

CRISIS MANAGEMENT

PART I

1999- 2000

TABLE OF CONTENTS

| | |
|------------------|---|
| CHAPTER 1 | PURPOSE AND OBJECTIVES |
| CHAPTER 2 | CRISIS MANAGEMENT TEAMS ROLES OF TEAM MEMBERS |
| CHAPTER 3 | EMERGENCY PHONE NUMBERS |
| CHAPTER 4 | MAP OF SCHOOL LOCATION OF THE ZONES LOCATION OF UTILITIES |
| CHAPTER 5 | BASIC PLANS BASIC LOCK-DOWN PROCEDURE BASIC EVACUATION PROCEDURE |
| CHAPTER 6 | FIRST AID/UNIVERSAL PRECAUTIONS CRISIS MANAGEMENT TIPS |
| CHAPTER 7 | FIRE/TORNADO PROCEDURES |

CHAPTER 1

PURPOSE AND OBJECTIVES

This crisis management plan intended to serve the St. Augustin School personnel and students in school related crisis. This plan addresses the Diocese of Davenport Policy 3 and Regulation 317.1.

The two objectives of the plan are:

1. To provide general information needed for a crisis.
2. To outline specific action plans to be used for a crisis.

**DIOCESE OF DES MOINES
BOARD OF EDUCATION**

ADMINISTRATION

Crisis Management Plan

It shall be the policy of the Diocesan Board of Education that, for the safety and care of all program participants, each religious education program, school, and youth ministry program develop a Crisis Management Plan. This plan must be made known to all program staff members and practiced, if need be, to successfully carry out the plan.

Policy Adopted:

**DIOCESE OF DES MOINES
BOARD OF EDUCATION**

ADMINISTRATION

Crisis Management Plan Components

Each religious education program, school, and youth ministry program within a parish may need a different Crisis Management Plan based on the purpose and scope of the program.

All Crisis Management Plans should include the following provisions:

1. Emergency Phone Numbers for police, fire, poison control, medical/hospital, and utility companies.
2. Directions to be followed in case of a fire, natural disaster weapons on property, hazardous material spill, medical emergency, intruder, bodily fluids, suicide, transportation accident, bomb threat, etc.
3. Some emergency situations will not follow the use of the intercom to explain, e.g. armed intruder in building, please stay in classrooms, close doors and away from windows. Therefore, a secret code should be devised and made known to staff only. This code should be both audio and visual so there is a system no matter what the emergency. Verbal code such as "The Assistant Bishop is in the building" or 2 short beeps repeated three times would indicate there is a crisis. Stay in classrooms and close the doors. A different code should be devised for crisis that requires all to leave the building to a predetermined location.
4. Arrangements made for the use of some alternate facility in case of the need to evacuate your facility in an emergency (fire, gas leak, etc.)
5. A listing by name, position and phone number of specific persons who will assume various tasks in emergencies, e.g. contact authorities and pastor, secure access to alternate facility if need be, deal with participants and parents, deal with press, deal with staff members, etc.

Regulation Adopted:

CHAPTER 2

CRISIS MANAGEMENT TEAM

1. Call 911
2. Call Sacred Heart School - Activate Emergency Phone Calls.
3. Collect, Coordinate and Evaluate Sweeper Team Information.
4. Coordinate Response to Particular Needs.

CHAPTER 3

EMERGENCY PHONE NUMBERS

| | |
|------------------------------------|------------------|
| Emergency | 911 |
| Sacred Heart School | #510 or 223-1284 |
| Des Moines Police (non-emergency) | 283-4811 |
| Fire (42nd Street Station) | 277-1216 |
| Mercy Hospital | 247-3211 |
| Methodist Hospital | 241-6423 |
| Poison Control | 241-6254 |
| Hazardous Material Coordinator | 23-4768 |
| Emergency Medical Coordinator | 283-4929 |
| Animal Control Unit | 242-2720 |
| Water Company | 283-8700 |
| Gas Company | 242- 3805 |
| Electric Company | 281-2911 |
| Telephone Company (Repair) | 1-800-954-1211 |
| Augustin Parish Office | #502 or 255-1175 |
| Des Moines Diocesan Superintendent | 237-5013 |
| Frank Harty (Diocesan Attorney) | 283-3170 |

