

Date: February 2020. Revised for the 2023-2024 school year.

Cross reference:

General Affairs Procedures (Facilities & Infrastructures) at CCS, Child Protection Policy Policy, Health and Safety Policy, Emergency Procedures, Crisis Management Plan, Earthquake Evacuation Procedure, Chemical Storage and Safety Guidelines, Education Outside the Classroom (Trips), Student Behavior Policy, Counselling Policy, CCS Approach to Bullying

Purpose: To provide an overview of policies linking them to guidance and instructions of the process to follow in the event of an emergency.



Critical Incident Handbook - Emergency Response Plan

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I. Introduction

The Critical Incident Handbook has been developed in order to provide guidance and instructions of the process to follow in the event of an emergency. The document should be read and understood in conjunction with the documents listed in the table below. If instructional time is lost due to an incident, it may be made up remotely, or if possible, potentially, added to the end of the school year. Any recommendation would be made by the Head of School to the Yayasan for approval.

This document is one of the components supporting the overarching priority of Health and Safety at CCS. For more details, refer to the below standalone documents:

Document Title	Description	Person Responsible
<u>General Affairs Procedures (Facilities & Infrastructures) at CCS.</u>	This document's purpose is to provide guidelines and procedures on General Affairs (GA) Standard Operating Procedure SOP).	GA Manager
<u>Child Protection Policy</u>	Canggu Community School has adopted a Child Protection Policy to guide our staff, families, and community members in matters related to the health, safety and care of children.	Head of School
<u>Health and Safety Policy</u>	CCS is committed to ensuring health, safety and welfare of students, staff and visitors to the school and, so far as reasonably practicable, establish systems necessary to implement adequate procedures. Furthermore, it is the purpose of the policy to make all stakeholders of CCS aware that they play a critical role in working together to ensure CCS has the highest level of reasonably practicable health and safety standards in place.	Health and Safety Committee
<u>Emergency Procedures</u>	CCS school facilities shall be evacuated in the event of an internal activity that threatens the physical safety within the school facility. The Earthquake Evacuation Procedure will be implemented in case of an earthquake. In the case of an External Threat the Head of School or Designate shall communicate the appropriate action.	GA Manager
<u>Crisis Management Plan</u>	During a real emergency or crises a plan needs to be in place that includes crisis management and communication.	Head of School
<u>Earthquake Evacuation Procedure</u>	Earthquake evacuation guidelines and responsibilities.	GA Manager
<u>Chemical Storage and Safety Guidelines</u>	The Science department has adopted CLEAPPS (2008) safety guidelines from the UK and made modifications where necessary.	Science Department

<u>Education Outside the Classroom (Trips)</u>	To define developmentally appropriate parameters for learning off the campus and to acknowledge that learning outside the classroom is an integral part of the CCS curriculum.	Principals
<u>Student Behavior Policy</u>	CCS has behaviour expectations of its students, staff and parents. The CCS Behaviour Code states that at all times, we are expected to demonstrate respect for self and others, respect for property, and to be responsible for work and behaviour.	Principals
<u>Counselling Policy</u>	The overall role of counselling at CCS is to support student development of balance, well-being, and self-awareness in a respectful community.	Counsellor
<u>CCS Approach to Bullying</u>	Policies In Action : Bullying at CCS	Principals

II. Definitions

Crisis - an inherently abnormal, unstable and complex situation that represents a threat to the strategic objectives, reputation or existence of an organisation (PAS, 200).

Crisis Management - Strategically directed activities to prevent, respond to, mitigate the effects of and recover from a crisis (PAS, 200).

Emergency Response Plan - A document or collection of documents that sets out the overall framework for the initiation, management, co-ordination and control of personnel and assets to reduce, control or mitigate the effects of an emergency.

Assembly Point - Building or area on the periphery of an area affected by an emergency, to which evacuees are directed to evacuate to.

Emergency Exercise - A simulation designed to validate organisations' capability to manage incidents and emergencies. Specifically, exercises will seek to validate training undertaken and the procedures and systems within emergency or business continuity plans.

