



9-1-1

Emergency Flipchart

for Durham District School Board Administrators

**The First Few Minutes:
Immediate Actions Required
to Protect Students & Staff**

September 2016

9-1-1 EMERGENCY FLIPCHART

INTRODUCTION



The following 9-1-1 Emergency Flipchart is provided to assist in an initial response to an emergency and provide guidance to Principals/Administrators to protect staff, students and visitors. Further direction should be received from 9-1-1 emergency responders (Police, Fire, EMS), local or regional emergency management organizations, or **Central Board Staff**.

The flipchart is designed as a **quick reference tool**. The proper use of this resource requires a working knowledge of the more detailed Durham District School Board **Policies, Regulations and Procedures**. These documents form the basis of your **School Emergency Plan**.

While the flipchart does include some specific protocols for unique, specific hazards, it primarily provides direction as to which **Emergency Procedure** (i.e. Lockdown, Hold and Secure, Shelter-in-Place, Evacuation or Early Dismissal) administrators should consider in the early stages of an emergency as the situation unfolds.

For more information regarding the Durham District School Board's Emergency Management Program, Principals can contact the Manager of Health and Safety at (905) 666-6408 or 1-800-265-3968 ext. 6408.

Sincerely,

Lisa Millar,
Director of Education

John Bowyer
Superintendent of Education
Family of Schools/Safety and Security

INTRODUCTION



HOW TO USE THE 9-1-1 EMERGENCY FLIPCHART

What is an Emergency?

Emergencies are defined by an impending threat to life, health, or property. Actions should be taken to protect students, staff and visitors, and if possible, to mitigate damage to school property.

What general steps should be taken during an emergency?

Most emergency situations call for several general actions to be taken that include:

1. **Assessment**

Gather all the information you can from available sources. Use the flipchart to determine the incident type, flip to the associated tab and follow directions.

- What has happened or is likely to happen that could result in harm?
- When, Where, How did it happen? Was anyone hurt?
How many injured?
- What is needed to protect students, staff and visitors?
- What emergency procedures, practices and precautions need to be implemented?
- What external assistance is needed and who should be contacted?

2. **Notification**

Who needs to know about the situation?

Immediately

1. 9-1-1 Emergency Services
2. The Operations Department and the Safe Schools Department

Secondary

3. Area Superintendent/Administrative Officer
4. Communications Manager
5. Partnering School(s) *(including Durham Catholic schools)*
6. Transportation Providers
7. Parents/Guardians/Community Members

See list of emergency contact numbers on next page and/or refer to your Emergency Plan.

3. **Response/Protective Actions**

Take actions to protect life, health and safety of students, staff, and visitors - decide which Emergency Procedure to implement.

4. **Prioritize Activities & Assign Tasks**

Assign tasks to your school Emergency Response Team and request updates to ensure follow-up.

5. **Follow up: Document and Debrief**

Remember to take complete, detailed, sequential notes about the incident.



IMMEDIATE ACTIONS AND KEY CONTACTS

1. **Assess the situation**
Review Emergency Procedures and/or risk-specific protocols to follow.
2. **Stay calm – notify 9-1-1**
Provide a name, call back number and as much detail as possible.
3. **Isolate staff/students from the hazard**
To reduce exposure (*Implement a Lockdown, Hold & Secure, Shelter in Place or Evacuate*).
4. **Contain hazard** — close doors, seal off area and prevent entry. Consider state of field trips and outdoor activities.
5. **Provide first aid to injured persons** — if necessary.
6. **Notify internal emergency contacts**
Provide a name, call back number and as much detail as possible. Keep lines clear.
7. **Ensure that the evacuation route and point of departure is clear**
Vehicles and students (*if applicable*).
8. **Leave a recorded message**
Advising callers of the emergency and number of partnering school/evacuation site – post a written message on front doors of school with contact numbers.
9. **Contact Operations, Transportation, Superintendent/Admin. Officer**
10. **Consider releasing students**
If incident is prolonged and they can be safely dismissed, contact parents/guardians.
11. **Update all parties** — as soon as new information comes available.

First Response

<p style="font-size: 2em; margin: 0;">9-1-1</p> <p style="margin: 0;">Police—Fire—Ambulance</p> <p style="margin: 0;">Request the service you need first.</p>
<p>Operations Department 905-666-6351</p>
<p>Area Superintendent</p>
<p>Partnering School(s)</p>
<p>Name:</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
<p>Location:</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
<p>Contact Numbers:</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

Key Contacts:

- Superintendent of Operations**
(905) 666-6351

- Superintendent of Safe Schools**
(905) 666-6373

- Durham Student Transportation Services**
Emergency Office Number
905-666-6020

- Manager of Communications**
(905) 666-6313 or (905) 686-2711 ext. 6313

- Health & Safety Department**
(905) 666-6408 or (905) 686-2711 ext. 6408

- Durham District School Board Security**
(905) 665-8932 or 1-888-264-1223

- Durham District Operations Centre**
(905) 666-6408
when operational



**ACTS OF VIOLENCE, ARMED INTRUDER,
ABDUCTION or HOSTAGE**

Threat **OUTSIDE** School Property

**Implement Hold
and Secure**

- Call 9-1-1
(provide a name, call back number and as much detail as possible).
- If contacted by Durham Regional Police confirm that it is a hold and secure, not a lockdown.
- Initiate hold and secure announcement.
- Have staff and students who are outside of the school return to the school building.
- Lock school doors.

