



# *Crisis Management Manual*

---

## *Bodine School*

*2432 Yester Oaks Drive  
Germantown, TN 38139  
901-754-1800  
[www.bodineschool.org](http://www.bodineschool.org)  
6/7/2017*

## Table of Contents

<b>Emergency Phone Numbers</b> .....	<b>3</b>
<b>Communication</b> .....	<b>4</b>
<b>Communication Chain of Command</b> .....	<b>4</b>
<b>Crisis Response Team (CRT)</b> .....	<b>4</b>
<b>Head of School</b> .....	<b>4</b>
<b>Director of Education</b> .....	<b>4</b>
<b>Director of Operations/ Maintenance</b> .....	<b>5</b>
<b>Teachers</b> .....	<b>5</b>
<b>Administrative Assistant</b> .....	<b>5</b>
<b>Sweep Team</b> .....	<b>6</b>
<b>Hours of Operation</b> .....	<b>6</b>
<b>School Closing</b> .....	<b>6</b>
<b>After Hours Emergency Plan</b> .....	<b>6</b>
<b>School &amp; Workplace Safety</b> .....	<b>6</b>
<b>Parents &amp; Visitors</b> .....	<b>7</b>
<b>Locked Doors</b> .....	<b>7</b>
<b>Parking Lot Safety</b> .....	<b>7</b>
<b>Weapons</b> .....	<b>7</b>
<b>Blood-borne Pathogens</b> .....	<b>7</b>
<b>Gas Leak</b> .....	<b>7</b>
<b>Accident / Serious Injury / Illness</b> .....	<b>8</b>
<b>Emergency Drills</b> .....	<b>8</b>
<b>Earthquake</b> .....	<b>8</b>
<b>Fire</b> .....	<b>9</b>
<b>Lockdown (Intruder/Trespasser)</b> .....	<b>10</b>
<b>Severe Thunderstorm/ Tornado / Weather</b> .....	<b>10</b>

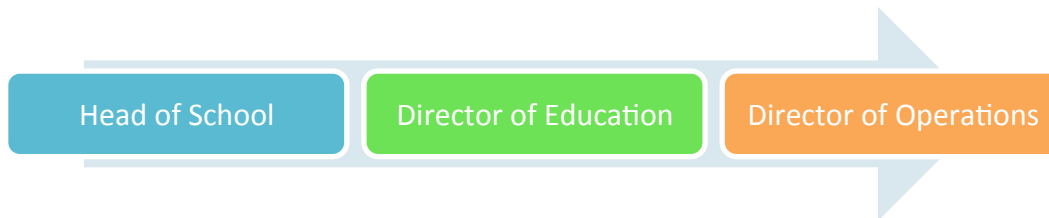
## EMERGENCY PHONE NUMBERS

EMERGENCY	911
POLICE-GERMANTOWN (non-emergency)	754-7338 / *54 (cell phone)
FIRE-GERMANTOWN (non-emergency)	754-1414
SOUTHERN POISON CENTER	1-800-222-1222
TENNESSEE EMERGENCY MANAGEMENT OFFICE	1-800-262-1222
HAZARDOUS MATERIALS/TOXIC CHEMICALS	1-800-262-3300
CHILD ABUSE HOTLINE	1-877-237-0004
SHELBY COUNTY CHILDREN'S SERVICES	578-4000
SUICIDE AND CRISIS INTERVENTION SERVICES	274-7477
MEMPHIS LIGHT, GAS AND WATER	528-4465
HEALTH DEPARTMENT (School Health Superintendent)	544-7382
LOCAL HOSPITALS	
• BAPTIST EAST	226-5000
○ EMERGENCY	226-3000
• METHODIST GERMANTOWN	516-6418
○ EMERGENCY	516-6970
• LEBONHEUR URGENT CARE (on Estate)	287-4000
○ EMERGENCY (on Dunlap)	287-6112
• ST. FRANCIS	765-1000
○ EMERGENCY	765-2180
• THE MED	545-7100
NATIONAL WEATHER SERVICES	544-0401

## COMMUNICATION

The Head of School will be the official spokesperson for the school. Comments in a crisis situation will be made under the supervision of the Head of School. No faculty, administrators or students are allowed to interview with the media. The Director of Education will be responsible in the absence of the Head. The Multipurpose Room will be the location for the designated PARENT waiting area.

## COMMUNICATION CHAIN OF COMMAND



## CRISIS RESPONSE TEAM (CRT)

### Head of School

The Head of School is responsible for the overall direction of emergency procedures at the school site. The Head will:

- **Act as sole spokesperson for the school.**
- Manage the crisis and coordinate emergency response effort.
- Maintain control and accountability of students and staff.
- Direct evacuation of building in accordance with procedures.
- Take any other steps deemed necessary to ensure the safety of students, staff, and other individuals.
- Send staff member with students if transported from school.
- Collect names of injured, damages, and incident reports.
- Communicate with Board Chairperson.

