



# Critical Incident Quick Reference Guide

Approved by 2017 District Safety Committee  
in consultation with Powell River RCMP Liaison Officer,  
Powell River Fire Rescue, Powell River Emergency Program Coordinator

*Revised **February 2018***

---

## Emergency & Resource Telephone Numbers

### Police / Fire / Ambulance • **9-1-1**

#### SCHOOL DISTRICT NUMBERS

Administration Office	604.485.6271
Operations Dept.	604.414.2612
Superintendent's Office	604.414.2600
District Emergency	604.414.5264

#### OTHER EMERGENCY NUMBERS

PR Hospital	604.485.3211
RCMP Non-Emerg	604.485.6255
Poison Control	1.800.567.8911
BC Hydro	1.800.224.9376
Fortis BC	1.800.663.9911
PR Emergency Coordinator	604.414.4553

The responses in this guide are provided as guidelines only.  
Common sense should prevail in all circumstances.

# INTRODUCTION

The purpose of this reference guide is to promote Powell River School District as a safe place for students and staff and is intended to complement existing school policies. Although it is not possible to anticipate every type of school disturbance that could threaten the safety of staff and students, this guide has been developed to assist school personnel in responding to major emergencies.

It is extremely important that staff consider their **personal safety first** and should not approach any situation that would endanger their safety or the safety of a student. School personnel should become familiar with the personal safety considerations that are included in this document.

If a crisis occurs, school personnel need to take immediate action to prevent and/or reduce the possibility of further accidents and tragedies. The school is not immune from any type of serious incident, whether natural or intentional, but the school can take preventative steps to minimize the consequences of the incident and to prevent confusion. A staff that is well-trained in crisis management can help a school return to a normal routine as soon as possible in the event of a crisis.

## Students with Special Needs

Please note that there is no reference to students with special needs in this package. Many students with special needs will be able to follow the procedures outlined in this package with the assistance of their care provider but in special circumstances the student and the care provider may be required to go to a refuge area to wait for assistance. This area must be pre-determined by the Emergency Responders (e.g. fire/ambulance etc.) and the site facility in advance and all staff should be made aware of the specific procedures for each individual.

# FIRE / FIRE DRILL

**If the Fire Alarm has NOT sounded and it is a confirmed fire, pull a fire station immediately.**

Students must follow the teacher in single file — single file becomes very critical if there is a blockage and a change of direction is needed. **Be prepared** to find an alternate path if the nearest exit is blocked.

When the alarm rings the teacher should:

- Direct the class to line up — with the teacher at the head of the line
- Shut down all equipment if possible
- Take a spare class list, attendance records and highlighter and, if available, a first aid kit
- Lead the class into the hall and out of the school by the nearest safe exit
- If another class is passing in front of you, please halt until the class has passed
- Move away from the building, cross the road circling the building but do not leave school property
- Assemble the class in an open space away from cars
- Check your attendance, highlight any students who are absent (i.e. the student was in attendance but did not arrive at the assembly area) on the spare class list and send a runner to the Command Area with the list. **Send a runner even if all your students are accounted for. At very least we need either a list of names or an “all accounted for” note.**
- Keep emergency vehicle access routes clear.
- Wait for the re-entry signal.

**Students Not in a Class:** Follow any class or teacher to the assembly area and have a teacher add you as present on their attendance list. These students are to wait with the class they have adopted and follow the teacher's instructions.

**Teachers on Preps or Who Do Not Enroll Classes:** Assist any classes needing help and prevent re-entry into the school until the signal has been given.

**Office Staff & Administration:** Please take records (PSR cards, class lists, staff list) and money to the Command Center Area along with pencils/paper/pens.

# EARTHQUAKE

*It is unlikely that you will have any warning. If possible provide instruction as follows:*

PA ANNOUNCEMENT:

> > > **WE ARE EXPERIENCING AN EARTHQUAKE** < < <



## UNTIL THE TREMORS STOP:

- Stay inside
- Stay away from windows and exterior walls
- Drop, Cover, and Hold On
- Protect your head and shoulders
- After the shaking stops Count to 60 out loud before exiting the facility

## WHEN THE TREMORS STOP:

PA ANNOUNCEMENT:

> > > **LEAVE THE BUILDING IN AN ORDERLY MANNER** < < <

- Watch for falling debris and possible aftershock
- Walk. Do not run. Avoid stairs, do not use elevators.
- Go to a pre-determined open area. **(Site specific)**
- Stay away from buildings or any structure.
- Stay away from power lines and downed electrical wires.
- Staff are to gather students and take attendance.