OR

Threat **INSIDE** School Property

Implement Lockdown

(use PA to announce)

- Call 9-1-1 *(Provide a name and call back number and as much detail as possible).*
- If contacted by Durham Regional Police, confirm that it is a lockdown and not a hold and secure.
- Initiate lockdown announcement.
- Close/lock classroom doors.
- Restrict movement.
- "Blackout" classrooms.

Once inside the classroom staff and students are to:

- stay away from doors and windows
- turn off lights and close blinds
- be aware of sight lines
- if there is a window in the classroom door, consider a cover for the window if safe to do so
- take cover if available *(get behind something solid)*
- remain absolutely quiet
- teachers take attendance
- no cell phone use unless necessary to communicate regarding the incident. Cell phones should be shut off or put on vibrate

**Inform the Superintendent of Operations/Safe Schools
and your Area Superintendent/Admin. Officer.**



CHEMICAL SPILL, GAS LEAK OR RELEASE OF NOXIOUS SUBSTANCE

Gather as much information as possible:

- Location of incident
- Type and quantity of material involved
- Identifying labels or markings

Call 9-1-1

Provide all available details.

Question

Exposure Outside?

Is the risk to staff and students greater if you attempt to leave the school?



YES



Implement Shelter in Place

**Close all windows.
Shut down ventilation by pressing
the master HVAC button
(large red e-stop button)
located in the Principal's office.**

Question

Exposure Inside?

Is the risk to staff and students greater if you remain in the school?



YES



Implement Full or Partial Evacuation

**Inform the Superintendents of Operations/Safe Schools and your
Area Superintendent/Admin. Officer and the Health and Safety Department.**



BOMB THREAT & SUSPICIOUS PACKAGE PROTOCOLS

Immediate Actions by Person Receiving the Call Information

1. Record caller's number if shown on call display
2. Gather Information/Record Details
 - who is calling?
 - where is the bomb?
 - what does the bomb look like?
 - what kind of bomb is it?
 - why did you place the bomb?
 - when will the bomb detonate?
3. Notify Office/Principal immediately

Immediate Actions by the Principal

Call 9-1-1

Make initial assessment - Refer to School Board/Police Protocol

Follow direction of DRPS

Partial Evacuation
(100 metres)

Full Evacuation
(off site)

Search/Visual Scan

Clear Evacuation Routes First

- Alert School Emergency Response Team
- Liaise with Police and follow their direction
eg: conduct search/visual scan
(Do not use cell phone, two-way radios or fire alarm. Evacuation of students/staff under direction fo DRPS as per school Board/Police Protocol).
- Notify Superintendent
(Notify teachers if search expanded)
- **DO NOT TOUCH OBJECT IF FOUND**
- Return to school after "ALL CLEAR" signal from police

Inform the Superintendents of Operations/Safe Schools and your Area Superintendent/Admin. Officer.

FIRE PROTOCOLS



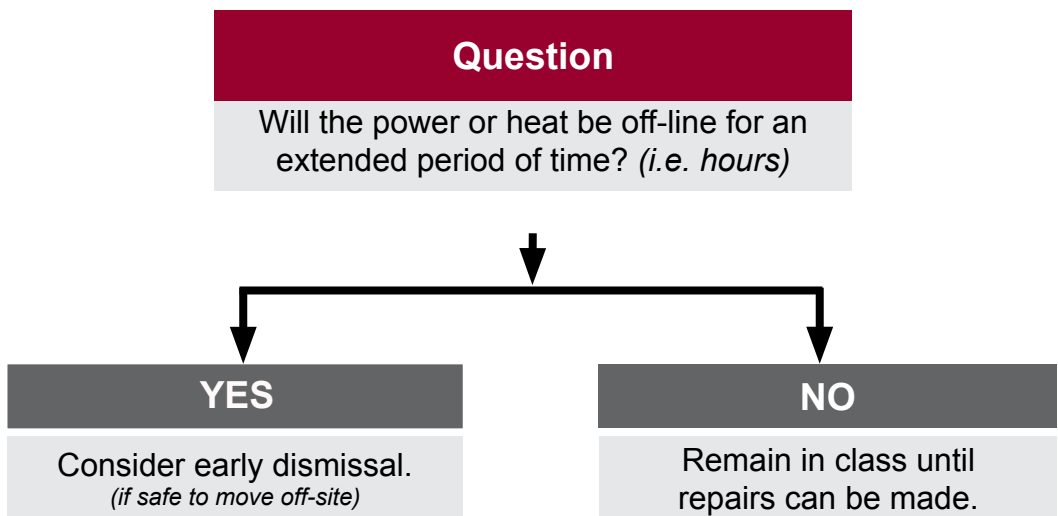
Upon Detection of Fire and Smoke

1. Activate fire alarm.
2. Call 9-1-1. Provide name and call back number and as much detail as possible.
3. Close all windows and doors - do NOT lock doors.
4. Shut off gas and power where applicable.
5. Exit at the closest fire exits.
6. Direct staff to assist with searching, evacuating and clearing halls, washrooms, non-teaching spaces and other common areas.
7. Direct students to assembly points outside school – take class lists and attendance lists.
8. Take attendance.
9. Return to school upon receiving the “ALL CLEAR” signal from Fire Services.