### Director of Education

The Director of Education will:

- Assume Head's responsibilities if absent.
- Coordinate communication between Head, faculty, and staff.
- Provide assistance to students and staff.
- Report injuries and damage to the Head.
- Include policies and procedures by which children will be released to their caregivers.
- Assist as directed by the Head.

## **Director of Operations / Maintenance**

The Director of Operations / Maintenance will:

- Help secure classrooms and building.
- Open closet door to fire/alarm panel.
- Shut-off main valves for gas, water, and electricity and ensure that no hazard results from broken or downed lines.
- Meet emergency personnel and direct them to scene.
- Be responsible for the safe use of emergency equipment and available utilities.
- Monitor emergency radio broadcast.
- Survey and report damage to the Head.
- Assist as directed by the Head.

## **Teachers**

Teachers will:

- Take first aid kits and student roster. Call roll after evacuation.
- Direct evacuation of students in their charge to designated areas in accordance with school crisis response plan.
- Report missing students and staff to Director of Education and Head of School.
- Render first aid if necessary and assist rescue operations as directed.
- Supervise students and remain with students until directed otherwise.
- Assist as directed by the Director of Education and Head of School.

## **Administrative Assistant**

The administrative assistant will:

- Call 911 for reporting emergency.
- Answer telephone and forward calls.
- Provide accurate and complete information regarding the incident and coordinate with the Head the release of all information.
- Keep the names of students who are picked up by parents or persons acting for the parents.
- Communicate with parents the locations on campus that they have access to.
- Assist as directed by the Head.

## **Sweep Team**

Adults without immediate supervisory duties will:

- Check building and grounds for students.
- Assist in disbursement of first aid supplies.
- Assemble parents as directed.

## **HOURS OF OPERATION**

7:30 a.m. – 8:30 a.m. Early Morning Room

7:30 a.m. – 4:00 p.m. Office Hours

8:30 a.m. – 3:30 p.m. School Hours

3:30 p.m. – 5:00 p.m. After School Bodine Care (ABC)

## **SCHOOL CLOSING**

Bodine School will make an independent decision and announce a closing by email and on the local television stations. When a weather event occurs once the school day has begun, parents who wish to checkout their student are allowed to do so. School functions scheduled for an evening in which school is canceled usually are postponed.

## **AFTER HOURS EMERGENCY PLAN**

This plan addresses all functions performed before or after normal school and office hours. These include meetings, outside agencies using school facilities, school activities, etc. When an emergency occurs, follow the procedure as specified in this manual for the particular type of incident.

## **SCHOOL & WORKPLACE SAFETY**

At Bodine School, we are committed to protecting our students and staff. We recognize that in our modern world no school can assume it is completely safe. It is the shared responsibility between the administration and faculty to ensure that students are prepared for emergencies. Safety awareness will save lives and prevent injuries. To keep our students and staff as safe as possible, we are implementing the proper and necessary safeguards.

## **PARENTS & VISITORS**

Upon entering the building, a parent or visitor must report to the office to sign in and wear a lanyard. When leaving the building, parents and visitors need to sign out and return the lanyard. It is the responsibility of all faculty and staff to report any unidentified visitors to the office immediately. It is also the responsibility of all employees to stop and greet unidentified visitors whom you see in the building. Ask the visitor "May I help you?" and direct the visitor to the office.

## **LOCKED DOORS**

Doors should remain locked so no one can enter from the outside. Do not prop doors open or unlock outside classroom doors. If you notice a door unlocked or open, close and lock it immediately or report it immediately to Maintenance. If you take your class outside for recess, bring a key or re-enter the building through the office door. Students should not open the doors for anyone.

## **PARKING LOT SAFETY**

In the interest of the students' safety, extreme caution must be exercised while driving in school parking lots. Vehicles must be driven very slowly on campus, and drivers' attention must be focused on their surroundings. Unattended vehicles must not be left running.

## **WEAPONS**

It is prohibited to carry weapons on school property. As an added precaution, students are not permitted to bring fake or toy weapons to school.

## **BLOODBORNE PATHOGENS**

Employees should take protective measures when in contact with blood-borne pathogens, including wearing gloves.

## **GAS LEAK**

If gas is detected, immediately contact the office. The office will contact 911 and order an **EVACUATION** of the building. Teachers and students will exit the building with the current student contact list. The Head of School will notify staff and teachers when the building is safe to re-enter.

## **ACCIDENT/SERIOUS INJURY**

All accidents and/or injuries shall be reported immediately to the office. Accident reports are required for any accident occurring on school property or at school activities. The same report may be used to report incidents where hazards exist but where no injury or damage has occurred. Accident reports involving employees should be filed with the Director of Finance and Operations as a worker's compensation claim. Accident reports involving students should be filed in the Office.