Emergency Response Team Lead – A defined person who is responsible for coordinating incidents within the school. This can be either the Principals/Head of School or another allocated member of the management team.

Emergency Response Team – A team of nominated employees from within the school, with their role being to provide support and guidance during and after the incident.

Risk assessment - A structured and auditable process of identifying potentially significant events, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.

III. Premises Information

Evacuation Maps are available with the GA team and posted in every room.

IV. Emergency Preparedness

This document establishes the procedures to follow for specific emergencies scenarios. The following sections establish the roles and responsibilities of each stakeholder during an emergency, the escalation flow of the emergency and guidance on training and exercising to conduct for each emergency scenario.

Name	Reference	Annual Testing / Drills / Exercising
Fatality or major injury	Appendix A	No drills – Extra guidelines will be given from Security/ GA / Child Safeguarding / Matron / PE Team
Fire	Appendix B	Fire drills minimum 2 times annually
Earthquake	Appendix C	Earthquake drills minimum 2 times annually
Volcano	Appendix D	Volcano drill minimum 1 time annually
Bomb Threat	Appendix E	No drills – Extra guidelines will be given from Security
Child Abduction	Appendix F	No drills – Extra guidelines will be given from Child Safeguarding Team and Security
Missing Child	Appendix G	No drills – Extra guidelines will be given from Security, GA, and Child Safeguarding Team
Structural Failure	Appendix H	No drills – Extra guidelines will be given from GA
Loss of essential services	Appendix I	No drills – Extra guidelines will be given from GA
Confirmed Contagious Disease outbreak	Appendix J	No drills – Extra guidelines will be given from Nurse and GA
Active Shooter/ Intruder	Appendix K	Lock down drills minimum 2 time annually
Severe Weather	Appendix L	No drills – Extra guidelines will be given by GA
Incident Reporting Scale	Appendix M	Guidelines

V. Roles and Responsibilities

The following roles and responsibilities have been established:

Designation	Named Personnel	Roles and Responsibilities
Initial Responder	-	<ul style="list-style-type: none"> • Inform the internal First Aid Team for medical intervention • Contact Emergency External numbers for serious incidents
First Aid Team / Medical Response Team	<i>School Nurse</i>	<ul style="list-style-type: none"> • Provide immediate medical support until emergency responders arrive • Part of the Emergency Response Team (ERT) and first responders to an emergency event • Report directly to ERT Lead (Head of School) • Ensure all medical equipment is in place and ready for use • Inform ERT about the condition of any injured person(s)
Emergency Response Team	<i>Head of School/Principals /GA Manager</i>	<ul style="list-style-type: none"> • Reach the emergency spot and take charge of the situation. • Determine the priorities that will drive the overall Emergency response and guide site / tactical responders. • Activates the school emergency plan, if needed (lockdown, evacuation or shelter-in-place etc.) • Perform initial assessment of the situation and give appropriate instructions to First Aid Team for further actions. • Arrange for evacuation/lockdown of students/ teachers/ staff/ visitors based on the type of emergency • Liaise with relevant authorities throughout the duration of the emergency and coordinate actions for resources required, rescue, head count, first aid, hospitalization, evacuation etc. • Take a decision of evacuation based on assessment and inform Emergency Response Team for necessary evacuation ensuring evacuation is complete • Ensure staff are equipped with relevant training. • Assess the nature of emergency and initiate suitable actions to control the emergency suitably and activate the emergency response plan
Emergency Response Team Lead	<i>Head of Schools</i>	<ul style="list-style-type: none"> • Ensure that the Emergency Response Plan is reviewed at regular intervals and communicated to the relevant stakeholders. • Ensure that the required emergency exercises are conducted in line with policy requirements. • Ensure that an Emergency Response Team is appointed within the school and that their roles and responsibilities are clearly communicated to them. • Coordinate emergencies within their respective school and ensure that the correct reporting and communication processes with relevant stakeholders are established. • Responsible for escalating critical incidents to the Crisis Coordination Team.

