

## Crisis Procedural Manual

<b>Crisis Management Team</b>		
School-based chain of command (person(s) in charge):		
Director:	Elizabeth Willaum	570-352-7603
Assistant Director:	Frank Cuesta	908-578-3567
School Social Worker:	Harriet Eisenberg	201-266-6911
Nurse:	Mary Lou DeMaria Berhang	201-247-5635
Administrative Assistant:	Elsa Martinez	HoLa Cell: 201-912-0624 Personal Cell: 201-961-2678
<b>Business Office</b>		
School Business Administrator:	John Bolil	973-644-0884
Assistant to the SBA	Karen Perdomo	908-400-9534
<b>Board of Trustees</b>		
Jennifer Hindman Sargent, President		917-523-3648
Barbara Martinez, Vice President		201-988-0059
Jennifer Austin		201-253-6370
Susan Costomiris		917-743-5019
George Duke		201-736-0948
Tia Narciso		201-320-7044
Anthony Petrosino		512-577-1961
Frank Raia		201-519-0177
<b>Alarm Signal Procedures</b>		
1. Fire Alarm:	Continuous ringing of buzzer (fire alarm bell).	
2. All Clear:	Wave green flag for return to building after evacuation.	
3. Early Closing:	Special instructions over intercom or with a runner.	
4. Earthquake:	No audible signal. Teacher-directed instructions to take cover.	
5. Bomb Threat:	Open intercom announcement; "Mr. Boom", please report to the office, then ring fire drill signal.	
6. Fallen Aircraft:	Fire signals to evacuate building.	
7. Civil Disturbances:	Open intercom announcement: "Mrs. Rowdy, please report to the office," then use runners to relay messages.	
8. Terrorist or Hostage Situation:	Use intercom or runners to relay messages to/from office and classes. Code word: Vulture.	
9. Other:	In the event to unforeseen emergencies requiring evacuation, fire alarm will be used.	

**Communications Procedure for Person in Charge**

1. Emergency Services: Call 911  
(Police, Fire, Ambulance, Disaster/Emergency Services)  
  
Tell dispatcher specifically where your command post is located (location where person in charge or the designee can be found at all times) – remain there until help arrives.
2. If it is necessary to send anyone to a hospital by ambulance for serious injury, send a staff member to serve as liaison between hospital and school administrator, with instructions to relay progress reports as soon as possible.
3. If the Director is not on site, immediately report the crisis to the Director. The Director will alert the Board President.
4. Administrative Chain of Command: If the Director is not available, the Assistant Director will assume the responsibilities of the Director, including contact with the media.

**Medical Emergency**

- Emergency actions to be taken in the event of an injury or other medical emergency:
- Provide on-site first aid, if school nurse deems appropriate
  - Call 911
  - Identify your location
    - Building name
    - Street address
    - Floor
    - Office or room name/number
  - Describe the situation
    - What has happened
    - Type(s) of injury
    - Help needed
  - Alert school security
  - Alert other employees (when appropriate) that an emergency is occurring.

### **Pupil Dismissal Procedures**

Once the dismissal order is determined, the Director or designee will:

1. Relay dismissal instructions to every classroom by the most rapid and efficient means. Students will follow the building procedures utilizing the buddy system. Staff will leave the building with a classroom role list to check for student attendance; a classroom role list will be contained in classroom emergency kits.
2. Review dismissal procedures already provided to parents to ensure that it will be followed. The procedure should provide guidance regarding parents who have made special arrangements for care in the event the parents are not at home.
3. Designated school personnel will inspect the entire structure once dismissal is completed to ensure that the building is empty and any precautions dictated by the Fire Plan or other specific disaster plans are taken.
4. The Director may request assistance from the staff to ensure that students disperse from the school building to minimize hazards and reduce congestion.
5. All dealings with the news media and the public must be handled through the Director's Office.

### **Release of Students to Parents**

If an emergency occurs during the school day, and it is believed advisable to dismiss school, students will be provided shelter and supervision at the school as long as deemed reasonable by the Director. The school will proceed on the basis that there will be no telephone communication. School will not be dismissed early unless school authorities have been assured by local emergency authorities that routes are safe for student use.

