

**Kelem International School
Emergency and Critical Incident Plan**

Date of issue	August 16th 2021	Date of next review:	August 2022
Person responsible for updating this plan		Principal	

**Copies of this plan must be available on the school drive.
Incase of internet outage hard copies of this plan are found**

NAME	DESIGNATION
Board Chair	Home
Principal	Home
HR Manager	HR Office
Finance and Admin Manager	Finance Office

1.Purpose

Emergencies and critical incidents in the workplace can affect people physically and psychologically, and affect program continuity of Kelem International School.

The purpose of this policy is to ensure the Former Swedish Community School Parents Charitable Organization/Kelem International School prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimise the negative impact of an unexpected event. In formulating this plan, the school has not tried to anticipate every element that might arise out of a specific crisis situation but generate a range of flexible guidelines that will address a broad spectrum of scenarios.

This policy applies to all staff, volunteers, board members and students.

2. Definition

A Critical Incident is defined as an emergency affecting pupils, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the school's own management team during the day to day running of the school.

It may involve:

- the death of a child, staff member or governor
- a serious accident involving children and/or school personnel on or off the premises
- a violent intrusion onto school premises (eg an armed intruder or a bomb alert)
- extensive damage to school premises
- school fire, flood or explosion
- the effects of disasters in the wider community
- incidents on educational visits
- epidemics
- the release of hazardous substances near or on the school site
- IT Systems being compromised as a result of a cyber-attack or significant information security breach.
- Civil unrest

3. Guidelines for staff

There are emergencies or crisis situations that no amount of pre-planning can anticipate or effectively alleviate. However, there are generic responses expected of staff in all crisis situations. Staff are expected to:

- Avoid panic and maintain order;
- Establish what the situation is (as far as possible);
- Seek immediate help;
- Seek immediate treatment for any injured parties;
- Report the situation to a person in authority on the scene;
- Follow all instructions issued by the police and emergency services;

4. The Critical Incident Team (CIT)

The Critical Incident Team (CIT) represents the whole school. It may co-opt others as required and dependent on the particular circumstances.

The Critical Incident Team consists of:

- The Principal
- School Counselor (DSL)
- Dean of Students
- Admin and Finance Manager
- HR Manager
- Head of Security
- Head Nurse

4.1 Activation of the Critical Incident Team

An alert to a critical incident can be received by any individual in school and can come from a range of sources including staff, pupils, parents, members of the community or the emergency services.

When the school is alerted to an incident, information should be gathered using the **activation form** (appendix 1) and the Principal or appropriate deputy must be informed immediately. If deemed necessary the Principal will contact the Board Chair to inform them of the incident. The data from the activation form should be used to see if a critical

incident team needs to be formed.

On activation of this plan, members of CIT will be contacted (Appendix 3) as appropriate and asked to convene at school where the incident will be managed, with the Principal coordinating the response to the incident. An **incidence log (appendix 2)** will be used to record the actions of the CIT. Other staff members will be informed of the response they are required to take by the Critical Incident Team and if the incident takes place out of school hours staff will be contacted by phone.

5 Emergency Procedures

5.1 Evacuation of Premises

The senior member of staff present on the scene should take charge and take decisions and actions as they see fit in the event of a fire.

5.1.1 Basic procedures

- Sound the fire alarm. (Which is currently the continuous ringing of the school bell) Switches to sound the fire alarm are located in the Dean of Students Office, Admin office (Need more switches)
- An Admin team member must inform the emergency services
- Teachers and TAs must take responsibility for their students and evacuate the premises in a silent, calm and orderly manner.
- All other staff and visitors should take responsibility for their own safety by being ready to exit rapidly, quietly and in an orderly fashion, at any time.
- As a first response, fire-fighting is NOT the priority,
- Evacuation of all people from the premises is the priority.
- Responsible adults should follow the procedures implemented by the school.
- Emergency telephone numbers and emergency evacuation instructions must be placed in each room.

Muster Point Location is on the school playing field.

Sweepers

During a normal school day, specific duties are allocated to individuals for the purpose of systematic checking of the evacuation of each area.

