolescent	Jodie Hodgins	842-3399 (ext.256)
Mental Health: Child & Adolescent Treatment Centre	Melanie Fouillard	842-3399 1-866-403-5459
Public Health Nurse:	Laurel Gerelus	842-3399
United Church	Currently no minister	
Anglican Church	Laura Marie Piotrowicz	773-2096
Catholic Church	Father Rene	683-2273

Park West School Division
CRISIS PHONE DIRECTORY

The following contact information may be used in the event of a crisis:

Bonnie Kiliwnik, Student Services	842-2117 cell 847-0113
Psychologist Betty Senger	842-2812
Psychologist Ashley Wood	821-5474
CEO Stephen David	842-2107
Assistant Superintendent Jon Zilkey	842-2128
Emergency response	911
Police Department	911
Fire Department	911
Poison Control Centre	911
Public works	842-3234
Manitoba Hydro	842-5292
Mobile Crisis Unit	1-888-379-7699
Community Mental Health	842-3399
Compassionate Friends (Brandon)	727-1823
Public Health	842-3399
Police Liaison Officer	759-2390
Supervisor of Transportation (Rick Hrycak)	759-3486(h), 821-5004(c)
Suicide and crisis	1-888-322-3019
Sexual assault	1-888-292-7565
Teen Touch Help Line	1-800-563-8336

Park West School Division
RESPONSIBILITIES OF TEAM MEMBERS

Responsibilities of Superintendent or Designate:

- Train and assign staff and update Crisis Response Plan each September.
- During a crisis, evaluate seriousness of the problem.
- Make decision for building level response (e.g., contact response team).
- Carry out safety response plan.
- Make decision regarding need for additional resources or personnel.
- Oversee and coordinate personnel supervision.

Responsibilities of Division Office Crisis Response Team:

- Assist superintendent in carrying out crisis response plan.
- Account for all employees and to provide needed care and supervision

Responsibilities of General Staff:

- The staff shall follow all guidelines outlined in the crisis response plan when practicing routine drills and when responding to actual emergency situations.
- Remain calm; supervise and ensure student safety at all times.
- Perform assigned duties if a part of the Crisis Response Team.

Responsibilities of Divisional Crisis Response Team:

- If called, meet immediately with superintendent or designate.
- Review crisis response plan.
- Assist superintendent and staff in implementing crisis response plan.
- Provide crisis counseling for staff.
- Provide follow-up support services for students and staff after immediate crisis or emergency is over.

Park West School Division
TIPS FOR CALLING 911

Emergency response experts offer these suggestions for making 911 calls work most efficiently and effectively:

1. Stay calm.
2. State the problem accurately and completely.
3. State the exact location of the emergency; include directions if necessary.
4. Answer all questions asked by the 911 telecommunicator.
5. Let the 911 telecommunicator guide and control the conversation.
6. Do not hang up! Stay on the phone until help arrives or the 911 operator terminates the call.



Park West School Division
GENERAL CRISIS GUIDELINES

IF A CRISIS OCCURS ON SCHOOL GROUNDS:

Immediate Response:

- Assess life & safety issues immediately.
- Provide immediate emergency care.
- Call 911 & notify police/rescue.
- Secure all areas.
- Alert staff to the situation.
- Implement evacuation/lock down or other procedures to protect students & staff from harm.

Within the first hour:

- Convene the crisis team to assess the situation and implement the crisis-response procedures.
- Evaluate available & needed resources.
- Activate the crisis communication procedure.
- Contact appropriate community agencies & the school division personnel.

Park West School Division
GENERAL CRISIS GUIDELINES (continued)

IF A CRISIS OCCURS AWAY FROM SCHOOL:

Immediate Response:

- Receive notification and verify information (superintendent).
- Determine how to share the information (superintendent).

Within the first hour:

- Contact the Divisional Crisis Response team as needed.