Any long term sheltering for earthquake, hazardous material incident or terrorist incident, will require the use of the parental release form completed at the beginning of the school year by a parent or legal guardian of every student. The adults listed on this form will be the only adults to whom the student will be released. Other adults may stay with the student, but they will not be permitted to leave with the student.

**Teachers must stay with the students until all of their students are picked up and/or the Director or her designee approves of their leaving.**

**Parent Release Form**

To Parent/Guardian of \_\_\_\_\_

Dear Parent/Guardian:

In the event of an emergency school closure, we are asking that you sign this release form giving alternate individuals permission to take your child home. If for any reason, you will not be home, it should be understood that your child would be with the assigned individual until you pick him/her up. It is very important for the safety of your child that s/he is aware of this arrangement and that your alternate agrees to assume the responsibility.

Child's Name	Teacher	Grade
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Alternate #1	Alternate #2	
Name _____	Name _____	

Address _____	Address _____	
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Phone _____	Phone _____	
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Parent/Guardian Signature \_\_\_\_\_

### Evacuation of School Buildings

Teachers should remain with their classes until the “ALL CLEAR” signal has sounded or other instructions have been given. The following steps must be taken:

- Maps should be posted in all classrooms indicating primary, secondary exit and holding routes assembly points.
- Teachers should bring their class lists with them when evacuating their classrooms or the school buildings. They must keep their classes together as they exit.
- Teachers should ensure that all students are out of the classrooms and bathrooms.
- Classes should proceed to pre-designated holding areas or assembly points. Once there, teachers should make a note of students who are not present and maintain order.

In a number of situations, it may be necessary to evacuate a school building. These situations may include FIRE or GAS LEAKS. The sounding of a fire alarm should signal this type of evacuation.

**In the case of an EVACUATION, you will be notified with the code word “MR. BOOM,” no alarms.**

The Director or designee is the only person authorized to evacuate a school building. Evacuation will be considered under the following circumstances:

- When the Director/designee orders the evacuation of the building;
- When authorized law enforcement officials strongly recommend that the Director evacuate the building; or
- When failure to evacuate is anticipated to increase the threat to health and safety of staff members and/or students.

### Evacuation Plan

The teacher will conduct a quick check of his/her area looking for any unusual packages, pipes, exposed matchbooks, wire or string attached to an unknown object, etc. If anything unusual is found, notify the Director immediately. Do not touch or disturb the item.

The teacher will implement the following procedures:

- Students and staff will be directed outdoors to designated “safe” areas.
- Students and staff will be directed to exit the building without opening or closing windows or doors, altering desks, shutting off or on light switches.

- Teachers shall remain with their students and be responsible for their supervision.
- All persons directed outdoors will remain there until directed by the Director to return to the building.
- Attendance will be taken once outside; the teacher must notify the command post of any student(s) not accounted for.
- Students will not be dismissed from school until the end of the school day, unless so directed by the Director.

### Fire Drill

At the sound of the fire alarm, all students must walk as rapidly as possible into the hall and out the exit nearest the room without crowding or running. The teacher will bring along a classroom roster, leave the lights on, and will close the door.

The first students outside must move away from the building so they do not block the exit for those following. When outside, students should report to their designated meeting area.

Teachers are responsible for seeing that students move away from the building, crossing the street when necessary to clear the area.

The Director will be responsible for preparing an evacuation diagram for each floor of the building.

**There must be at least 10 fire drills per year (one per month during the school year).**

### Sudden Loss of Utilities in Severe Weather

- When advised by the person in charge, evacuate the building.
- Proceed to the designated alternate site – the Multi-Service Center or students will be dismissed.
- Parents will be contacted to pick up all students.

### Severe Storms and Other Weather-Related Emergencies

If severe storm or other weather related emergency is forecast and has hit the area the Director will determine if school will open for the day.

School closings will be posted on the website and announced via email blast and robo-call.

Whenever Hoboken Public Schools are closed for weather, HoLa will be also (public school closings are announced on local radio and television stations); but there may be times that HoLa closes while the Hoboken Public Schools remain open.