Responsibility for checking evacuation areas	
Area	Person
Lower floor (Lab/art room/music)	Natan / if absent back up person Mahlet
Lower Floor (Old KG)	Asqual / if absent back up person Fikirte
New KG Building	Mesay / if absent back up person Binyam
Upper Floor - Principal office	Bereket / if absent back up person Sisay
Admin area and Kitchen -	Bemnet / if absent back up person Hirut

5.1.2 Responsibility at the muster point

Teachers are responsible for checking students in their class, once checked the teacher should hold up a green card to indicate all students are present or a red card to indicate that someone is missing.

Team Leaders are responsible checking all the teachers in their section are present and that homeroom teachers hold up a card, they then must report to the Principal/Vice Principal

Head of sections (Administration, Cleaning, Security, Kitchen, Maintenance) are responsible for checking all their staff are present and inform the Finance & Admin Manager.

The Head of Security is responsible for checking that all visitors are accounted for and informs the Principals.

Following the all clear the CIT will meet to determine the necessary actions to be taken.

5.1.3 Off-Site Evacuation

The Principals may take further steps after an evacuation to the onsite muster point. After assessing the situation they may take the decision for an off-site evacuation. The location of the off-site evacuation will be at the Norwegian Commission

5.1.4 Evacuation outside of class time

Outside of lesson time, and during special events, the situation becomes more variable and unpredictable. In these cases, responsible adults at hand should oversee evacuation according to the above principles of speed, order and the checking of inside areas. Those taking afternoon classes, clubs, teams should have registers of those involved, so that all persons can be accounted for. Lists of any visitors on site for special

events should also be made available by the security team .

At other times, such as evenings and weekends, where there are no special events, the same principles will apply. Adults present can check evacuation and all individuals can be responsible for removing themselves to places of safety outside.

5.1.5 Additional Information:

Emergency evacuation instructions must be posted in each room in school. These instructions should contain the contact telephone numbers of the ambulance, fire and police services.

A practice emergency evacuation should be conducted each term. An off-site evacuation should be conducted once a year.

Office staff should be aware of all visitors on the premises, so that they may be accounted for. The sign-in book completed by the security team should be used for this purpose.

Members of staff should remember to inform either the Principal, Vice Principal, Team Leader or the Finance & Admin Manager and to sign out at the security gate if they are leaving the premises for whatever reason; this is to facilitate accounting for people in an emergency.

5.2 Lockdown

A lockdown rather than an evacuation may be more appropriate in a given situation such as an armed intruder, political unrest around the campus, dangerous animal, chemical or hazardous material leak or external bomb threat. It is important to note that the senior member of staff present on the scene should take charge and take decisions and actions as they see fit and trigger a lockdown. After triggering a lockdown senior members of staff or security should immediately inform the police.

Lockdown horn switches are situated at the building main gate and ...

Lock Down Procedures

INSTRUCTION:

- In the event of a lock down the horn will sound.
- If the class is learning outside they should immediately move into the building to their classroom if it is safe to do so.
- Students should hide under the tables if possible and stay away from the windows.

- The teacher should immediately lock the door and close the curtains.
- Remain in silence until the all clear horn sounds again or a senior leader knocks on the door to give further instructions.

Following the all clear the CIT will meet to determine the necessary actions to be taken. Lockdown procedures should be posted in each room of the school.

5.3 Incidents on Educational Visits

If an incident or emergency occurs on an educational visit the staff member leading the visit should contact the Principal or senior staff member immediately.

Initial Action by Principals or Senior staff member

- Offer reassurance and support.
- Obtain as clear a picture as you can - who informed you of the incident? (Usually the group leader) and using the Activation form for Educational Visits (Appendix 1.1).
- Start an incident management log (Appendix 2)
- Remind the visit leader that restricting student phone use may be necessary
- Assemble the CIT if necessary

5.4 Threat of explosion

The threat of an explosion is to be treated according to the nature of the threat – e.g. whether the location is known or not. All threats will be treated as real and reactions will be immediate. The receiver of the threat should attempt to obtain as much information as possible about the threat if possible using the threat of explosion prompt card (Appendix 7), copies of which are located in the Admin Assistant, Principal, Finance & Admin Managers, Security, and at the Dean of Students' Offices.

