

CRISIS MANAGEMENT PLAN

**Blanchard Memorial School
Boxborough, Massachusetts
Rev: 08/13/09**

Revised by: Dr. Curtis A. Bates, Superintendent/Curriculum Director
Maryellen Driscoll, Principal
Dr. Sandra Daigneault, Director of Pupil Services
Charles Mahoney, Business Manager
Kathy Bower, Executive Assistant to the Superintendent/Curriculum
Director, Principal and School Committee

With appreciation and acknowledgment to The Fenn School, The Acton/Boxborough Regional School District, The Carlisle School District, and The Chelmsford Public Schools as resources used in the preparation of this document.

Crisis Management Plan Implementation and Updates

The Crisis Management Plan will be reviewed and updated annually by the Superintendent/Curriculum Director and designated administrators. Review of crisis management procedures will take place annually with faculty and staff.

TABLE OF CONTENTS

I. Introduction	3
II. Goal and Objectives	4
III. Leadership.....	6
IV. Communication Strategies.....	8
V. Pre- and Post-Crisis initiatives	10
VI. Resources to the CMT	11
VII. Crisis Event Responses	
• Abduction	12
• Accidents	13
• Bomb Threat	14
• Fire.....	15
• Natural Disasters.....	16
• Severe Weather Conditions	17
• Suicide or Death.....	18
• Trauma.....	19
• Violence	20
VIII. Medical Emergencies	21
IX. Off-campus Crisis Procedures.....	22
X. Parent Expectations.....	25
XI. Blanchard Memorial School Evacuation	26
XII. Critical Contact Numbers.....	29
XIII. Crisis Event (Short Form)	30
XIV. Fire Drill Posting	32
XV. Appendix (Maps, Drawings, CD, etc).....	33

THE BLANCHARD MEMORIAL SCHOOL CRISIS MANAGEMENT PLAN

I. INTRODUCTION

Purpose of the Crisis Management Plan

This plan is offered to provide a general framework of procedures and administrative structures to be used in the event of a crisis that involves the Blanchard Memorial School. Through the designation of individuals charged with particular responsibilities, and by providing appropriate contact resources and appropriate procedures for generic types of crises, it is expected that this document will prove to be of crucial assistance, particularly in the initial stages of managing a crisis. Purposely, the document does not attempt to address specific responses demanded by the almost limitless variety of possible crises characteristics. The plan instead provides a general framework for response, which in turn will guide more specific steps that a given critical situation demands, to be determined at the time of the occurrence, by those who are managing it.

Definition of a Crisis

A crisis is an event, or perceived event, which has the potential to cause harm to the Blanchard Memorial School or any of its constituents. Examples of such an event includes: fire, bomb threat, facility failure, death of or serious injury to a faculty member or student, suicide by an immediate member of the school community, or missing student. This crisis management plan should be followed in the event of any Blanchard Memorial School related crisis, whether or not it occurs on campus or during school hours.

II. GOAL AND OBJECTIVES

Goal

The goal of this Crisis Management Plan is to ensure the safety of all members of the Blanchard Memorial School Community and to preserve the well being of the School through effectively managed responses to any crisis.

Objectives

The objectives of this Crisis Management Plan are to:

- provide timely notification about the crisis.
- ensure the community members' physical and emotional well being.
- maintain control.
- respond to the crisis in a way that compensates, remediates or corrects.
- provide appropriate and effective communication before, during, and after any crisis situation.
- identify individuals who need supplemental support.
- return the Blanchard Memorial School climate from the crisis to the typical.

Responses to Crises Threatening the Safety of the School Community

Specific initial responses to a crisis will depend upon the nature of the crisis and initial responses may vary. In responding to any crisis, faculty and staff must immediately assess the situation and take any action necessary to address any imminent or immediate threat to the physical safety and well-being of members of the school community. In some emergency situations, consultation with the Crisis Management Team (CMT) may not be possible. In such cases, those supervising adults who are present must take immediate responsible and independent action.

Depending upon the particular circumstances, appropriate immediate actions by staff members to concerns may include:

Examples of circumstance include:

- *Burnt light ballast in a classroom.*
- *Missing student.*
- *Dangerous animal on the playground.*

Examples of staff actions include:

- *Remove students and adults from the immediate area of danger.*
- *Contact the Main Office with regard to observations that are made that are atypical to the school day.*
- *Report a missing student to CMT member.*
- *Follow necessary immediate first aid procedures and contact the nurse.*
- *Seek help from other school staff members.*

All of the above outlined actions are examples of intended, immediate responses to an emergent situation threatening the well being of students, faculty, or staff. The Superintendent/Curriculum Director or the CMT may choose to take more decisive/directive or formalized actions, as necessary.

Examples of the circumstance: bomb threat, fire, injury, intruder

Examples of Administrative actions...