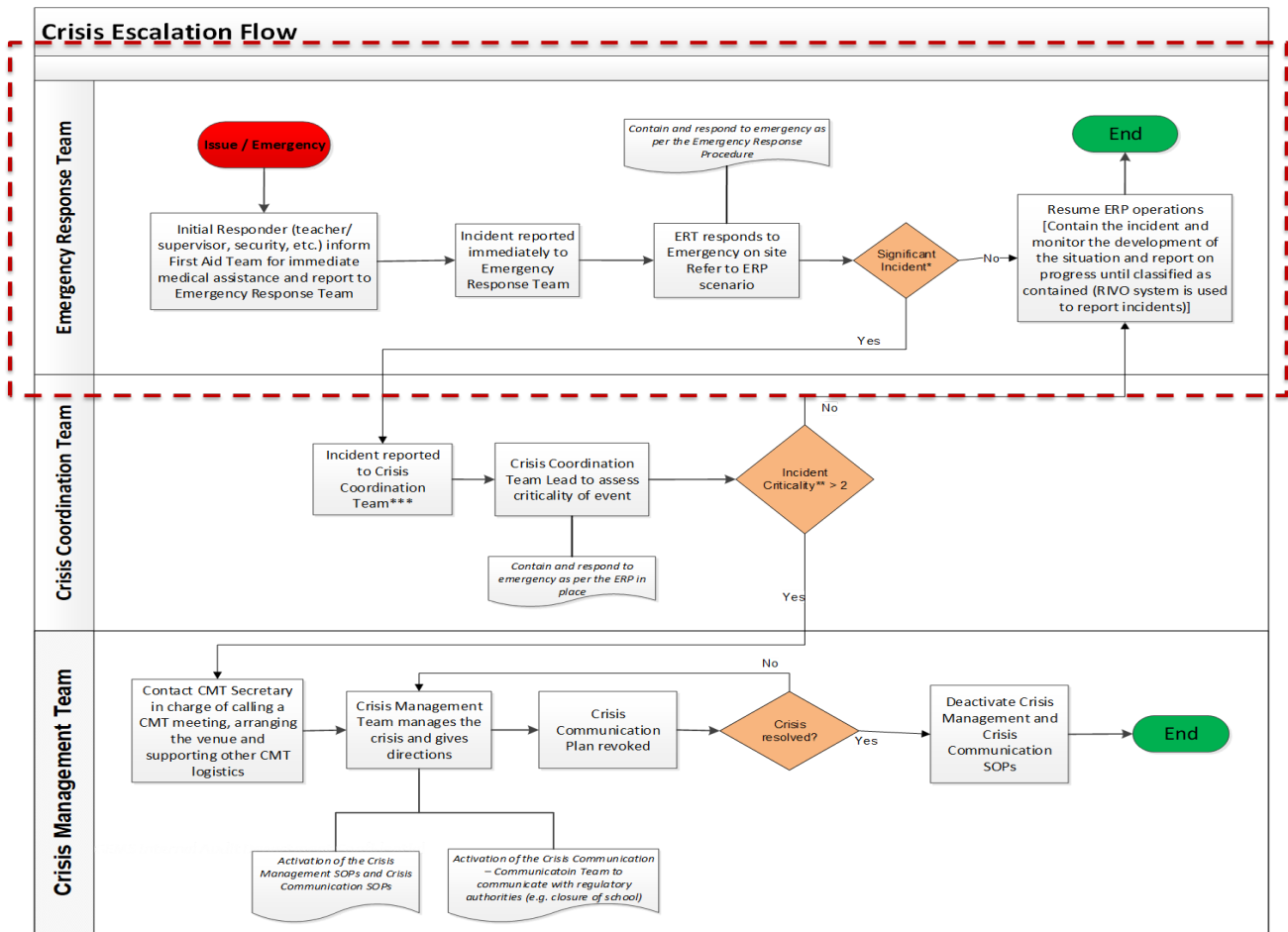
		<ul style="list-style-type: none"> Responsible for reporting to Management, responsible for public information and liaison with the authorities.
Head of School	<i>Head of School and GA Manager</i>	<ul style="list-style-type: none"> Overall ownership of the execution of the Emergency Response Procedure. Designated as spokesperson; coordinates media briefings and news releases as necessary. Responsible for the immediate management of the incident, this will involve liaising with school personnel, emergency response team, emergency services, and other response teams if need be. Primary and Secondary Principals will be holding these responsibilities in case the Head of School was not available during the incident.
Teachers / Classroom Assistants / Admin Staff/ Global Services Staff/ Third parties etc.	<i>All</i>	<ul style="list-style-type: none"> Bring the class attendance sheets. Supervise students during evacuation. Leave the building and report to the predetermined assembly point (in case of evacuation) following the Emergency Wardens directions . Familiarize themselves with the school procedures for emergencies.