## Tornado

While it is considered a remote possibility, tornadoes have occurred in the region, and must be included in the overall School Safety Plan.

Information regarding tornadoes will be broadcast on the Weather Alert Warning System (Radio/TV).

- TORNADO WATCH means no funnel clouds have been sighted, but tornadoes can be expected to occur. If a tornado watch is declared, be prepared to evacuate quickly and be alert for special instruction.
- TORNADO WARNING means a funnel cloud has actually been sighted. The approximate location and distance of travel are usually given when the warning broadcast.
- The best shelter from a tornado is a specially constructed fallout shelter. Lacking this, a steel-framed or reinforced concrete structure is best. If this type of structure is not available, take these precautions:
  - a. Stay away from windows
  - b. Get beneath heavy furniture. An alternative to the latter is to lay face down, head covered, along the wall of an interior hallway on the lowest floor possible.
  - c. Avoid auditoriums/cafeterias, gyms or any room with a wide free span roof.
  - d. If a tornado strikes the building, follow the same procedure that is used after an earthquake when the tornado passes.

## Earthquakes

Earthquakes can strike without warning; the immediate need is to protect lives by taking the best available cover. All other actions must wait until the tremors subside. The school staff and students should be guided by the following:

*If inside...*

Don't panic! If protected from falling objects, the rolling motion of the earth is frightening but not dangerous.

- To protect from falling objects, take cover in this manner:
  - a. Get beneath a desk, table or bench. If possible, cover head with coat or other clothing to minimize injury.
  - b. If not cover is available, crouch against an inside wall and cover head. Stay away from outside wall, windows or other expanses of glass.
- All doors should be left open to minimize jamming if the building shifts.
- Stay put and take the best cover available. Do not attempt to run through the building or outside because falling objects are found near outside doors and walls. If in a lavatory or other room with no desks or furniture, get against an inside wall or inside a doorway and crouch.

- Stay covered until the ALL CLEAR.

*If outside...*

- Move quickly away from building and away from overhead electrical wires.
- Lie flat, face down, and wait for shocks to subside.
- Take role count of students and report to person in charge as soon as it is safe.
- Do not attempt to enter building until authorized to do so.
- Do not light fires or touch fallen wires.
- Be alert for instruction from person in charge.

### **Floods**

In general, there will be advance warning of an impending flood.

- Stay in building until further notified.
- Prepare to evacuate to alternate sites.
- If time allows, secure classroom:
  - a. Put all books and equipment on shelving
  - b. Close windows.

### **Natural Gas Odor**

If someone smells the odor of natural gas in the building, the Director or person in charge will follow these procedures:

- Evacuate the building using the fire alarm system or the best means possible.
- Call the fire department using the 911 number. The fire department has gas detection instruments to determine the severity of the leak.
- Call the Business Administrator and maintenance personnel. If unable to contact the Business Administrator or maintenance, call PSE&G.

If odors are detected outside the school building, the Director or person in charge will follow these procedures:

- It is not necessary to evacuate the school building. Evacuation is necessary only if odors seep into the building.
- Call the fire department's non-emergency number to report the smell. Then follow the procedures listed above.

### **Hazardous Material Spills (Outside the Building)**

The main threat is noxious fumes.

*If inside...*



- Close all doors and windows.
- Turn off all ventilation, including furnaces, air conditioning, vents, fans, anything through which polluted outside air could get into the building.
- If you think dangerous fumes are entering the building, cover your nose and mouth with a wet cloth or towel, which will serve as a filter, and take quick shallow breaths.

If outside...

- If you cannot get into a building or vehicle, move perpendicular (crosswind), so the wind is blowing from your right or left, not into your face or at your back. If possible cover nose and mouth with your clothes or any fabric handy.
- Do not step in spilled material.

### Bomb Threat Procedures

If a school staff member learns of a bomb threat, convey the information to the Director or designated person in charge. Do not make any comment about the situation until the office can make decisions involving law enforcement officials.