- *Direct the transport of a child(ren) to off-site medical care*
- *Initiate a formal search for a missing child*
- *Evacuate the building or school site*
- *Contact Boxborough Police/Fire/EMT Services*
- *Impose a “ Shelter in Place” or “Lock Down” to protect the school community*
- *Secure the building in a phased manner, with the assistance of an outside agency such as the Boxborough Police or Fire Departments or State Police Departments.*

III. LEADERSHIP

The Superintendent/Curriculum Director is the final authority in all crisis situations. All crisis management strategies need to be coordinated through the Superintendent/Curriculum Director, and the Superintendent/Curriculum Director or his/her designee is the only individual who should conduct telephone or personal interviews with the press or other media.

The Crisis Management Team (CMT)

The Blanchard Memorial School's CMT may be activated to develop a plan to respond to the ongoing crisis, if it is determined that one exists. The Superintendent/Curriculum Director or when activated, the CMT, will be responsible for all significant decisions and matters regarding the school's response to any crisis.

These matters include:

- determining the facts of the situation.
- communicating with and involving appropriate agencies of support developing a plan to respond to the crisis.
- supporting the plan and executing the actions needed to address the ongoing crisis.
- securing the safety of members of the Blanchard Memorial School community.
- managing communications with internal or external constituencies, including parents of students and members of the press, when appropriate.
- forming appropriate legal responses and protective legal steps.
- supporting any arrangements to address school/district needs as they arise in relation to the crisis.
- consulting with medical, mental health and/or other appropriate professionals.
- maintaining written records of all counsel given and actions taken.

The CMT, under the coordination of the Superintendent/Curriculum Director, will direct the management of any sudden crisis. The Team will be limited in size to ensure its efficiency and clear authority in managing any crisis, and it will enlist the assistance of other available resources as needed to respond optimally to any crisis.

The composition of the Superintendent/Curriculum Director's CMT ensures that no aspects of crisis management will be unrepresented. The team is two tiered, consisting of a *core group* and an *on-call group*, which will respond on an as-needed basis. In the event of a "crisis," the school's CMT will be called together by the Superintendent/Curriculum Director or, in his/her absence, by any member of the Core Group.

The Core Group:

- Superintendent/Curriculum Director
- Principal
- Director of Pupil Services
- School Nurse
- Business Manager
- Communication & Information Technology Director
- Guidance Counselor
- Executive Assistant to the Superintendent/Curriculum Director

The On-Call Members:

- Blanchard Memorial School Head Custodian
- Boxborough Chief of Police
- Boxborough Fire Chief
- Those Town Officials needed to effectively manage the event
- Any other individual, or representative of an agency, the above members determine is necessary for the proper completion of crisis management.

In managing any crisis, the CMT will work closely with other members of the school community to determine the best course of action and to keep the School Committee and school community informed of events and responses as the crisis, and its management, unfold. At all times, the CMT will balance individuals' right to privacy with the overall community's need to know the facts.

The *operation center* for the CMT will be the Superintendent/Curriculum Director's office, unless otherwise specified. Other possible locations may be:

Primary Sites

Police station headquarters

Fire station headquarters

Secondary Sites

Acton/Boxborough Regional School District

A facility of the Harvard Public School District

A remote location on the school campus

*****NO STAFF MEMBER SHOULD COMMUNICATE TO STUDENTS ABOUT ANY CRISIS UNTIL DIRECTED BY A MEMBER OF THE CMT*****

IV. COMMUNICATION STRATEGIES

Web Page

The Crisis Management Plan of the Boxborough School Department is located on the Blanchard Memorial School website at <http://www.boxboroughschool.org> and school handbook.

The purpose of this communication is to ascertain that parents, staff and students have access to this policy and procedures.

Handbook

The Blanchard Memorial School provides a crisis management policy and important procedures to the parents or guardian of each child at the beginning of each school year. This information is found in the Blanchard Memorial School Handbook and greater detail can be found at the school website. The district handbook includes a sign-off sheet to be returned to the school office signifying parent awareness of our policies and procedures. Signed declaration statements will be kept on file in the school office.

Television and Radio Communication

The use of television and radio station contact is perhaps the best vehicle for communicating with the broadest segment of our community. Identification of stations should occur at the beginning of each school year via parent handbooks or other routine communication strategies employed at each school.

Alarm

The maintenance of required and optional alarm systems is critical in alerting key agencies and individuals of any Blanchard Memorial School crises.

E-Mail

When appropriate, critical messages may be communicated through the school wide E-Mail LISTSERV, website and Constant Contact.

Phones/Cell Phones/ Walkie-Talkie

Many crisis situations demand instant communications using ConnectEd (telephone communication system) and with support agencies including; ambulance service, transportation company central office and individual buses, Town Hall, DPW, police station, fire station, etc. A regular maintenance schedule should be followed to assure the proper working of all phones, cell phones and walkie-talkies.