VI. Communication and Training of the Emergency Response Plan

The plan will be communicated to all employees within the school, via the Head of School. The plan will be accessible to all employees via Google Drive. The plan should be revised on an annual basis and on an adhoc basis if any update/ modifications are required. The plan will be reviewed annually by the Health and Safety Committee.

All staff/ teachers called by the Head of School will be expected to participate in any emergency scenario exercises conducted as per the schedule provided by the school. A copy of the Emergency Response Plan will be available and accessible to all employees.

VII. Emergency Response Escalation – Process Flow



*Significant Incident: Any incident that would/may incorporate major injury or fatality, property damage or have negative repercussions on the school.

**Crisis Criticality: Please refer to *Appendix M – Incident Reporting Scale*

***Crisis Coordination Team: see team members included in the table below.

VIII. Emergency Contact Information

External Emergency Contact		
Name	Contact Number	
Police	110	
Ambulance	112, 118	
Civil defence	113	
Electricity failure	PLN Canggü 0813-1003-3605	
Water failure	Perumda Air Minum Tirta Sewakadarma (0361) 23114	
Nearby Hospitals	Siolam Hospital (0361)779900	
Nearby Police Stations	North Canggü Police Station (0361) 8445401	
Other important information	Search and Rescue 111, 115, or 151	
Emergency Response Team Contact		
Designation	Full Name	Contact Number (s)
Head of School (Emergency Team Lead)	Ben Voborsky	+6281337201056
Primary Principal	Mike Hopaluk	+6282125411310
Secondary Principal	Rick Odum	+6281339487652
Emergency Team Member 1	Bastian De Jong	+623618446391
Emergency Team Member 2	Tri Jatmiko	+6285739348334
Emergency Team Member 3	Gungde	+62852236089688
Matron	Ni Putu Putri Srikandi	+6285792043746
Crisis Coordination Team		
Designation	Full Name	Contact Number(s)
Health and Safety Lead	Tri Jatmiko	+6285739348334
Child Safeguarding Lead	Ben Voborsky	+6281337201056
Security Lead	Tri Jatmiko	+6285739348334
Communications Lead	Jihu Lee	+6281237743257
Risk & Compliance Lead	Tri Jatmiko	+6285739348334

IX. Documentation / Log of events

All incidents, regardless of their criticality, should be logged and documented.

Appendix A – Fatality or major injury

If the incident occurs during school hours:

- a. Contact emergency services and school clinic. If trained, provide any immediate first aid care. This may include first aid care for other potentially injured persons.
- b. If the incident occurs outside of school hours, it is likely that the security personnel will be the initial responder. The same process of communication and action should be adopted.
- c. Notify Head of School who can then invoke the Emergency Response Plan.
- d. Ensure the scene is secured as soon as reasonably possible, removing any students from the direct area.
- e. Communicate to the family members of the injured.
- f. Identify potential witnesses for further interviews/ discussion later.
- g. Do not engage in any formal or informal conversations with anyone outside the Crisis Coordination Team and do not make any comment to the public or press.