### **Emergency Procedure:**

1. Call 911 immediately. Alternate emergency numbers are local hospitals (see Emergency Telephone Numbers).
2. Assess nature and extent of injuries.
3. Provide first aid as necessary until back up medical services arrive at the scene. A list of certified employees who completed AED and CPR training is posted on the AED box located in the school kitchen.
4. A faculty/staff member will remove uninjured students from accident site.
5. The parent or legal guardian will be notified immediately.
6. A faculty/staff member will be assigned to accompany the student to the hospital.
7. Head of School will prepare statement for the media (if needed).

## **EMERGENCY DRILLS**

### **The following emergency drills will be conducted:**

- Earthquake Drills
- Fire Evacuation Drills
- Intruder/Lockdown Drills
- Tornado Drills

## **EARTHQUAKE**

If inside the school building during an earthquake, teachers should instruct students to assume the drop and cover position under a desk, table or other shelter away from potential hazards. Students are to remain silent in this position until the earthquake is over and until further instructions are given.

Classes outside of the building are to assume the drop and cover position away from the trees in an open area.

After the initial vibration ceases and when it is safe to do so, teachers will EVACUATE the building and go to the back field. Teachers will take roll and report any missing student to the Crisis Response Team. The CRT will contact 911 as necessary. If the building is unsafe, students will be released to their parents by the CRT. Parents are asked to wait in the parking lot, and their child will be escorted to them by team members.



## **FIRE**

In the event of a fire, all classes are asked to exit the building through the nearest exit door. If a child or class is in transition, the closest adult should direct them out of the building. If exiting at the back or side of the building, lead students into the back field. If exiting from the front, lead students to the far end of the parking lot.

Library, Music/BIRDS and Multipurpose Area will exit through the double orange doors and assemble in the front of the building. Flex Room and Erika Center will exit to the back of the building through the door next to Flex Room. The Center Area will exit to the front of the building through the exit door located along the 5<sup>th</sup>/6<sup>th</sup> grade hall.

### **Emergency Procedure:**

1. The fire alarm will sound and lights will flash.
2. The office will contact 911.
3. Designated staff members will exit the building with a walkie-talkie and cell phone.
4. Close classroom door and turn off lights.
5. Teachers are to take their first aid kits and student roster with them. Notify the Crisis Response Team (CRT) of any missing student.
6. Each class will exit the building through the exterior door in each of the classrooms.
7. Students are to exit in a straight line without speaking and are to remain that way throughout the evacuation.
8. Emergency personnel will notify the school administration when the building is safe for occupancy.
9. Students may return to their classrooms when instructed by Head of School.
10. No student is released to a parent without permission from the CRT.

For the fire evacuation plan:

- Administrative Assistants will monitor the front office and check the restrooms.
- Director of Education will sweep the classroom wing and verify that all classes are accounted for in the back field.
- Director of Admission will sweep the multipurpose wing and verify that all classes are accounted for in the front lot.
- Director of Operations will sweep the multipurpose wing and stand at the mailbox to flag fire officials.
- Maintenance will open the emergency door and direct fire officials.

## **LOCKDOWN (INTRUDERS/TRESSPASSERS)**

A school lockdown is declared when in the opinion of the Head or designee a situation exists that threatens the safety of students, faculty and staff and requires they remain in their classrooms/ offices. If a threatening individual or an intruder is on campus, notify the office immediately. The office should be informed when: someone unusual is observed in the building, if the trespasser is outside the building but on school grounds, when a car is lingering in the parking lot, or when someone is noticed watching children at recess or PE.

Administrators and teachers should be aware of current custody battles and/or threats against children and parents. Both the office and the teacher should be informed when problems may arise due to custody disputes among families.

## **SEVERE WEATHER / THUNDERSTORM / TORNADO**

**Severe Weather/Thunderstorms/Tornados** normally have accompanying high winds, rain, lightning, and occasionally hail. In most cases the National Weather Service will issue a Severe Storm Watch or a Tornado Watch or Warning. The office has a weather radio to monitor the situation. Maintenance staff will turn off all the school's gas lines.

If students are outside the building at the time of the alarm, they are to report immediately to the hallway. Teachers will take roll and notify the Crisis Response Team of any missing student. In the event of a tornado alarm at dismissal time, students will remain in the hallways until the danger has passed and it is deemed safe from the office.

When such watches or warnings are issued, or if conditions indicate the presence or potential for high winds and/or damaging conditions, the following actions should be taken – **AS LONG AS IT IS SAFE TO DO SO!**

### **Emergency Procedure:**

1. In the event of a tornado, an announcement will be made.
2. Close all open doors and windows.
3. All students should be led silently to the inside hall located outside of the office between the large double doors, along the large "Bodine School" blue graphic.
4. Advise all employees, students, and visitors to remain indoors until the storm passes. Be attentive to deteriorating weather conditions, waterspouts, funnel clouds, etc. in the immediate vicinity.
5. The CRT will report any damages or injuries of employees, students, or visitors caused by the storm.
6. Students may return to their classrooms when instructed by Head of School or designee.