SUBSEQUENT STEPS FOR ALL CRISES:

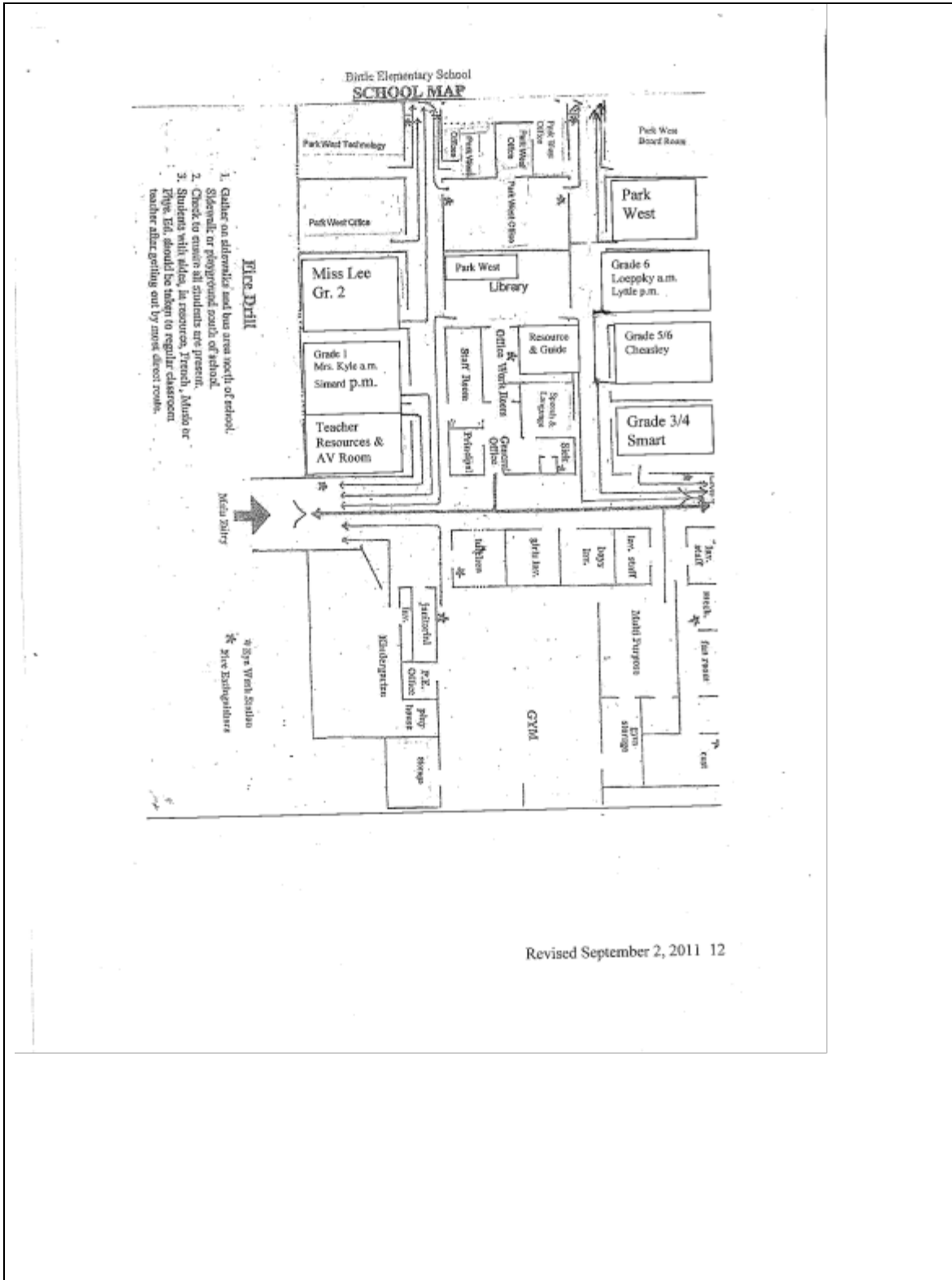
Preparation for school day:

- Convene the crisis team.
- Hold an emergency staff meeting.

Follow-up:

- Provide counseling referrals.
- Provide support groups for students.
- Provide grief and loss information.