Following the incident:

- a. Work with communication team to establish formal methods of communication to parents, students and other stakeholders.
- b. Conduct investigation.
- c. Establish students or staff members that may require counselling support.
- d. Review existing processes including any relevant risk assessments.
- e. Head of School and Health and Safety Committee to generate and communicate a completed report to relevant stakeholders.

Appendix B – Fire

In the event of finding a fire the following procedure must be followed:

- a. Immediately raise the alarm by activating the nearest manual call point.
- b. If safe to do so rescue any persons who are in immediate danger.
- c. If safe to do so, attempt to tackle the fire, please note that you must never put yourself or others at risk. Fires larger than a waste paper bin should be left to trained emergency personnel.
- d. Notify the Emergency Response Team who will attend the site and assess the situation. The Emergency Response Team will determine the need for emergency response and notify the emergency services.
- e. Evacuate the building safely and smoothly supporting any persons on the way. Make your way to the designated fire assembly point and await roll call.
- f. As soon as reasonably practical the Head of School is to notify the Yayasan.

In the event of hearing a fire alarm, the following procedure must be followed:

- a. Stand down from your immediate duties.
- b. Teachers within classrooms are to take their emergency packet.
- c. Commence the evacuation of their class or areas in an orderly fashion, making their way to the nearest safest fire exit and head to the fire assembly point.
- d. Administration staff must commence the evacuation of the administration areas.
- e. Selected fire marshals must ensure that a sweep of their designated areas is carried out.
- f. Once at the fire assembly point, teachers must conduct a roll call and report the findings to the Principals.

Following the incident

- a. Work with team to establish methods of communication to parents, students and other stakeholders.
- b. Establish students or staff members that may require counselling support.
- c. Review existing processes including any relevant risk assessments.
- d. Head of School to generate and communicate a completed report to relevant stakeholders.

Appendix C – Earthquake

In the event of finding an earthquake the Earthquake Evacuation Procedure must be followed and the potential for a tsunami considered.

Appendix D – Volcano

In the event of finding a fire the following procedure must be followed:

- a. Immediately raise the alarm by activating the nearest manual call point.
- b. Move all community members indoors and distribute Volcano masks.
- c. If safe to do so rescue any persons who are in immediate danger.
- d. Notify the Emergency Response Team who will attend the site and assess the situation. The Emergency Response Team will determine the need for emergency response and notify the emergency services.
- e. As soon as reasonably practical the Head of School is to notify the Yayasan.

In the event of hearing a alarm, the following procedure must be followed:

- a. Stand down from your immediate duties.
- b. Teachers within classrooms are to keep their students inside.
- c. Teachers must conduct a roll call and report the findings to the Principals.

Following the incident

- a. Work with team to establish methods of communication to parents, students and other stakeholders.
- b. Establish students or staff members that may require counselling support.
- c. Review existing processes including any relevant risk assessments.
- d. Head of School to generate and communicate a completed report to relevant stakeholders.

Appendix E – Bomb Threat

Bomb threats containing accurate and precise information, and received well in advance of an actual attack, are rare occurrences. The vast majority of cases are hoaxes and the intent is social engineering, to cause disruption, fear and/or inconvenience the victim.

A bomb threat can be communicated in a number of different ways. The threat is likely to be made in person over the telephone; however, it may also be a recorded message, communicated in written form, delivered face-to-face or, increasingly, sent by email or social media.

If you receive a threat, you should:

- a. If the message is via telephone, stay calm and listen to the caller/message.
- b. As soon as possible note any information on the bomb threat checklist or any paper/notepad (see in the following paragraph the bomb threat checklist).
- c. Immediately notify the Head of School.

- d. If the notification is via SMS or social media do not delete or respond to the message and inform the Head of School immediately.
- e. Head of School to notify security and emergency services of the threat and decide on the immediate course of action.
- f. It is important that you don't delay on your actions, the Head of School has the responsibility for the immediate action to take.