Phone Trees

The Blanchard Memorial School will develop a phone tree to notify staff members of a crisis in the event ConnectEd is not in service. The content of multiple step phone messages is difficult to control. Messages should be kept simple with limited information or directions.

Transportation Communication

Many crisis situations require specific communications between the transportation company, a specific bus, and the school. Communications need to be timely and direct. As a result, communications technology needs to be in constant working order and readily accessible to key individuals. Bus drivers must follow all rules and expectations for safe transportation of students.

Teacher Training

The Blanchard Memorial School will develop training activities. Specific training activities will include: fire drills, lock-down drills, communicating the process of gaining access to the information outlined in this manual, in-service programs that develop awareness of safety, and crisis issues and response procedures.

V. PRE- AND POST-CRISIS INITIATIVES

- Complete handbook information and seek signed declarations from parents.
- Consider the issues in the management of extended school supervision, including identification of a sufficient number of adults to supervise students.
- Consider means for food preparation for supervised students and staff outside of the school day.
- Check all communications devices, e.g. cell phones, for their working order annually.
- Institute practice sessions for appropriate bus behavior, bus exiting procedures, fire drills, etc. annually.
- Establish and enforce a policy in all schools through which visitors are required to report to the school office upon entering a building.
- Establish a practice of using "Visitor" badges such that all persons are identified as having complied with appropriate entrance procedures.
- Lock all doors, other than those most essential to the normal functioning of the school program, particularly when there is evidence of a potential problem. The definition of *most essential* and *normal functioning* are terms that reflect an administrative decision based on need and likelihood of risk.
- Maintain appropriate inspections of the school building to minimize risk from natural disasters.
- Establish safety procedures to relocate students and adults to the safest location within the school building or off campus if required.
- Assure the proper maintenance of fire equipment located in the building.
- Develop and implement a regular maintenance cycle of all equipment.
- Review and practice lock-down procedures.

POST-CRISIS INITIATIVES

Under the direction of the Superintendent/Curriculum Director and CMT:

- Develop and institute a plan for student counseling, if necessary.
- Review the crisis event and evaluate the effectiveness of crisis management strategies.
- Develop a written report of the crisis for future reference (forms).
- Establish a re-entry plan for students.
- Support teachers in organizing discussions in classrooms or other groupings to reduce anxiety and fear future trauma.

VI. RESOURCES TO THE CMT

The following resources are available to the CMT, by prior arrangement.

Resources	Contacts/Telephone
Acton/Boxborough Regional School District	Superintendent/Curriculum Director 978-264-4700 x3211
Boxborough Police Department	Police Chief Richard Vance 978-263-3000
Boxborough Fire Department and EMT's	Fire Chief Geoffrey Neagle 978-263-7546/978-263-8299 (alt.)
Boxborough Holiday Inn	General Manager Jules Lavoie 978-263-8701
Grief Counseling	Kaye Lieberman Emerson Hospital 978-287-3422
Massachusetts State Police	911
Legal Counsel	Kopelman & Page, Boston, MA (contact via Boxborough Town Administrator) 978-263-1116
Medical Advice	Dr. Julie Jankelson Concord Hillside Medical Assoc. 16 Lancaster County Rd., Harvard (978) 287-9300 (office)
Mental Health	Emerson Hospital - The Eliot Center 978-369-1113 CASE Collaborative Communities 978-318-1534

Other:

VII. CRISIS EVENT RESPONSES

ABDUCTION

Child abduction, in and out of the school settings, represents a crisis situation. The most common child abduction occurs as students walk to and from the school, but abduction from school grounds and from within the school building exists as well.

Crisis Management Initiative

- Contact police immediately.
- Collect all information regarding the timing and nature of the abduction.
- Prepare a description of the abductor and the abducted.
- Secure the building and increase vigilance on the building site.
- Implement appropriate staff and parent communications.

ACCIDENTS

Although accidents happen, schools have the responsibility to attempt to foresee accidents and are to be prepared to deal with a variety of potential accident situations. Not all accidents represent a widespread crisis, but automobile accidents and/or accidents internal to a school building or school grounds can lead to a crisis situation.

Crisis Management Initiatives

- Communicate the status of an accident to the proper authorities, e.g. fire and police departments.
- Communicate the status of an accident with the parents or guardians of involved students.
- Minimize rumors within the school building by providing appropriate all-school communications.
- If necessary, move students to a safe location inside or outside of the building if an accident results in their potential harm.
- Identify a counseling area for students or adults in need of counseling support.

BOMB THREAT

Bomb threats are relatively common in schools and other municipal facilities. Schools need to be prepared. The information communicated in the *threat event*, can be critical in understanding the seriousness of the threat, the timing and the kind of the response necessary.