The way in which the announcement of the threat (i.e. the initiation of the emergency procedure) is made will depend on the circumstances. If it is considered that an overt announcement would increase risk, alerted persons may be sent to convey the warning and to indicate the appropriate action. The senior member of staff present on the scene should take charge and take decisions and actions as they see fit in the event of a bomb threat which could be either an evacuation or lockdown.

5.5 Pandemic/Epidemic

In the event of the Government advising schools to close due to an epidemic, please see the Schools **Managing Epidemic Procedures** which is an additional document which outlines in detail the procedures for students and staff showing symptoms and hygiene and safety procedures for the different sections of the school and details of remote education.

5.6 Threat of Civil Unrest

Advanced Planning

The school should actively connect with agencies (Woreda Police Station, Federal Police, Agency for Civil Society Organization, and Ministry of Education) that will provide advance notice of scheduled events and awareness of gatherings, demonstrations, and protests that could lead to civil unrest. This is essential to allow time to implement reasonable preparedness measures. In the event that notice is given by authorities or official media that there maybe a possibility of unrest in the area the school must follow the **preparation steps**:

- Monitor closely news, social media and authorized news agencies.
- Establish lines of communication with Woreda Police Station, Federal Police, Agency for Civil Society Organization, and Ministry of Education to get reliable and timely information.
- Anticipate and communicate travel issues and challenges during civil disturbances/demonstrations including the safety of public transportation. For example road closures. Have staff work from home if necessary.
- Ensure fuel reserves for generator and spare batteries for flashlights and emergency lighting
- Ensure a stock of freshwater and non-perishable food stuff, in case of a shelter-in-place order.
- Ensure the security of the boundary of the school, gates and exterior doors. Make sure locks are functional.
- Ensure all windows and doors can be closed and locked to prevent entry of smoke or tear gas or entry of demonstrators.
- Staff and students only should be admitted to the site while the threat of civil unrest remains.
- Plan an alternative evacuation route.
- Check the phone tree is up-to-date.

- Check the Telegram class groups are up to date and actively working and that all staff and parents are included in the group. Check that all staff and parents are registered on Class Reach for email and phone communications.
- Class parent representatives are established for communication (Phone/Email)
- Teachers prepare packs for students to take home in advance, in the case of internet outage.
- Teachers ensure all students are registered on their designated learning platform and know how to actively use and meet teachers online. In the event of campus closure.
- Teachers have been given emergency phone credit in case of online learning.
- Teachers have a working computer at home (either their own computer or a school laptop)
- Practice regular emergency evacuation and lock down procedures.

Actual Unrest

If the school receives reports of protesters gathering nearby or in multiple areas, unruly groups are on the move, acts of violence are threatened, or information regarding potential civil unrest is received from public safety agencies, then the Critical Incident plan will be activated and the Critical Incident Team will meet, physically or virtually, to assess the situation and follow the Situation Analysis Form (appendix 1.3).

Depending on the situation, the lockdown procedure will be implemented or an orderly dismissal from campus will be activated.

Parents will be kept informed through Telegram groups, email, and phone.

Advice to staff if caught up in a crowd or civil unrest.

- If a crowd is gathering in or near your path to the building, be cautious and move away from the crowd. Seek an alternate path to safety.
- If confronted by a demonstrator, do not act aggressively
- If you get caught in the middle of the disturbance, keep your head and body protected and attempt to move to the edge of the crowd. If you fall, curl into a ball, and protect your head and neck. Get back up as soon as you are able.
- Do not confront rioters or looters to prevent property damage or looting of merchandise.
- Do not disturb any evidence following criminal acts of vandalism, destruction of property, looting, or attempted arson.