If a decision to evacuate is made, the following actions should be considered:

- It is important to appoint people, familiar with evacuation points and assembly points, to act as marshals and assist with this stage.
- If the location of the suspect package is known, evacuation routes must avoid the area. Areas to avoid should be clearly communicated prior to the evacuation taking place. This can be achieved through the PA system within the school or communication via the evacuation teams.
- Emergency services will be able to support upon arrival. However, as mentioned you should not delay the decision to evacuate if you suspect there is a credible threat.

Remain indoors

In some instances, it may be safer to remain within the school. For example, if the location of the device is noted as being outside of the school. People should be advised to move away from windows and doors. If the location of the suspected device is not known, external evacuation would be a justifiable course of action.

Decision not to evacuate or remain and continue as normal

Based upon the initial assessment and if the threat is deemed as a hoax, a decision to continue as normal may be made. The Head of School will make this decision and may seek advice and support from the police and members of the Emergency Response Team, in his/her decision.

Media / parent communications

Any communications relating to the incident are to be approved by the Yayaysan. A number of holding statements have been generated in advance, with the appropriate message being released as and when required. All media interviews should only be delivered by trained members of the CCS team.

Bomb Threat Checklist

The following actions should be taken:

1. Remain calm and talk to the caller
2. Note the callers number if displayed on your phone
3. If you are able to record the call
4. Write down as much information as possible below

When, where, what, how & why

About the caller male Female
Language well-spoken Irrational Taped Incoherent
Callers voice Calm Crying Angry Slow Stutter Disguise Familiar
 Laughing
Any specific accent:
Background sounds: Street noises House noises Cars Clear Other voices
Date of call –
Time of call –

If possible, try to ask the following questions and note the answers given:

1. Where exactly is the bomb right now –
2. When is it going to explode –

3. What does it look like –
4. How will it be detonated –
5. Did you place the bomb –
6. What is your name –
7. Why did you place the bomb –
8. What does the bomb contain –

Once coming off the phone, immediately notify the Head of School and security head

Time notified and who:

Appendix F – Child Abduction

If a child makes a report of a suspected abduction within or outside of the school, the following should be considered:

- a. The person who the report is made to must immediately notify the Head of School.
- b. The Head of School will notify security and decide upon the course of action. If the attempted abduction has occurred within the school, an immediate lock down of the school may be required. This will be initiated by the Head of School.
- c. The Head of School will notify the police as soon as reasonably possible. A review of the CCTV should be conducted immediately; this will help to identify any potential perpetrators.
- d. The Head of School will notify the Yaysan as soon as possible.

If a person observes what he/she believes to be suspicious activity, the following should be considered:

- a. Immediately notify a member of the security team.
- b. Be cautious and only approach the person if safe to do so.
- c. If possible mentally note the person and any vehicle they are in, colour, type, registration number etc.
- d. Head of School should immediately notify the Police and parents.

Following the incident

- a. Establish methods of communication to parents, students and other stakeholders.
- b. Conduct investigation with the support of security. This will include, identifying potential witnesses and obtaining statements, reviewing CCTV, analysing sign in logs etc.
- c. Establish students or staff members that may require counselling support.
- d. Review existing processes including any relevant risk assessments.
- e. Head of School to generate and communicate a completed report to relevant stakeholders.

Appendix G – Missing Child

If a child is suspected of being missing from within the school, the following procedures are to be followed:

- a. The staff member who is notified must immediately inform the Head of School and the security team. Lock down procedures announced to make the sweep easier.
- b. An immediate sweep of the premises must be conducted by the security team and school employees. Ensure areas such as toilets, clinic, pool, storage areas, sports halls etc. are checked. In parallel, a review of the CCTV will be conducted by the security personnel, in order to establish the movements of the missing child within the school.
- c. If the missing student is not found following an immediate sweep of the premises, the parent/guardian will be notified. It is recommended that no longer than thirty minutes is taken to notify the parent. At this point, the police may also be notified. This will be done in consultation with the parent.
- d. At this stage the Head of School will notify the Yayasan.
- e. The school will support the police during their investigations and provide any necessary information they may have.