All incidents of fire must be reported to 9-1-1 or the local Fire Department.

POWER/HEAT FAILURE



Inform the Superintendents of Operations/Safe Schools, Area Superintendent/Admin. Officer and Transportation Department.



MEDICAL EMERGENCY

1. Ensure staff/first aiders have protected all persons from further injury and secured a safe scene.
2. Call 9-1-1. Provide a name and call back number and as much detail as possible. Provide all details related to victim and first aid.
3. Provide emergency care as appropriate.
4. Assign staff member to meet and direct first responders (Police, Fire, Ambulance).
5. Notify the victim's parent/emergency contact about the incident.
6. Gather information for the first responders. (*ie. powerschool and school based medical information.*) Thoroughly document the incident.
7. Assign a staff member to accompany the victim to the hospital. The staff member should remain until parent/guardian arrives.
8. Notify Superintendent/AO and provide details of incident.
9. Notify the Operations Department.
10. Notify the Health and Safety Department, if it is a critical injury.
11. Ensure staff member attending hospital has return transportation.

In Case of ...



Critical Injuries



Under the Occupational Health and Safety Act a critical injury is an injury of a serious nature that,

- (a) places **life in jeopardy**;
- (b) produces **unconsciousness**;
- (c) results in a **substantial loss of blood**;
- (d) involves the **fracture** of a leg or arm, but not a finger or toe;
- (e) involves the **amputation** of a leg, arm, hand or foot but not a finger or toe;
- (f) consists of **burns to a major portion of the body**; or
- (g) causes the **loss of sight** in an eye.



Report staff and student critical injuries immediately to the Health and Safety Office at 905-666-5500 ext. 5415



IMMINENT or ONGOING SEVERE WEATHER SITUATIONS

Spring and summer weather events can take many forms, some posing hazards. These differing hazards include extreme heat, heavy rain/flooding, lightning and strong winds.

Strong Winds/Tornadoes

Primary Hazard: flying debris

- monitor Environment Canada Watches and Warnings, online radar and if it is safe to do so “keep an eye to the sky”

Primary Safety Measure:

Shelter in Place

- the best protective areas within your school are the interior rooms and hallways on the lowest floor(s), away from windows
- rooms with large roof spans (e.g. gymnasiums, cafeterias and auditoriums) offer little or no protection from tornado strength winds.
- If safe to do so, consider moving staff/students from portables to the school building.

Heavy Rains/Flooding

- Conservation authorities through their Flood Forecasting and Warning Service issue, as warranted, watershed condition statements, flood watches and flood warnings. Typically these consist of: Weather Conditions, Issues and Actions.
- These messages are issued to the Health and Safety Department who in turn, relay the messages to all schools.

Lightning

Primary Hazard: lightning strike

(direct & indirect)

- monitor Environment Canada Watches and Warnings, online radar and if it is safe to do so “keep an eye to the sky”

Primary Safety Measure:

Shelter in Place

- your school is your best shelter. Second best is a vehicle with a metal roof.
- If you can hear thunder, you can get hit by lightning. Environment Canada advises you to stay inside for 30 minutes after the last rumble of thunder.
- Consider keeping students indoors or delaying dismissal if necessary



QUICK REFERENCE EMERGENCY PROCEDURES MATRIX

Emergency Decision-Making Process

Principals experiencing an emergency situation should consider the following options in terms of protective actions:

Lockdown

“Lockdown” should **only** be used when there is a major incident or threat of school violence within the school, or in relation to the school. The over or misuse of Lockdowns, will result in staff/students becoming desensitized and they will not take Lockdowns seriously.

Hold and Secure

“Hold and Secure” should be used when it is desirable to secure the school due to an ongoing situation outside and not related to the school (e.g. a bank robbery occurs near a school but not on school property). In this situation, the school continues to function normally, with the exterior doors being locked until such time as the situation near the school is resolved.

Shelter In Place

“Shelter in Place” should be used for an environmental or weather related situation, where it is necessary to keep all occupants within the school, to protect them from an external situation. Examples may include chemical spills, blackouts, explosions or extreme weather conditions.

Evacuation

For use when conditions outside are safer than inside. Evacuations may be precautionary or responsive in nature and may result in transporting students and staff to a Partnering School or Temporary Holding Centre. Arrangements with Partnering Schools should be made ahead of time as part of a prudent planning process.

Closure/ Early Dismissal

For use when release of students prior to the end of the school day such as failure of school power/heating systems; evacuation due to internal threat; or impending severe weather situations. Used only when conditions allow for the safe exit from school property. Call the Operations Department for approval.

Our Community Safety Colleagues



 **DDS** *Keeping our schools, homes, and community safe.*
Ignite Learning