Appendix 1

1.1 Activation Form for Critical Incident

Activation Form	
Name of the person informing of the incident	
Details of the incident	
Who else has been informed (eg emergency services etc)	
Exact location of the incident	
Details of any casualties	
Any action taken so far	
Name of contact at the scene	
Contact of person at the scene	
What assistance is needed	

1.2 Activation form for Education Visit

Activation form for an Educational Visit		
Location and nature of activity/visit		
Name of person in charge of visit		
Telephone number(s)		
Number of people on the visit	Pupils	
	Teachers	
	Other adults	
Date and time of incident		
Location		
What has happened?		

People affected	
Emergency Services involved and advice they have given	
Names and locations of hospitals involved	
Arrangements for pupils not directly involved in the incident	
Telephone Number(s)	

1.3

Appendix 1 - Activation Form for Civil Unrest - Situation Report

Activation Form	
Name of the person informing of the incident	
<p>Details of the incident</p> <p><i>What is the nature of the group (persons with a grievance against the school or outsiders with no direct affiliation to the school or grievance against a specific target group)?</i></p> <p><i>Where is the crowd/demo located (specific area or across the city)</i></p> <p><i>Is the crowd cooperative, celebratory, non-compliant, hostile, or combative?</i></p> <p><i>What is the current size of the unrest/ demo/crowd? Is the crowd growing larger?</i></p> <p><i>Is the crowd threatening to, or committing violent acts against people or property?</i></p> <p><i>Have weapons been displayed?</i></p> <p><i>Are people or property at risk?</i></p>	
Who are we communicating with for updated information and advice? (Situation report). Police, Embassies, UN	

What advice are the agencies giving? (eg. evacuate, leave campus, lock down)	
Details of any casualties	
Actions taken by School (detail date and time) i.e lockdown, communication with parents, evacuation	

Appendix 2 - Incident Management Log

Incident Management Log (to be attached with the activation form)		
Date	Time	Situation Update

Appendix 3 - Key Contacts

Key Contacts - In School		
Role	Name	Telephone
Principal	Kate Joicey	Removed from public document
Vice Principal	Bereket Gezahegn	
Chair of Board	Alexandra Priebe	
Vice Chair of Board	Robi Redda	
Head Nurse	Asqual Mamo	
Dean of Students	Maxine Wall	
DSL	Natan Getachew	
HR Manager	Bemnet Teshome	
Finance & Admin Manager	Sisay Asfaw	
Head of Security	Debela Saga	

Key Contacts - Emergency Services

Organisation	Name	Telephone
Police	Ewnetu Abate (sergeant for our Woreda) Our Areas Police Department	0913 648 347 Emergency use only 0116 626 884 or 0116 181 339
Fire Department	-Number for Headquarter -Yeka Department	- 939 0111 555 300 0111 568 601
Ambulance	<i>Blue Cross Ambulance</i> <i>Tebita Ambulance</i> <i>Tirita Ambulance</i>	0908 - 626 - 262 0911 - 225 - 464 0965 - 500 - 000
Washington Hospital	N/A	0116 - 635 - 969
Nordic Hospital	N/A	8901 / 0929 - 105 - 653
Ethiopian Red Cross	N/A	0115 - 159 - 074

Appendix 4 - Site Information

Utilities	Location	Notes/Instructions
Water (Main Valve)	Next to the isolation room, on the left end of the football field.	Water to be shut off from the main valve, in case of major leak within the building.
Electricity (Main Switch)	Bottom Floor (under the stairs through a small door) with a stabilizer switch in addition to the main switch).	Electricity to be shut off incase of leakage inside the building where wires could be harmful.
Electricity (Breaker Box)	On the wall below the stairs. Next to the Prep. Classroom.	Electricity to be shut off incase of leakage inside the building where wires could be harmful.
Fire Alarm Switches		
Lockdown Horn Switches	Security Room next to Main Gate Building Entrance	
First Aid Kits	Security Room next to the Main Gate. In every classroom - to be used in lockdown and emergency when no access to the nurse Kitchen	
Fire Extinguishers (5)	-DoS (1) -Grade 5-Science Lab -(1) -Kitchen (2) -Generator Room (1)	Functionality and expiry date checked at the beginning of the year