Park West School Division MAP OF DIVISION OFFICE

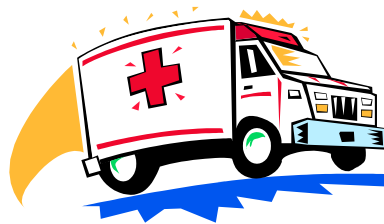


Revised September 2, 2011 12

Park West School Division

BASIC EMERGENCY PREVENTION MEASURES

- Emergency exits and routes are to be kept clear at all times.
- All exits will be unlocked during the school day.
- All staff will have a copy of the crisis plan.
- Substitutes and temporary staff will be provided with a copy of the crisis plan.
- Evacuation routes and procedures will be conspicuously posted in all classrooms.
- Evacuation procedures will be practiced at regular intervals throughout the school year.
- There shall be ten fire drills over the course of the year, with a recommendation that they occur monthly when practical.



Park West School Division
EVACUATION PLANS

The following plan has been established in the event staff would have to be evacuated from the school.

Note: If an emergency evacuation is necessary, the first reception site will be the community skating rink. The key for this building will be located with the other keys in the cabinet in the Elementary School office. If this site is not acceptable for any reason, the second reception site will be Birtle Collegiate.

Each work area has a posted evacuation route map just inside the door. All staff are aware of their areas and routes.

During an evacuation, all staff will gather in designated areas on the walkways or at a safe distance, if appropriate.

The superintendent or designate will immediately conduct roll call to ensure all staff are outside. Tanya will pick up the attendance sheet as she exits the building.

Stephen, Jon, and Tanya will check assigned areas of the school to ensure no one is in the building and report to the superintendent or designate.

Jon	south hallway, offices on south hallway, board room, washrooms
Stephen	north hallway, offices on north hallway
Tanya	central reception area, staff room, copying room, storage room

Stephen, Jon, and Tanya will check for smoke in their assigned area. All hallway doors are to be closed after inspection.

Division office staff will communicate with Birtle Elementary staff using two way radios. These radios will be carried by Tanya Thompson and Edith Galloway.

Staff may re-enter the school when the all clear bell sounds.

The superintendent or his designate would notify:

- Appropriate emergency response personnel
- Birtle Elementary



Park West School Division
FIRE DRILL PROCEDURES

Upon hearing the fire alarm, staff are expected to move to their respective fire drill station. This is to be done as quickly as possible without running.

If it is safe to do so, each staff member will close (lock) their office door as they exit.

Staff not in their regular work space are to leave the school building by the closest safe exit. They are to then proceed carefully to their respective fire drill station.

The Fire drill procedures are the same as for the school evacuation.

Staff are to leave the building as quickly as possible and reconvene in their specific locations on the walkway. Should their route be blocked, they are to exit by the first available door and make their way quickly to their assigned spot.

Park West School Division
BOMB THREAT PROCEDURES

Any person receiving a bomb threat should secure a coworker's attention (without tipping the caller).

The individual taking a bomb threat should keep the caller on the line as long as possible and write down as much information as possible (record the caller's exact words).

Try to obtain all possible information below from the caller:

- Where is the bomb?
- What does it look like?
- When is it set to explode?
- What kind of bomb is it?
- What will detonate it?
- Why did you set the bomb?
- Who are you?



Record the time and date that the threat was received.

Try to estimate the sex and age of the caller and note any distinguishing background noises.

Contact the police immediately (911).

Inform the superintendent or his/her designate.

The superintendent or his/her designate will consult police personnel in determining whether to evacuate the building.

If an announcement is made to evacuate the office, we will assume normal evacuation procedures.

Staff should make a quick visual check of their work areas before evacuating. Anything suspicious should be reported to the superintendent or his/her designate (**but not touched**).

Refrain from using radios, walkie-talkies, or cellular phones.

Do not return to the office until police or fire personnel give the all-clear signal.

Park West School Division
OTHER EMERGENCY PROCEDURES

Electrical Power Failure:

- Notify Manitoba Hydro @ 842-5292
- Notify the Maintenance Supervisor (Rodney Snow – 773-6673).
- Turn off all computers and other equipment that might be damaged by a power surge when the electrical power is restored.