Crisis Management Initiatives

- If the threat is verbal, immediately note the time of the call and the characteristics of the voice. When possible, try to gather the: location, type, appearance, timing, or any other possible details about the bomb or threat.
- Communicate immediately with fire and police departments to seek assistance.
- Evacuate the building through a fire drill.
- Initiate search of the building with Fire and/or Police supervision.
- Upon exiting the building, attempt to gather any information about atypical observances around the building.
- Relocate students, if necessary. In making this decision, expect input from responding emergency support if relocation *is* required.
- If nothing is found, return the school community to the building and inform the community of key information.
- If anything suspicious is found call the State Police Bomb Squad.

FIRE

Fires are one of the most common forms of crises in school buildings. Fires can be the result of accidents, faulty electrical wiring or equipment, natural causes, malicious intent, or a variety of other causes. The school needs to be prepared. Effective measures can prevent fires and efficient actions can limit harm to students or adults.

Crisis Management Initiatives

- Communicate immediately with fire and police departments to seek assistance.
- Implement alarm procedures.
- Evacuate with walkie-talkie communication and immediately initiate verification of attendance.
- Determine immediate needs.
- Seek medical assistance, if necessary.
- Determine immediate plans for the Blanchard Memorial School community.
- Initiate appropriate parent communications.
- Relocate students, if necessary.

NATURAL DISASTERS

Natural disasters include any event that places students or adults at risk within the confines of the school property. The most typical event for school buildings is an earthquake. Other examples include any act of nature that stresses the structural integrity of the school building or causes release of airborne toxins.

Crisis Management Initiatives

- Communicate immediately with fire and police departments to seek assistance.
- Implement alarm procedures.
- Seek medical assistance, if necessary.
- Initiate appropriate parent communications.
- Relocate students if necessary.

SEVERE WEATHER CONDITIONS

Severe weather can produce a crisis situation for students and adults. The most common crisis in this category is a situation in which severe weather conditions, e.g. excessive snow fall, develops during a school day and transportation home presents an extreme danger to students and adults. Other examples include tornados, hurricanes, and ice storms.

Crisis Management Initiatives

- Gather appropriate information concerning weather conditions from weather bureaus, DPW and police.
- Decide on appropriateness of releasing students from school early.
- If decision is to maintain students in school building, activate CMT.
- Notify and maintain communications with the transportation company.
- Institute radio, E-Mail, and telephone communications (ConnectEd) to parents.
- Supervise students according to the extended supervision plan until travel to homes is safe.
- If safety within building is at risk, move students to the safest location in the building and institute communications with appropriate rescue organizations.
- Maintain communications with all institutions, e.g. police and fire departments to inform them of school department actions.

SUICIDE OR DEATH

All too frequently schools are subjected to the death of a student or faculty member as a result of accidents or other causes. The loss of a student or adult can have a deep psychological impact on students and/or staff. Schools should be prepared to deal with death in a sensitive manner. Deaths are often sudden and unexpected. Communications and constructive intervention are important considerations.

Crisis Management Initiatives

- Initiate support strategies for family members or others closely associated with the deceased.
- Schedule time to share appropriate information with staff and review information with recommendations for the “best practices” needed for sharing with students.
- Establish a location in the school where students or adults can find support and comfort from others.
- Activate a team of counselors from area neighboring school districts and Emerson Hospital to support students and adults. When appropriate, contact social service agencies, religious organizations, etc.
- Establish and implement a re-entry plan for students, when necessary.

TRAUMA

A variety of events can traumatize students and adults in a school setting. Some events require appropriate steps to reduce anxiety and fear. Events such as the sudden death of a public figure, information concerning a public tragedy and widespread health concerns can potentially cause trauma requiring action by school officials.

Crisis Management Initiative

- Collect all appropriate information regarding an event that can lead to trauma among students and adults in a school building.
- Disseminate information in a thoughtful manner, either to large groups or small groups of students and adults.
- Maintain information updates to reduce anxiety.
- Establish counseling opportunities for students and adults, if necessary.

VIOLENCE

Acts of violence include any situation in which students or adults are in danger as a result of aggressive acts by an individual or groups of individuals. Hostage situations, shootings, and civil unrest or disobedience are examples of the more common acts of violence in a school setting or at a school related function.

Crisis Management Initiatives

- Be aware of all possible means of immediate communication with emergency support.
- Call police immediately if there is a person in the building who has not complied with appropriate entrance procedures.
- Alert staff to a problem.
- Make an all-school announcement directing teachers to remain in secured classrooms with their students, take attendance and report to the office any students not accounted for during attendance procedures.
- Implement appropriate parent communications.