- If you receive the bomb threat call, note the date and time of the call.
- Do not hang up the phone! Use another phone to call the police. Police emergency number: 911
- Person receiving the call should immediately notify authorities, then notify the Director or designated person in charge.
- Be calm, listen carefully, do not interrupt the caller, and record the exact words of the caller.

<p>a. Questions to ask: When is the bomb going to explode? Where is the bomb right now? What kind of bomb is it? What does it look like? Why did you place it? Where are you calling from?</p>	<p>b. Does the caller's voice indicate any of the following:</p> <table border="0"> <tr> <td>Male/female</td> <td>Adult/juvenile</td> </tr> <tr> <td>Accent</td> <td>Angry</td> </tr> <tr> <td>Excited/calm</td> <td>Slow/fast</td> </tr> <tr> <td>Soft/loud</td> <td>High/low</td> </tr> <tr> <td>Irrational</td> <td>Incoherent</td> </tr> <tr> <td>Slurred</td> <td>Familiar</td> </tr> <tr> <td>Nasal</td> <td>Raspy</td> </tr> <tr> <td>Disguised</td> <td>Taped</td> </tr> <tr> <td>Crying/laughing</td> <td></td> </tr> <tr> <td>Well-spoken</td> <td></td> </tr> <tr> <td>Unusual breathing</td> <td></td> </tr> <tr> <td>Speech impediment</td> <td></td> </tr> <tr> <td>Clearing throat</td> <td></td> </tr> </table>	Male/female	Adult/juvenile	Accent	Angry	Excited/calm	Slow/fast	Soft/loud	High/low	Irrational	Incoherent	Slurred	Familiar	Nasal	Raspy	Disguised	Taped	Crying/laughing		Well-spoken		Unusual breathing		Speech impediment		Clearing throat		<p>c. Are there any background noises:</p> <p>Street noises House noises Long distance Aircraft Static Dishes Animal noises PA system Music Office machines Factory machines Voices Quiet Motors</p>
Male/female	Adult/juvenile																											
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Speech impediment																												
Clearing throat																												

**Bomb Threats That Do Not Require Evacuation**

If the nature of the bomb threat does not warrant evacuation, the following procedures will be implemented:

- School activities shall be continued in as normal a manner as possible.
- Teachers shall remain with their students and be responsible for their supervision.
- The Director, in agreement with public safety officials, shall implement a building search for said object.

Key personnel may be utilized to search the building room by room.

**Unexpected Explosions**

When advised by the Director or designated person in charge, evacuate the building using fire drill plan, with possible modifications.

- If possible, students will be sent home.
- Information regarding student pickup will be provided by the Director and via robo call or individual calls to parents.

**Fallen Aircraft**

If an aircraft falls (crashes) be prepared to evacuate, following the fire drill plan with possible modification.

- All students and staff will be kept at a safe distance, allowing for a possible explosion.
- If possible, the Director will determine whether the aircraft is military, commercial or a private plane.
- The Director will ascertain what action, if any, should be implemented. If necessary, the teachers will take immediate action for the safety of the students without waiting for directions from the Director.

**Shooting or Stabbing**

The Director or designee will assess the situation and then do the following:

- Call 911.
- Be prepared to describe the situation. Indicate whether the perpetrator has been identified and isolated. Indicate whether the weapon has been found or secured. Describe medical injuries.

- Notify support service staff, i.e. nurse and social worker.
- Give medical assistance until help arrives.
- Isolate witnesses with a staff member.
- Gather information.
- Secure the crime scene.
- Prepare written statement for callers and media in collaboration with the Police Department.

When the area is clear and the emergency situation is over, the Director should:

- Announce ALL CLEAR message.
- Prepare a written statement for students to take home.
- Designate a place for parents who arrive to the school site.
- Provide an point person to answer questions.
- Hold a faculty meeting at the end of the day to inform and update the faculty and staff.
- Hold a meeting to debrief participants and assess responses.

### **Weapons on Grounds or in Classroom**

Stay calm. Talk softly. No quick movements.