**CRISIS MANAGEMENT TEAM
FOR
ST. AUGUSTIN SCHOOL**

| | |
|------------------|--|
| Principal | Dr. Nancy O'Neill Dowdle |
| Vice Principal | Mrs. Pat Hogan |
| Secretary | Carolyn Hermann |
| Assoc. Secretary | Linda Zinn |
| Admin. Assistant | Debbie Doyle |
| Pastor | Msgr. Frank Bognanno |
| Teachers | Mrs. Rose Reents Ms. Margaret Ruggle Mrs. Jody Beimer Mrs. Veronica Degen |
| Counselor | Mrs. Angela Sown |

Roles of the Crisis Management Team

| | |
|--------------------------|---|
| Dr. Nancy O'Neill Dowdle | Crisis Team Manager |
| Mrs. Pat Hogan | Crisis Team Assistant Manager (Activity Crisis Team Manager) |
| Carolyn Hermann | Communications Coordinator |
| Linda Zinn | Parent Representative |
| Debbie Doyle | Parent Representative |
| Msgr. Frank Boganno | Crisis Spokesman (Meet w/Media) |
| Margaret Ruggle | Staff Service Coordinator |
| Mrs. Jody Beimer | Student Service Coordinator |
| Mrs. Rose Reents | Coordinate Sweeper Team Sweeper Team leader |
| Mrs. Veronica Degen | Sweeper Team leader |

CHAPTE R 5

BASIC LOCK-DOWN PROCEDURE

A lock-down at St. Augustin School means: The entire school is at a halt! Teachers should, before closing their doors, bring into their classrooms, any student in the halls.

Over the public address system you will hear twice (2x)
"Sister B is in the building"

1. Teachers will close and lock the classroom doors.
2. Any student who is out of the classroom will go to the nearest occupied classroom
3. Teachers wil.1 use the clipboard list to determine who is present. Unaccounted student names are circled on the list.
4. PE teacher (inside) takes students to the music room.
5. PE teacher (outside) stay outside - create clipboard list.
6. Media Center staff - keep students in the library - create clipboard list.
7. Computer Center - keep students in the computer room - create clipboard list.
8. Recess - keep students outside - create clipboard list.
9. Teachers in work areas - remain there and call the office to see if you are needed elsewhere.
10. A sweeper team member will come around to collect clipboard lists or the office will call the classroom.
11. The sweeper team members will instruct the teachers if further directions are needed.

A lock-down means there will be a staff meeting after school.

A **code green** will be announced over the public address system when the crisis is under control.

BASIC EVACUATION PLAN

1. Fire bell will ring continuously.
2. Call the PE office - #322.
3. Leave through designated exits.
4. Create clipboard list - determine who is present. Unaccounted students are circled on clipboard list.
5. A Sweeper Team Member will come to collect clipboard lists.
6. The Sweep Team Member will instruct the teachers if further directions are needed.

CRISIS MANAGEMENT TEAM

1. Call 911
2. Call Sacred Heart School "*" Activate Emergency Phone Calls.
3. Collect, Coordinate and Evaluate Sweeper Team Information.
4. Coordinate Response To Particular Needs

CHAPTE R 6

UNIVERSAL PRECAUTIONS

1. **ALL** body fluids of **ALL** persons should be considered to be potentially infectious agents.
2. Direct contact with body fluids should be avoided. Disposable gloves are available for emergency use as necessary and should be used by **EVERYONE** who might be coming contact with bodily fluids.
3. Vigorous hand washing should always be a first priority whenever one comes into contact with bodily fluids, even after taking off the disposable gloves.
4. Disposable gloves, plastic bags and a 1:10 solutions of Clorox or any other accepted disinfectant **MUST** be used for protection and clean-up in all situations.
5. If items to be disposed of are materials with bodily fluids on them (such as bloody bandages or disposable diapers) these items should always be placed in designated **RED** plastic bag (or container) and securely tied prior to disposal.