- ☐ Call 911 to report and request ambulances as needed. Be prepared for delays.
- ☐ Call 604.414.2612 District Administrative Office to report and request help, if needed.
- ☐ Follow **EVACUATION** Procedure in this Flip Chart.
- ☐ A full assessment of the building **MUST** be done before re-entry.

# SHELTER IN PLACE

PA ANNOUNCEMENT:      > > > **SHELTER IN PLACE** < < <      *Repeat 3 times!*

Shelter in Place is initiated when a threat is proximate to, but not in, the school building or portables. The threat poses no immediate danger to students or staff unless they leave the building or portable.

Examples may include: Police activity on school grounds, a crime in progress, or police searching for an offender, gas leak, severe weather, etc.

## **Hold and Secure / Shelter in Place**

1. “Shelter in Place” will be announced 3 times over the PA system.
2. All outside doors will be locked and a response team will notify staff of concerns.
3. The hallways and common areas will be supervised to limit movement.
4. The District Office will be contacted to notify parents of the status of a school.

**Please be prepared to go into a LOCK DOWN if conditions change or escalate**

**SHELTER IN PLACE**

# LOCK DOWN

PA ANNOUNCEMENT:      >>> LOCKDOWN <<<      *Repeat 3 times!*

**In your announcement, give specific instructions on what needs to happen.**

- ☐ Call 604.414.2612 District Administrative Office to report and request help, if needed.
- ☐ Call 911, explain nature of lock down
- ☐ On hearing this signal, staff members have been trained to secure or lock classroom/room doors and keep students inside and away from windows.
- ☐ Students in hallways should be ushered into the nearest classrooms.
- ☐ Students in washrooms should get in a stall, lock it, and keep head and feet from being visible.
- ☐ If lockdown occurs during non-structured time, all staff and students will marshal into classrooms and follow the above procedure.
- ☐ Students that are outside shall:

If the disturbance is outside, try to move into the school safely.

If the disturbance is inside, stay outside, and go to a place where it seems safe.

*(Note: Administration should pre-determine possible gathering locations to facilitate attendance checks.)*

- ☐ Students that are “unsupervised” shall remain where they are and secure or lock doors, unless they are in an open area (e.g. multi-purpose, corridor) in which case they should go into the closest room.
- ☐ If emergency responders need to evacuate any area they will announce ALL CLEAR 3 times. Follow the emergency responder’s instructions.
- ☐ No circumstance is predictable. Common sense should prevail in all circumstances.
- ☐ Debrief all staff ASAP following the incident.

When lockdown is over and situation is safe:

PA ANNOUNCEMENT:      >>> ALL CLEAR <<<      *Repeat 3 times!*

**LOCK DOWN**

# BUILDING EVACUATION

Note: Special evacuation procedures (e.g. noxious fumes) will include announcement of danger zone. (e.g. DO NOT use front exits. Use alternate exits to the rear of the building only.)

General evacuation procedures will be initiated by the alarm system, and/or other available means, example:

PA ANNOUNCEMENT:      > > > **EVACUATE THE BUILDING NOW** < < <      *Repeat 3 times!*

- ☐ Call 911 to advise Police/Fire/Ambulance as appropriate.
- ☐ Call 604-414-2612 District Administrative Office.
- ☐ Designate staff to supervise evacuation and to lead students quickly but calmly to the Designated Exit door/s.
- ☐ Take student lists, field trip lists, staff lists, volunteer lists, and/or other pertinent records of attendance.
- ☐ IF POSSIBLE shut down all equipment (e.g. gas valves, science lab equipment).
- ☐ When clear of building, proceed to the pre-designated marshalling area.
- ☐ Take attendance; contain students; give attendance info to emergency services/District Administration as necessary.
- ☐ Attend to any injured as best as possible until emergency services arrive.
- ☐ Assume duties as required by the school plan (e.g. transportation of students, school closure).
- ☐ Discuss re-entry; follow up with emergency services and District Administrative Office.
- ☐ Assess data, discuss with District Administration, and assess building if necessary, before authorizing re-entry.