VIII. MEDICAL EMERGENCIES

In the event of a medical emergency, the supervising adult at the scene should immediately seek medical assistance by contacting 911 and/or the nurse's office and use his/her best judgment to assist the person in danger while waiting for medical assistance. When feasible, the school nurse (Ext. 203) should be consulted or called to the scene. In the event of a medical emergency requiring a student or students to be removed from campus for further medical attention, the Superintendent/Curriculum Director or administrator in charge will designate a school representative to accompany the student(s) to the hospital.

The School will provide the attending EMTs and hospital personnel with student records that are kept in the school nurse's office. In every event, when students are taken to the hospital for medical care, each student's name, injuries, destination, and the time of departure from campus, will be recorded. Preferably, the school nurse will execute this task.

Should a medical emergency occur when students are off-campus, the faculty and staff accompanying them will first contact the Superintendent/Curriculum Director or his/her designee to initiate those aspects of the Crisis Management process that may be applicable. When possible, students' medical forms will be carried to the hospital by the accompanying staff, if they have them, or will be sent immediately by the School.

The standard protocol for communication with parents of students detailed in this crisis management plan will be put into effect in medical emergencies. In the event of a medical emergency that is not emergent yet potentially poses a serious threat to the well being of students, faculty or staff; the CMT will formulate an appropriate plan to respond to any health danger. This plan will be formed in consultation with the school's medical advisors. In turn, standard communication protocols with health officials, public safety officials, and school constituencies will be implemented by the administration and staff.

IX. OFF-CAMPUS CRISIS PROCEDURES

In the event of a school crisis that begins off campus, including any occurring during a field trip or a school trip, the following procedures should be followed.

The faculty, staff or other supervising adults should take immediate action to ensure the safety of everyone involved. Immediately following any necessary emergency measures, the supervising adults should contact the Superintendent/Curriculum Director (or an appropriate designee). The Superintendent/Curriculum Director will manage aspects of the response, and this *may* include activating the CMT.

Example: In an off campus emergency, dealing with one student, the Superintendent may very appropriately manage all aspects of the crisis. In a case where the numbers of individuals, or the conditions of the crisis, may be more complex the Superintendent/Curriculum Director may choose to activate the CMT.

The family of any students involved in this emergency should be contacted as soon as possible. If it proves impossible for the supervising adults to contact the Superintendent/Curriculum Director, or a member of the core group of the CMT, then any absolutely necessary communication with the families of the affected students, faculty, or staff should be made by the responsible adults present. This completed contact must be fully disclosed to the CMT.

If it is determined that it is necessary, two designated staff members may be dispatched to the scene of the crisis. The team members will bring any needed medical or emergency records to the crisis scene and report back to the Superintendent/Curriculum Director. Upon arriving at the scene, a designated team member will immediately contact the Superintendent/Curriculum Director or his/her designee to determine the steps that must be taken. The members of the support team who are dispatched to the site will also make arrangements to transport the students and adults back to the Blanchard Memorial School campus or their homes.

If any adult or child requires medical treatment at a hospital or emergency medical center, and a parent is not immediately available, a Blanchard Memorial School staff member must accompany him/her to the facility. The staff member will continue to communicate with the Superintendent/Curriculum Director or his/her designee. The Superintendent/Curriculum Director will arrange for notification of the person's next of kin as with all off-campus crises. If it proves impossible for the supervising adults to contact any member of the CMT, then any absolutely necessary communication with the families of the affected students, faculty or staff should be made in a timely manner by the responsible adults present. This completed contact must be fully disclosed to the CMT.

Blanchard Memorial School staff should not communicate with the media at the crisis site. All communications with the media shall be handled by the Superintendent/Curriculum Director or his/her appointed designee.

Internal Communications

The Superintendent/Curriculum Director or CMT will oversee all internal communications with the School's constituencies regarding the facts relating to the crisis and the school's response. It will also determine the information that should be shared with the school's constituents and the timing and means of the communication. In all cases, attention to appropriate confidentiality and legal responsibilities must be addressed.

Faculty, Staff and Students

In the event that crucial information must be shared immediately with school community members, a designated member of the CMT will brief faculty and staff. He/she will inform those assembled of the nature of the crisis and the school's planned response and answer questions. He/she will also outline any needed follow-up steps that the faculty and staff must take. Finally, he/she will clearly emphasize that only one spokesperson has been authorized to speak to the media.

Parents

Parents of all students directly involved in or affected by the emergency will be contacted by the Superintendent/Curriculum Director or his/her designee, as soon as possible. The school administrator will inform parents of the circumstances and the school's response. In informing parents of the emergency, the administrator will consider the guidelines provided by any medical, counseling, legal, or other consultants that the school has relied upon to assist it in addressing the situation. In the event that the parents of a large number of students must be notified of a crisis affecting their children, the Superintendent/Curriculum Director or CMT will produce a script to be used in contacting parents. During that conversation, among other things, the administrator(s) will request that parents refer all media questions to Blanchard Memorial School's designated spokesperson.