Water Main Break:

- The head custodian will shut off the school water supply.
- The public works department will be notified @ 842-3234
- In the event of prolonged loss of water, the superintendent will make a decision regarding possible office closure.

Severe Thunderstorm:

- When weather is threatening, office personnel will stay tuned to local radio stations for up-to-date advisory information.
- If a severe thunderstorm strikes, staff will be directed to shelter.
- Staff will be warned of dangers from lightning or downed electrical wires.

Tornado:

- If a warning is issued, all occupants of the building shall proceed immediately to the nearest interior hallway.
- Staff will avoid windows and large open areas such as the gym or multipurpose room.

Severe Winter Weather:

- Office personnel will be alert for public warnings over radio whenever a bad storm is anticipated.
- If the office is closed or the start delayed, an announcement will be made over Brandon, Yorkton, and Dauphin radio stations. This notice will be aired by 7:00 am.
- In the event that conditions develop during the work day in which transportation is unsafe, staff will remain within the office and emergency personnel will be notified.

Park West School Division
HAZARDOUS CHEMICALS

The general procedure for dealing with Hazardous Chemicals is as follows:

1. When it is deemed that a situation exists that is potentially hazardous to the health and safety of building occupants and for which no immediate solution can be found, the superintendent or designate shall close the building or a portion thereof and evacuate all occupants.
2. The superintendent or designate shall contact such local authorities as police, fire department, ambulance, and hospital services, Emergency Measures Organization, and school bus transportation if necessary.



Park West School Division
VISITORS TO THE BUILDING

General Visitors:

Visits to division office and adjacent school shall be limited to authorized persons only. Signs at the entrance to the office shall identify that entry is prohibited except for authorized persons.

Dangerous Visitors:

If staff believe that a visitor represents a danger to the security of the building, they will immediately notify the superintendent designate. This protocol will apply in situations in which there are weapon-related threats.

In the event of a dangerous person within the building the following procedure should be followed:

- The priority when encountering a dangerous person is to protect staff.
- Quickly move staff to a safe area within the school.
 - Safe areas may be defined as locations within the school, which are away from doors and windows.
- If possible, inform the superintendent or designate as soon as possible regarding the situation.
- If a lockdown is required, the following announcement will be repeated over the intercom three times:

“Code Red”

- Staff members will then initiate the following lock-down procedures:
 - staff will be moved to a secure classroom / area
 - doors to offices will be locked.
 - staff will move to a corner of the room away from both windows and doors.
- The RCMP and other appropriate emergency personnel will be contacted.
- The lock-down will remain in effect until all is clear. The RCMP will make the all-clear signal.

Park West School Division
NONVIOLENT CRISIS INTERVENTION

Several of our staff members have been trained in Nonviolent Crisis Intervention.

- Bonnie Kiliwnik
- Stephen David

Rationale for Nonviolent Crisis Intervention:

Nonviolent crisis intervention allows professionals to safely manage disruptive and assaultive behaviour.

Staff members have been trained in methods for defusing explosive behaviour and are competent in handling threatening or challenging situations with minimal anxiety and increased confidence.

This program places an emphasis on the provision of CARE, WELFARE, SAFETY and SECURITY of all parties involved in a crisis situation.

WEVAS will provide the training framework nonviolent crisis intervention in Park West School Division.



Park West School Division
CRISIS DEBRIEFING MODEL

DAY 1 of the Crisis Response Plan would likely have the following components:

- Step 1: Meeting of the Crisis Response Team to delegate responsibility and to Plan for Day 1 and subsequent days.
- Step 2: Staff meeting to disseminate information, outline roles and responsibilities, and to sensitize staff to the grief and trauma issues that will impact on the school community.
- Step 3: Tragic event information should be scripted, factual and accurate.
- Other activities at this stage include:
- Crisis response room established.
 - Office space monitored.
- Step 4: Meeting of the Crisis Team to plan for Day 2 and beyond. Issues related to communication with other employees and media will be discussed.
- Step 5: During subsequent days, there will be follow-up regarding at-risk individuals and staff debriefing.