Generator	Behind the Music Class	
Water Tanker	Next to the Music Class	

Internal hazards	Location	Notes/Instructions
Chemical store (science)	Science lab	Inventory completed
Gas cylinders	Kitchen (2)	

Appendix 5 - Action Checklists to guide the Critical Incident Team

Advance Preparation Guidelines for Possible Unrest/Lockdown

Action	Person responsible	Done (tick box)
Monitor closely news, social media and authorized news agencies.		
Establish lines of communication with Woreda Police Station, Federal Police, Agency for Civil Society Organization, and Ministry of Education to get reliable and timely information.		
Ensure fuel reserves for generator and spare batteries for flashlights and emergency lighting		
Ensure a stock of freshwater and non-perishable food stuff, in case of a shelter-in-place order.		
Ensure the security of the boundary of the school, gates and exterior doors. Make sure locks are functional.		
Ensure all windows and doors can be closed and locked to prevent entry of smoke or tear gas or entry of demonstrators.		
Plan an alternative evacuation route.		
Check the phone tree is up-to-date.		
Check the Telegram class groups are up to date and actively working and that all staff and parents are included in the group. Check that all staff and parents		

are registered on Class Reach for email and phone communications.		
Class parent representatives are established for communication (Phone/Email)		
Teachers prepare packs for students to take home in advance, in the case of internet outage.		
Teachers ensure all students are registered on their designated learning platform and know how to actively use and meet teachers online. In the event of campus closure.		
Teachers have been given emergency phone credit in case of online learning.		
Teachers have a working computer at home (either their own computer or a school laptop)		
Practice regular emergency evacuation and lock down procedures.		

Short Term Actions

Action	Person responsible	Done (tick box)
Gather accurate information (Activation form)		
Who, what, where, when? (Incident Management log completed)		
Call CIT meeting – specify time and place		
Contact relevant external agencies (contact list)		
Arrange supervision for students		
Agree a schedule for the day		
Contact affected families		
Inform Staff		
Inform Students		
Inform Parents		
Create a list of vulnerable students/staff		
Contact media if needed		

Medium Term Actions (Days 2-3)

Action	Person responsible	Done (tick box)
Call CIT meeting to review previous day		
Meet external agencies as needed		
Meet whole staff		
Arrange support and counseling		
Visit anyone affected by incident and liaise on sensitive issues		
Agree on attendance of any off site arrangements (funeral, media)		
Consider partial or full school closure		

Long Term Actions (Days 4 and beyond)

Action	Person responsible	Done (tick box)
Monitor students and staff for signs of distress		
Liaise with agencies if referrals are required		
Plan for return of students (if school has been closed) Or plan for the return of affected students if they have been absent		
Decide on how to mark the occasion		
Review the Critical Incident Policy and make changes if necessary		
Plan for follow-up CIT meetings if needed		

Appendix 6 - Training and Emergency Drill Record

Training Record

Date	Training	Areas covered	Participants

Emergency Drill Record

Date	Drill Type	Further actions	Actions completed
Records removed from public document			

Appendix 7 - Threat to school Prompt Card (To be laminated and placed in offices)

THREAT TO SCHOOL PROMPT CARD Action to be taken	when complete
Stay calm	
Make a note of: <ul style="list-style-type: none"> · the code word (if given) · the exact time of the call · the caller's sex and approximate age · any accent the person has, or any distinguishing feature about their voice eg speech impediment, accent, state of drunkenness etc · any distinguishable background noise 	
When they have finished the message, try to ask as many of the following questions as you can, being cautious to avoid provoking the caller: <ul style="list-style-type: none"> · What is the threat? · If an explosion - what time is it due to go off? · If a bomb, what kind is it? · What does it look like? · What will cause it to explode? · Why are you doing this? 	
Report the call to the police and the headteacher/nominated deputy immediately. In the extremely unlikely event that there was a codeword with the message, and the location of the threat/bomb was given as a location other than the school, follow the same procedure - report the call immediately to the police, and then notify the headteacher	