In the event of a crisis requiring the immediate notification of all parents, a team of faculty and staff members will be responsible for calling parents or guardians of each student. The calling team will follow the script provided. The parent calls will be divided evenly among the Blanchard Memorial School Crisis Team and other appropriate and available staff members.

When a crisis arises that does not require immediate parent or community notification, the Superintendent/Curriculum Director will provide essential information about the crisis in a timely manner. The school's response may be in a letter to parents or through some similar means such as **The Blanchard Bits, ConnectEd, Constant Contact, Listerv**, or a report to the Boxborough School Committee.

External Communications

The Media

The Superintendent/Curriculum Director or the CMT will determine the information to be released to the media and may be guided in its decision-making by the school's legal counsel. A designated school spokesperson, either the Superintendent/Curriculum Director or his designee, will address the media and will remain available, as needed, for continued media updates.

The Superintendent/Curriculum Director or the CMT will prepare any necessary press releases. All information released to the press will be consistent with that provided to the internal constituencies of the School. The Superintendent/Curriculum Director or the CMT will decide whether to allow the media to be on campus, given the circumstances of the particular crisis.

In order to ensure goodwill and credibility, the School will make every effort to accommodate reasonable requests for information by the media and to provide for their comfort and effective

functioning. Any requests for teacher, or staff interviews by the media must be submitted to the Superintendent/Curriculum Director for his/her approval in advance of the interview.

Government Officials

The Superintendent/Curriculum Director, or his/her designee, will communicate, if needed, with appropriate government officials, including town safety and government officials. The school's spokesperson may consult in advance of any such communications with the school's consultants. It is recommended that no other members of the school's faculty or staff should communicate with government officials regarding the crisis.

X. PARENT EXPECTATIONS

The Blanchard Memorial School has a responsibility to prepare for crisis situations, however; Boxborough parents have a responsibility as well. Specific responsibilities that would promote a coordinated effort between home and school include:

- making arrangement for supervision of children during an early or unexpected release from school.
- exercising judgment - if you feel sending a child to school is dangerous, you should supervise the child at home, regardless of school decisions.
- reading and discussing, with your child, all handbook information concerning safety procedures.
- signing and returning any signature declarations indicating you have read all handbook guidelines.
- following appropriate communication procedures.
- routinely counseling your child on safety precautions.
- informing the school office of potential crisis situations or other unsafe conditions.
- attending information programs offered by the school or district concerning safety issues.

In the case of a community crisis, please realize that the school community DOES maintain a Crisis Management Plan. A Blanchard Memorial School community member who acts in a manner that is cooperative and supportive of the Crisis Management Team has made a positive contribution to the resolution to the ongoing crisis. This would include responsiveness to changes in schedules, locations and expectations.

XI. BLANCHARD MEMORIAL SCHOOL EVACUATION

In the event it becomes necessary to evacuate the campus due to any imminent danger to the safety of students, faculty or staff; the Superintendent/Curriculum Director, with the assistance of the CMT and other administrative staff, will implement an evacuation. Evacuation will most likely be made to:

Primary Sites:

- Police station headquarters
- Fire station headquarters

Secondary Sites:

- Acton/Boxborough Regional School District
- Holiday Inn of Boxborough
- A facility of the Harvard Public School District
- Another site designated by the Boxborough Police and/or Fire Departments and agreed to by the Blanchard Memorial School CMT

The evacuation of the Blanchard Memorial School site will include the consideration of:

- The evacuation by way of announcement or initial fire drill.
- Contact with Boxborough emergency agencies: Police and Fire.
- Contact with bus company with clear directives.
- The removal of all necessary records needed for the safe transport, care and return of all students to home: Superintendent/Curriculum Director's computer, Emergency Folder, etc.
- Medical supplies of a general and specific nature (Custodian will aid the nurse)
- All walkie-talkies and other forms of communication.
- Generalized announcement of leadership and the Command Control Center to be established.

In the event of any evacuation, a full school attendance will be taken to determine and report those students who are absent or missing.

The Superintendent/Curriculum Director or a designated administrator will immediately contact appropriate town officials, including the Boxborough Police, to advise them of the circumstances of any evacuation and enlist their assistance in ensuring student safety.

Searches for Missing Students

In the event a student is believed to be missing from attendance during an evacuation, the staff will first make every effort to determine whether the student actually is/was located on campus. If the student is not located after a reasonable time period, to be determined by the Superintendent/Curriculum Director, this event becomes the purview of the Boxborough Police. The parents of the missing student are to be immediately advised of the situation and of the steps the school is taking to find their child.

In the event that a student is believed to be missing during an off-campus trip, again the first effort will be to determine if he/she is truly missing. If the determination is made that a student is not present, several faculty members will be designated as a search team and will look for the child, while the remaining faculty members continue to chaperone the group. The

Superintendent/Curriculum Director or his/her designee should be contacted immediately and the Crisis Management Process activated.