# STRANGER INTRUDER

*A stranger/intruder is an individual (or group) on school property without permission. There are times when the presence of such a person or his/her demeanor constitutes a threat. Whenever notified of this, the principal or designate should:*

- ☐ Arrange for assistance from another staff member and approach as a pair.
  - Person #1 makes contact and gives direction.
  - Person #2 monitors situation and avoids becoming involved in dialogue.
- ☐ Proceed to stranger/intruder's location. Tell your office staff where you are going, and who is going with you. Take a cell phone with you, which person #2 should hold.
- ☐ Assess the situation as you go, quickly gathering readily available information.
- ☐ Walk quickly to the intruder's location. Don't run.
- ☐ Approach overtly, assessing the situation as you approach, **if a weapon is evident, issue a LOCK DOWN, call 911.**
- ☐ Maintain a safe distance; avoid physical contact.
- ☐ Avoid standing side-by-side with the other staff member facing the intruder (this can escalate hostility.)
- ☐ Identify exits for yourself and the intruder.
- ☐ Provide your name and/or position and ask why the person is there.
- ☐ Ask for the person's name, who they know at the school, etc. Make mental notes for later identification.
- ☐ If you decide to ask the stranger/intruder to leave, and the person (or group) refuses, say:  
***Under the authority of Section 177 of the School Act, when intruders are instructed to leave, they must do so immediately, and are not to return without prior approval. If you do not leave the property the police will be called and you may be subject to charges.***
- ☐ If the stranger/intruder still refuses to leave, CALL 911 – RCMP (preferably from a cell phone). Call your office to advise you have called police and tell office staff to advise District Administrative Office immediately.
- ☐ Keep students and staff away from the area. **SHELTER IN PLACE**
- ☐ Withdraw immediately if you sense the potential for **violence or if a weapon is evident.**
- ☐ Assess risk to students and staff. Consider issuing LOCKDOWN instructions. (In this Flip Chart)
- ☐ Monitor the situation until members of the RCMP arrive.

# WEAPON

## IMMEDIATELY CALL 911 RCMP!

Preferably delegate a senior staff member to DIAL 911 and advise RCMP. If you have a cell phone use it for the call as this will allow you mobility. Stay calm. Assess the risk to yourself and others. Keep the line open with 911.

- Shut down all equipment if possible.
- Do not attempt to disarm or take control of the weapon or suspect.
- Do not let anyone enter the building; RCMP will take charge on arrival. LOCK DOWN.
- Do not put yourself between the suspect and others.
- Do not attempt at any time to apprehend the suspect.
- Do not move staff/students unless advised by the RCMP.
- **NEVER APPROACH THE SUSPECT.** If safe, keep those in sight, but always stay out of the line of fire. If the person is carrying a weapon, assume the weapon is intended for use.

Monitor from a safe area, and keep the suspect in sight. Report to the 911 operator of the suspect or suspects' description, type of weapon(s), vehicle license number, method of travel, direction of travel, and vehicle description. Are they agitated, nervous, etc. Update as situation changes and stay on the line if safe to do so.

If the students/staff are inside the building, issue a **LOCK DOWN. SEE LOCK DOWN IN THIS CHART.**

Inform staff/students of suspect location and that the school is in a lockdown and has been reported to 911.

If students/staff are outside the building and suspect is inside the building:

Inform all staff/students to go to the marshalling station avoiding the area of suspect (alternate marshalling area may be needed).

Inform 911 of location of staff/students and suspect if known.

If suspect is outside the building and staff/students are also:

Remove everyone from the area. If safe to do so, have everyone return to their classroom and initiate **LOCK DOWN — SEE LOCK DOWN IN THIS CHART.**

If suspect leaves report immediately a description of suspect's direction of travel, license plate number, means of transportation, and description.

Ensure care for any injured persons if safe to do so until emergency services arrive.

Plan to debrief all staff and students ASAP following the incident. Call the District Administrative Office and update status and request for debrief instructions.

**WHEN DIALING 911 RCMP:** Be aware that as you speak to the RCMP Dispatcher, the information you provide is being disseminated to RCMP members, BC Ambulance, Fire Department.

Questions will likely include:

- What is the name of the School? What is the address?
- Are classes in session?
- Do you know what type of weapon (s) is involved?
- Is the incident occurring inside of the school, or outside of the school?
- If inside what room or area is involved? If outside, which area on the grounds?
- Is there, or has there been actual shooting?
- Has anyone been injured? If so, how many are injured? What is their location?
- Is there more than one suspect?
- Has the shooting stopped? If so, do you know if the suspect(s) has left the school?
- Do you know where the suspect was last seen and the direction of travel?
- If the suspect is still at the scene, what area of the school is involved?