If a child is suspected of being missing whilst on a school excursion, the following procedures are to be followed:

- a. The staff member supervising the excursion must be notified immediately.
- b. An immediate sweep of the premises/location must be conducted. If the premises/location have a security team, they must be notified immediately. A review of the CCTV will be conducted by the security personnel, in order to establish the movements of the missing child.
- c. The supervisor will notify the Head of School to inform him/her of the situation.
- d. If the missing student is not found following an immediate sweep of the premises/location, the parent/guardian will be notified. It is recommended that no longer than thirty minutes is taken to notify the parent. At this point, the police may also be notified. This will be done in consultation with the parent.
- e. At this stage the Head of School will notify the Yayasan.
- f. The school will support the police during their investigations and provide any necessary information they may have.

Following the incident

- a. Establish methods of communication to parents, students and other stakeholders.

- b. Conduct investigation with the support of the security team. This will include, identifying potential witnesses and obtaining statements, reviewing CCTV, analysing sign in logs etc.
- c. Establish students or staff members that may require counselling support.
- d. Review existing processes including any relevant risk assessments.
- e. Head of School to generate and communicate a completed report to relevant stakeholders

Appendix H – Structural Failure

In the event of a structural failure or suspected risk of one occurring, the following procedures must be followed:

- a. Immediately evacuate all persons from the area and if safe to do so, provide any immediate first aid care. Depending upon the severity a whole school evacuation may be required, this will be determined by the Head of School in conjunction with GA Manager. If a whole school evacuation is required, communication should be consistent with clear instructions given.
- b. If an evacuation is required, escape routes will be diverted away from the incident location.
- c. Contact the emergency services to provide medical and emergency support.
- d. At this stage the Head of School will notify the Yayasan.
- e. As soon as reasonably possible and once the location is deemed safe for access, a structural assessment must be carried out.
- f. The area will only be re-opened following the structural assessment and the confirmation that it is deemed safe by a competent person.

Following the incident

- a. Establish methods of communication to parents, students and other stakeholders.
- b. Conduct investigation with the support of GA team.
- c. Review existing processes including any relevant risk assessments.
- d. Generate and communicate a completed report to relevant stakeholders. This will include the consultant's structural assessment.

Appendix I – Loss of essential services

Loss of essential services could include, water, electricity etc. In the event of such an incident, the following procedures should be followed:

- a. Head of School and Divisional Principals are to determine the school impact and decide on the appropriate action.
- b. At this stage, the Head of School will notify the Yayasan.
- c. In the event of such a closure, clear communications must be issued to parents of the procedures to collect their children.
- d. The Head of School will liaise with the GA manager to establish the course of action to return the services to normal.
- e. Based on the assessment, clear communication should be sent to the parents.

Following the incident

- a. Establish methods of communication to parents, students and other stakeholders.
- b. Review existing processes including any relevant risk assessments.
- c. Head of School to generate and communicate a completed report to relevant stakeholders.

Appendix J – Confirmed Contagious Disease Outbreak

In the event of a confirmed case of a contagious disease, the following procedures should be followed:

- a. Immediately report the incident to the Head of School and health and safety Committee.
- b. Liaise with the nurse to establish any potential students/employees that may be showing any symptoms. If any are identified, they should be advised further medical treatment.
- c. Until further testing is conducted, contact authorities and get recommendations from authorities in case of any need to shut the school.

Following the incident

- a. Establish methods of communication to parents, students and other stakeholders.
- b. Review existing processes including any relevant risk assessments.
- c. Head of School to generate and communicate a completed report to relevant stakeholders.

Appendix K – Active Shooter / Intruder

A lock down may be initiated in the event of a suspected intruder being within the school premises. An intruder could include an employee, parent, student or other person.