Any necessary internal or external communications will follow the standard communication protocols, at the direction of the Superintendent/Curriculum Director or, if convened, the CMT. Accurate records of relevant details are to be maintained, including locations, times, and communications.

Crisis Management

Here are *Questions and Answers* consistent with Blanchard Memorial School Crisis Management Policy.

What are some of the emergencies for which this plan was prepared?

- Lost child
- Fire
- Sudden injury or illness
- Suicide (student or staff member)
- Criminal activity (hostage situation, kidnapping, intruder...)
- Utility failure
- Hazardous materials
- Bomb scare

What is a crisis?

Some institutions define crisis as "any event that is out of the ordinary." Broadly defined, a crisis could be an accident, natural disaster, medical emergency, disease, crime, scandal, death, or administrative or governance problem during an activity or event sanctioned by the school.

In a crisis, who is the school spokesperson?

We ask that you refer all inquiries from students, staff, and parents to the Superintendent/Curriculum Director, or his/her designee. In order to assure that crisis communication occurs in a clear and coordinated fashion, the school's CMT will be responsible for disseminating accurate information about the situation.

What is the internal communications plan?

The Superintendent/Curriculum Director and/or various members of the CMT will keep the staff abreast of pertinent information. This may include Email, announcements, faculty meetings, hard copy mail or individual or small group meetings, as appropriate.

What is the external communications plan?

The Superintendent/Curriculum Director's office will contact the following individuals or groups, as appropriate:

- The School Committee
- School Staff
- Parents
- Parents, Teachers and Friends Association (PTF)
- Boxborough Municipal Offices - Police and/or Fire Departments
- Media

How will parents be informed?

The Superintendent/Curriculum Director, in conjunction with the school's CMT, will decide the best format to communicate with parents. This will take place via a letter to the entire school community, telephone calls via ConnectEd, EMail posting or any method that will facilitate the most effective method determined by the need of the individual event.

What is the evacuation plan?

In the event that students and staff need to be evacuated from buildings, they will follow the normal fire drill unless otherwise directed.

How will transportation, traffic and parental pick-ups be facilitated in the event of an early emergency dismissal or evacuation from the campus?

The Superintendent/Curriculum Director, with the help of the CMT, will coordinate the evacuation and parental pick-up plan. This will include:

- Early bus pickup and delivery to a designated site, when appropriate.
- Sign-out procedures consistent with the daily release of students not taking their regular bus ride home.
- Supervision of students in a place and in a manner consistent with past practice, but this may be off campus. Ideally, students are under the supervision of their homeroom teachers, and teachers are under the supervision of the administrative staff.

If the school needs to be searched, who will coordinate this effort?

The Superintendent/Curriculum Director or designee will assist the Police and/or Fire Departments in a coordinated search of the building and grounds. Maps and architectural drawings will be made available.

What are the school's post-incident procedures?

The following procedures may need to happen after the incident:

- The entire school staff may need to be briefed by the Superintendent/Curriculum Director or his/her designee.
- Counseling may be made available for students, parents and staff.
- A letter may need to be sent to all members of the school community.
- The option of a follow-up open meeting needs to be discussed.
- A debriefing meeting may need to be scheduled, inviting all agencies involved in the crisis event.

Who is responsible for various first aid issues?

The School Nurse and the school's consulting physician should coordinate all matters concerning health and first aid. These include the following:

- Direct service to individuals in need
- Access to student health records
- Access to emergency supplies
- Record keeping of injured students and staff

Note: When appropriate, and in emergency situations, the Boxborough EMT staff may be called upon, or any further support determined appropriate.

XII. CRITICAL CONTACT NUMBERS

PRIMARY SITES		
Agency	Telephone	Radio Frequency (Mhz)
State Police	978-369-4100 508-820-2121	42.34 Concord 42.00 Leominster
Boxborough Police	911 978-263-2628	155.6475 R 158.730
Boxborough Fire & Ambulance	911 978-263-7546/978-263-8299 (alt.)	46.50
Blanchard Memorial School Walkie Talkies		467.90
Blanchard Memorial School Latitude 40 28.6' North Longitude 71 30.2' West		
Bus Transportation Contact: Sandra Martin Boxborough, MA 01719	978-263-9600 (office) 978-580-6606 (cell)	

SECONDARY SITES		
Evacuation Sites	Telephone	
Holiday Inn of Boxborough 242 Adams Pl Boxborough, MA 01719 (978) 263-8701 Contact: Jules Lavoie	978-263-8701	
Acton/Boxborough Reg. H.S. 36 Charter Rd Acton, MA 01720 (978) 264-4700 Contact: Bill Ryan, Superintendent	978-264-4700	
Harvard Public Schools Mass Avenue Harvard, MA 01451 Contact: Thomas Jefferson, Superintendent	978-456-4140	

XIII. CRISIS EVENT (SHORT FORM)

Critical Events

Fire Drill or Event, Chemical Spill, Structural Failure

- Orderly and quiet response and exit. Clear, calm, adult-directed actions.
- Secure the room: windows, doors, lights.
- Move away from action areas and confirm student number and location.