BASIC FIRST AID PRIORITIES

1. Survey the scene to make sure it is safe. Do not become a victim yourself.
2. Do not move the victim if you suspect a neck or back injury.
3. Make certain the person is breathing.
4. Make certain the person's heart is beating.
5. Control severe bleeding.
6. Call 911
7. Do CPR if necessary.
8. Treat all body fluids as potentially infectious.

CRISIS MANAGEMENT TIPS

TIP #1

Don't make the emergency worse. The world has ended and this too will pass. The surest sign of an emergency is when you have a huge problem and no one (or everyone) is trying to tell you how to do your job! When everyone is looking a magic solution from you, rest assured you are dealing with a major emergency!

TIP #2

Control the information flow. The problem is generally too much, not too little information. Reliable filters must be established so you get some isolation from all the people clamoring for your attention. The formulation of a plan to pass information quickly is extremely important.

TIP #3

DELEGATE! Start putting problems in "boxes" as soon as possible and give them to others to accomplish to insure a smooth solution. One person cannot possible deal with everything. Identify aspects of the problem and give it to someone else - **INSIST** on feedback-review and summarize actions taken and the results of those actions.

TIP #4

Refuse to be drawn into trivia. Keep your focus on important things and refuse to deal with lesser items.

TIP #5

Remember personalities! You may feel you are dealing with all that one human can handle and everyone should understand the problem and act accordingly. Many will - some won't. People will and do act irrationally. Be prepared to deal with these facts of life and human nature and don't let anyone frustrate you.

TIP #6

Bring key people together fairly often to disseminate information and exchange views. People and organizations react negatively or irrationally when there is too much or too little information; counter this with scheduled meetings. Insist on economy of information.

TIP #7

In the face of uncertainty, remember to select the option that leaves the greatest freedom for subsequent actions. Face the need for possible future reversals and act to minimize their impact.

TIP #8

ACCOUNTABILITY! Litigation may follow! Documentation of actions, conditions, and decisions to facilitate your defense may be necessary. Establish a systematic effort to gather and store data to assist you in the future if needed.

TIP #9

Do not let individuals or organizations abdicate their responsibilities. For various reasons some will want to do this. Insist that they carry out their responsibilities regardless of how painful it may be to them.

TIP #10

Establish relationships with other organizations noting their capabilities, limitations, and lines of communication well in advance of any crisis. On-going communication is vital to productive relationships and mutual assistance.

TIP #11

Critically examine assumptions. In everyday management many of our decisions are based on assumptions. Critical reviews and updates of all assumptions, which go into the decision-making process, are vital.

TIP #12

RETURN TO NORMAL OPERATIONS AS SOON AS POSSIBLE!!!

CHAPTER 7

FIRE AND TORNADO DRILL PROCEDURES

Fire drills will be held four (4) times per year. Tornado drills will also be held four (4) times per year. Teachers will be notified when the drills are to take place.

FIRE DRILLS

The fire bell will ring **ONE LONG CONTINUOUS RING.** Students will line up quickly and quietly. There is to be **NO** talking. Classroom windows and doors are to be closed as the last student leaves the classroom. Students are to remain in their designated areas until the all clear signal is given. Teachers will call roll from the clipboard list and report unexpected absences to the office immediately. Students will file back into their classrooms in a quiet and orderly fashion.

TORNADO DRILLS

The tornado bell is a **SERIES OF SHORT “BEEPS” OF THE FIRE BELL.** Students will line up quickly and quietly. There is to be **NO** talking. All students are to come to the main floor, bringing a heavy book with which to cover their heads. They will sit on the floor in their designated areas, facing the wall with their heads covered with the book they brought with them until the all clear is given. Teachers will call roll from the clipboard list and report any unexpected absences to the office immediately. Students will file back into their classrooms in a quiet and orderly fashion.