- If possible, have students get on the floor.
- Try to get the suspects out of the room. Do not provoke armed person in any way.
- Try to bargain to allow students to leave. Use your judgment.
- Acknowledge suspect's concerns.
- If you hear shots:
  - Stay away from windows
  - Students take cover
  - Close your door
  - Wait for instructions

### **Death or Suicide**

- Inform Director immediately.
- Assess the situation:
  - Gather information
  - Student's schedule and emergency care.
  - Names of student's siblings, best friends and the schools they attend.
  - Names of witnesses, if any.
- Notify support services staff.
- Designate rooms to be used for group counseling.
- Keep school personnel updated on events and circumstances.
- Anticipate absences on the day of the funeral and consider alternative scheduling.

- Stop any disciplinary or other notifications that may inadvertently be sent to the deceased's family.
- Procure personal items of the deceased from lockers, desks, etc. Coordinate this with police in case evidence, suicide notes, etc. are found.
- Identify and communicate with other affected schools.

A suicide or sudden death often affects even well-adjusted students and those who had no acquaintance with the deceased. Some will need to grieve; many will just want to talk. When issuing a blanket invitation welcoming students to join groups, set parameters; anyone not in an adult facilitated group belongs in class.

### **Internal Threat — Lockdown**

- Make announcement: "This is a lockdown! Teachers, secure your classrooms and take proper procedures." Code word: Vulture.
- Teachers will lock their classrooms and otherwise secure their work areas. Any students outside of a classroom will be brought into the nearest classroom and kept there until the situation is over.
- Check the class roll, account for all students and add the names of any student that was brought into your classroom.
- From the time that the classroom door is locked, maintain as normal a class environment as possible. (Keep students in their seats away from windows and as quiet as possible.)
- The administrative staff and Director will check and secure all bathrooms. If students are in these rooms they will be taken into the closest secure classroom and kept there until the situation is over.
- If an emergency occurs during lunch, the students will be taken into the nearest safe area, either they stay in the cafeteria or will be moved into the gym. The teachers and staff on lunch duty will remain with the students until the situation is secure. Students who are in classrooms during lunchtime will be kept there until the ALL CLEAR.
- Only the Director or designee can give the ALL CLEAR. Every teacher should document any activity that occurred during the emergency situation and offer suggestions as to how things could have been better managed.

### **Violent Visitor or Staff Member**

If a situation arises in which any person exhibits aggressive or threatening behavior toward any person(s), the Director or person in charge should assess the situation and notify the police.

- Call 911 and request police assistance.
- Be prepared to provide as much information as possible.

- Remain calm.

If the Director or a staff member is in jeopardy, remember:

- Be firm but very calm.
- Protect yourself at all times.
- Don't become a victim.
- Use caution in approaching the individual exhibiting aggressive or threatening behavior.
- Do not demonstrate body language or verbal communication that might be interpreted as a threat to the individual who is violent or aggressive.
- Visually, without touching the individual, check for weapons or any suspicious bulges in clothing, belts, etc.

### **Public Demonstration**

The Director will establish positive action. School staff should not agree to interviews unless consent has been obtained. The Director or person in charge should assess the situation and:

- Arrange support from the police department.
- Establish designated areas for demonstrators.
- Set up physical barriers.
- Isolate students from the disruption.
- Curtail class changes.
- Select one staff member to handle incoming telephone calls.

### **Sexual Assault**

The Director or person in charge will assess the situation and proceed as follows:

- Call 911 to request medical assistance.
- Preserve the scene of the incident.
- Clear the area and do not allow anyone to enter the area or touch anything.
- Assign an adult companion to stay with the victim.
- If possible, obtain a description of perpetrator from the victim.
- Notify the victim's family.
- Notify student support services, i.e., nurse and school social worker.
- Isolate any family members in the building.
- Debrief staff members, but maintain the victim's privacy.

The Director should prepare a statement for the media after coordination with the Police Department.

- All staff members should focus on what the school is doing. Let the Police Department handle any questions regarding criminal investigations.

### **Kidnapping or Missing Student**

Any non-custodial parent who takes a child from the building without permission of the court-ordered parent or guardian may be guilty of a felony.