Evacuation

- Close windows, shut off lights, and close doors.
- Exit in an orderly manner, giving clear directions and maintaining quiet students.
- Note any unusual building conditions.
- When safely outside, make an immediate “triple buddy” check. Indicate class status by showing a RED or GREEN sign. RED: Help Needed GREEN: All Clear Here
- Pay close attention to the traffic pattern and direct instructions of Fire or Police Personnel

Bomb Threat

- If the Bomb Threat is in written form, retain the document and deliver it to the Main Office.
- If the Bomb Threat is verbal, by phone, immediately take notes describing the voice, details of the statement and vocabulary used.
- If the Bomb Threat is in person, report the threatening individual to the office.
- Report suspicious behavior, packages, sounds or smells to the Main Office.
- When asked to exit the building, note any unusual building conditions.
- Exiting, have all students take their backpacks with them.

Missing Student

- Identify two or more adults to search with walkie-talkie contact. (Be sensitive to where and what is heard.)
- Secure a description of: The student’s physical characteristics and attire and any known cause of disappearance.

Intruder Action

- Choices: Lock Down or, Evacuation or, Horizontal Evacuation
- * Lock Down close doors, shades down, out of sight
- * Evacuation as a fire drill
- * Horizontal Evacuation move to a safe part of the building
- Share pertinent information: (Example: description of intruder)
- Use PA, telephone or radio announcement

Intruder Prevention

- Please challenge any person who is not school staff, if they are without a Visitor Badge.
- If doubting the credible purpose of any person seen in the building, please call the Main Office and be prepared to describe the person and where s/he was last seen.
- Do Not attempt to physically restrain any individual.
- If you are experiencing a difficult situation with an visitor please require that the person schedule an appointment. If the situation continues, please call the Main Office.

Shelter in Place (Lock Down)

- Close windows, pull shades, and lock those doors that can be locked.
- Turn off lights
- Move to the most sheltered part of your room.
- Respond to phone calls.

XIV. FIRE DRILL POSTING

- 1) The first fire truck responds to the front door and the hydrant between the Science and the Art windows. The second response could be to the back paved area or to the side access road. Beware of traffic.
- 2) Fire Drill Buddies are in triplets for a quick class check.
- 3) Lights Off. Windows and Doors Closed. All students are to be in single file and quiet.
- 4) Main Office entrance will be for entering fire personnel only.

A: Main Office Area: 212, 214, 216, 218

B: As needed

C: Gym Wing: 244, 246, 251, 252, 253

D: Library Wing: 240, 242, 243, 245, 247*, 249 (* directly to the outside)

E: Field View Exit: 228, 232, 235, 237, 239

F: Pond View Exit: (left) 219, 221, 226/(right) 225, 227, 229, 230, 231

G: Note: No second story exit!

Pond Side Wing: (left) 128, 130, 131, 132, 133, 135/(right) 114, 116, 118, 122, 124,

H: Front Wing: (left) 211, 213, 215, 217, Sped and Nurse's Suite
(right) 101, 102, 103, 104, 106, 107, 108, 110, 112

Cafeteria + Kitchen North Door → Pavement

A.....Down the ramp, out the left side of the main entrance and along the gym

B.....As needed... across to the sidewalk.

C.....Out the gym and along the bus area sidewalk.

D.....Across the parking lot and to the edge of the field.

E.....Across the parking lot and to the edge of the field.

F.....Left and Right Lines Left : Down the steps and to the play area.

Right: Down to the right and toward the pond.

G.....Left and Right Lines: Line up toward the pond and woods.

H..... Left and Right Lines: Left: From upper floor, the Clerk and Receptionist hold upper doors.
Move along the inside of the "road".

Right: From lower floor, move along the outside of the "road".

(Note: This road is a secondary response area and may require the movement of teachers and students down the hill. Adults at Exits F, G and H must support the flow of TWO parallel lines exiting through the left and right doors.)

Alternates: A ↔ D (or H)

E → D (or F)

C → B (or D)

G → Cafeteria

D → E (or B)

Lower Hall H → G

Upper Hall H → A

Upper Hall F → E (or H)

Marshals: Charles M.: Front Office

Margaret C.:

Gym Bathrooms

Sheila O.: Bathrooms 232

Danielle F.:

Bathrooms at 225

Erin W.: Bathrooms at 130

Kerin C.:

Bathrooms at 118

Display RED or GREEN signal, showing classroom status. Tell Curtis, Sandy or Maryellen about any student issues. Re-enter only when directed.