## BOMB THREAT

- ☐ Inform Emergency Services: Have another person call 911.
- ☐ Check to see if receiver of threat has any pertinent information.
- ☐ Record Time of Incoming Call:      Time: \_\_\_\_\_ ☐ AM ☐ PM  
Phone line # \_\_\_\_\_ Extension # \_\_\_\_\_
- ☐ **Record the number if displayed on the phone.** Caller's # \_\_\_\_\_
- ☐ Inform District Administrative Office: 604.414.2612.  
Contact's name \_\_\_\_\_
- ☐ Consult regarding evacuation with Director or Superintendent, Assistant Superintendent, or Secretary-Treasurer.
- ☐ If decision is to evacuate, decide on evacuation site: on grounds or off site.
- ☐ Keep District Administrative Office advised of your decisions.
- ☐ **Follow EVACUATION response in this Guide.**

# MEDIA IN EMERGENCIES

*When an emergency occurs at school, it is likely that the local and regional media will either call or arrive on the scene shortly after, or at the same time as the emergency response teams. Parents will also be either phoning or arriving at the school. It is essential that timely, accurate information be dispersed AND that sensitive information or information restricted under the Freedom of Information and Privacy Act not be dispersed.*

**Remember, radio and television reports are often the most effective means of informing parents in an emergency.**

- ☐ Walk quickly to the intruder’s location. Don’t run.
- ☐ Ask reporters to wait for a few minutes while you attend to the immediate situation for students/staff. Assure reporters that you will return to them very shortly with information.
- ☐ Call the District Administrative Office 604.414.2600. **Discuss with District Administration before any correspondence with the media.** Do not hesitate to ask for communications assistance.
- ☐ Discuss the designation of a spokesperson/crisis communications manager.
- ☐ If the principal is not to be the spokesperson, the spokesperson must have access to the principal, must be available to the media, and should have a cell phone.
- ☐ The principal and the spokesperson, should immediately prepare a factual statement about what has happened.
- ☐ Confirm the obvious. Be brief. Stick to the facts. Do not interpret facts or offer opinions.
- ☐ Be ready to answer questions, examples:

Who is in charge?	Who is the spokesperson?
Is the crisis under control?	Where is the reception centre?
Are all staff and students safe & accounted for?	How many are injured? Where are the injured?
- ☐ Plan to debrief staff ASAP, including instructions for dealing with the media.
- ☐ **Do not allow reporters to interview students on the school grounds.**
- ☐ Students must not be identified without parental consent — under the FOIPOP Act.
- ☐ Do not permit reporters to interview students en route to or at a reception centre.
- ☐ You cannot prevent reporters from interviewing students who have left the school grounds or reception centre.

# OFF-SITE EVACUATION

On-site evacuation procedures should be executed prior to initiating an off-site evacuation.

Administrative or appointed staff assigned radios and/or cell phones should wear ID Tags and/or Visi-Vest.

First Aid kits shall be moved outside the building with the evacuees.

If possible schools will remain open indefinitely until every child has been released to a parent/guardian or other authorized person. Principals in consultation with School District officials and emergency responders will decide whether the school will resume or will be closed. In the event of a closure students will be dismissed at the discretion of the school and District Administration. Students with disabilities will stay with their care provider until they are released to their parent/guardian or other authorized personnel.

If it is determined that the school is unsafe then all remaining students would proceed to the \* Designated Reception Area. The above student release rule would apply to an off-site \* Designated Reception Area. Students will only be released to a parent/guardian or authorized personnel.

Determine if circumstances require students and staff to be evacuated to a \* Designated Reception Area.

Prior to initiation of an off-site evacuation, the principal or designee, shall consult with and obtain authorization from the School District Superintendent or their designee.

Call 911 if applicable to the situation if fire, ambulance or police is required. Be prepared for delays.

Coordinate all First Aid Attendants to deal with any medical issues within their scope.

Notify teachers and staff of the plan to evacuate to an off-site location.

Notify the \* Designated Reception Area of the off-site movement.

Notify the School Board Office and Transportation Department. (If buses are required, be prepared for delays.)

## **Announce evacuation.**

Specify any changes in off-site evacuation routes and location and types of emergency. Bussing may not be available or possible, and alternate routes may be required due to conditions such as power lines down, blocked roads, weather conditions, collapsed buildings, etc.

Implement student release procedures at the off-site \* Designated Reception Area.

Document the release of all students to an authorized family member or legal guardian.

## **Administration/Teachers/Staff**

Implement EVACUATION procedure for the on-site evacuation location outside of the building at the designated marshalling area.

Follow direction of Administration concerning movement to the \* Designated Reception Area

Remain with your class while en-route to the \* Designated Reception Area.

Take attendance prior to leaving marshalling area and upon arriving at the off-site location.

Check for injuries.

Immediately report any missing, extra, or injured students to Site Administrator.

Continue to maintain control of students.

Wait for additional instructions from administration, local authorities or emergency coordinator.