#### **Release of students:**

- Kidnapping is most likely attempted when a family is experiencing divorce or separation. Typically, a non-custodial parent is denied access to the child by the court or the custodial parent refuses to comply with a court order to allow access to the child.

#### **Procedures to follow when releasing students to parents or guardians during the school day:**

- All adults entering the school must sign in at the office.
- Visitor passes must be worn by all visiting adults.
- The name of the parent or guardian must be indicated on the student's Emergency Form.
  - Parents are responsible for providing current court orders.
  - Court orders should be kept on file by the school.
- The parent or guardian must sign out the student. Sign-out must be carefully maintained.
- Checking out students during the last thirty (30) minutes of the school day should be discouraged.

If a child is kidnapped or missing from school:

- Call 911.
- Contact the custodial parent.
- Obtain witness statements.
- Assist the police in their investigation.

### **Code Blue**

The Hoboken Dual Language Charter Schools (HoLa) in conjunction with the Hoboken Police Department has initiated a drill procedure for students and staff that will incorporate this overall crisis plan. The drill will be known as "Code Blue 911" and in the event of a real violent crisis; the code words will be "Code Gray 911". Staff and students will react in a similar fashion in both code situations the difference being that "Code Blue 911" is a drill and "Code Gray 911" is when there is an actual violent crisis in the school. (The "Code Blue 911" may also be used for weather related protection and so the avoidance of window glass, whereas the "Code Gray 911" is for an armed intruder and so the avoidance of direct line of sight from the hallway door/glass.)

When a “Code Blue 911” announcement is heard, teachers will:

- ✓ Remain calm and look into the hallway, left and right, and bring anyone (students, parents, staff) in the hallway into your class, including the middle classrooms (first grades), which will evacuate into the kindergarten or second grade classrooms. LOCK THE DOOR.
- ✓ Prepare a list of those students and adults present and those out of the room. Also list and designate anyone else present, who is not usually in the room.
- ✓ One in a lockdown mode, permit no one to leave or enter the classroom. Take attendance of students and staff.
- ✓ Any students who are in the lavatory during a lockdown should remain in the lavatory and move to a stall furthest from the door, unless they are able to quickly get into a nearby open, supervised classroom.
- ✓ Any unescorted student in the hallway during a lockdown should immediately go into the nearest unlocked classroom.
- ✓ Any students in outdoor physical education class, lunch, and/or recess, should be directed by the supervising staff member to the nearest safe area.
- ✓ Shut off all lights in the classroom, TV’s, etc. Turn your cell phone on.
- ✓ Move all students into the floor furthest, and out of direct sight, from doors and hallways.
- ✓ Ignore all bells, fire alarms, and PA announcements other than “ALL CLEAR”.

Wait for “ALL CLEAR” command before you return to your teaching duties. In a real situation a uniformed police officer is the only person you are to rely on to give you the “ALL CLEAR” indication. In the drill procedure the principal/director will give the “ALL CLEAR” signal. THIS WILL ONLY BE DONE IN A “CODE BLUE 911”-NOT A “CODE GRAY 911” SITUATION.

It is extremely important that the students NOT KNOW the true reasons for a “Code Blue 911.” The purpose of the “Code Blue 911” is to get the students used to reacting to a crisis or emergency in a calm, rational manner. The students should be advised that the “Code Blue 911” drill is, in all actuality, just a “911 drill”, or a “General Emergency Drill”. The students should have the code blue training in all the grades. These drills should be conducted at least once a month. If the students grow up doing these drills, then they will become second nature to them and will not provoke anxiety or alarm.

The actual procedure that will be used by police and school official in the event of a “Code Gray 911”, or actual violent crisis, is to be revealed on a need to know basis only. Students are not to be made aware of the response program. Teachers and staff will obviously know the purpose of the “Code Blue 911” drills but will not know the specific response procedure of the police in the event of a real violent crisis, i.e. panic alarms/police call to office, etc. Only those staff members designated by the principal/director as critical to the effective flow of communication to the police will be made aware of the procedure. If an aggressor knows what procedures are in effect then these procedures can be easily compromised.