- a. An intruder may be identified initially by a student, member of staff or security. Any suspicious activity must be immediately notified to either the nearest member of staff, security, GA Manager, Principals or directly to the Head of School.
- b. The Head of School must make an immediate assessment of the situation and determine if a lock down is to be initiated.
- c. To initiate a lock down the Head of School or nominated employee must make a predetermined announcement over the public address system. It is suggested that schools follow the simple announcement of 'lock down, locks, lights, out of sight'.
- d. Dependent upon the nature of the incident, the relevant emergency services must be notified immediately. This should be done via security or Head of School.
- e. Upon hearing the announcement, all employees must follow their predetermined lock down training procedures. This will include securing access into rooms, closing window blinds, barricading doors and positioning all students out of sight.
- f. All persons must remain in their 'lock down' location, until the public address announcement is made. Each staff member must ensure that they have a predetermined code phrase, which will indicate the end of the lockdown. It is recommended that the code phrase is changed annually and clearly informed to students and staff.

Following the incident

- a. Establish methods of communication to parents, students and other stakeholders.

- b. The Head of School will support with any external authority investigations and provide information regarding internal investigations.
- c. Review existing processes including any relevant risk assessments.
- d. Head of School to generate and communicate a completed report to relevant stakeholders.

Appendix L – Severe Weather

Severe weather can include examples such as, excessive rain leading to local flooding, high winds, excessive temperatures. In the event of such incidents, the following procedure should be followed as a general rule.

- a. Head of School and SLT are to determine the school impact and decide on the appropriate action. This may be dictated by a regulatory body who instruct schools to close due to the severe weather.
- b. If a decision to close the school is made then the appropriate communications must be issued to parents, students, and employees. Students are to be kept in a safe assembly location within the school until pickups can commence
- c. Students must be immediately removed from any areas which are exposed to particular risk. This could include areas of flooding or areas which could be impacted by high winds. Students must be brought inside to a safe point and remain until safe collection can be arranged.

Following the incident

- a. Establish methods of communication to parents, students and other stakeholders.
- b. The Head of School and leadership team will need to assess the school and determine when it can be safely re opened. Where any structural or facility damage has occurred, confirmation must first be sought from the GA team.
- c. Generate a report for key stakeholders if required.

Appendix M – Incident Reporting Scale

Incident Criticality Level	Incident Descriptor	HSE	Communications	Child Safeguarding	Others
1	Matter with Public Interest Implications / Accident	<ul style="list-style-type: none"> • Single or multiple fatalities or major injuries • Major injury requiring hospitalization / permanent injury 	An incident that sparks media interest and/or causes concern to the entire community. (i.e. Death at a school, terror threat, fire at school, sexual harassment case)	Child safeguarding/Child Protection incident leading to a catastrophic impact on community.	<ul style="list-style-type: none"> • Any event relating to fraud, corruption or bribery • Law enforcement investigation into possible criminal activity by member(s) of staff

2	Matter Not Affecting General Public / Accident or Significant Incident	<ul style="list-style-type: none"> • Injury requiring external medical treatment. • Non-permanent injury. 	An incident that affects the school and the school community. (ie. A closure of a school, sudden departure of a principal/key staff, injury at the school, lapse of judgement resulting in an incident)	Child safeguarding/Child Protection incident that requires external agency reporting.	<ul style="list-style-type: none"> • Any other incident that is notifiable to a Regulator.
3	Incident	<ul style="list-style-type: none"> • Minor injury that does not require any external medical treatment. 	Something that impacts students, staff that could damage the school's reputation if not managed well. (ie. Minor incident at the school that is contained like a fire).	A child-safeguarding incident that is reported investigated and managed by the school.	<ul style="list-style-type: none"> • An information security breach affecting information / property which would disrupt our ability to function.
4	Anomaly	<ul style="list-style-type: none"> • Near miss incident 	Something that could hurt the school reputation. (ie. inappropriate material, minor accident, bullying)	A child safeguarding incident that is reported, investigated and managed by the school, with no further actions being required.	<ul style="list-style-type: none"> • An information security breach or weakness which has minimal impact and recovery can be scheduled to an appropriate time without negatively impacting the school.

Appendix N – COVID Protocols

YSI and CCS Facility Covid-19 Procedures and Protocol 20-21 School Year