

Procedures in the event of a crisis situation on the premises of an educational facility
Guidelines for the Director of the facility

I. A LIST OF ESSENTIAL TELEPHONE NUMBERS

Emergency telephone numbers

Emergency Medical Service 999

Fire Service 998

Police 997

Emergency Children's Shelter 532 57 53

Emergency number for mobile phones 112

City Guard 986

City Duty Service 986

Emergency Electricity Service 991

Emergency Gas Service 992

Emergency Heating Service 993

Emergency Water and Sewerage Service 994

District Sanitary Epidemiological Station

Emergency number: 605194800

II. EMERGENCY CALLS

AN EMERGENCY CALL

After you dial an emergency number and your call is answered by an officer on duty, remain calm and state the following

- type of emergency (e.g. a fire or a gas explosion),
- place of emergency (the address and name of the facility, characteristic elements, storey, room number),
- number of people requiring help and their general condition (whether they can breathe and are conscious),
- other threats to human life and health (if any),
- your name and telephone number you are calling from to report the event.

Do not hang up until the call is accepted - the call-taker might ask you to provide additional information.

III. CODE OF CONDUCT (SELECTED EVENTS) – YOUR FIRST REACTION

The authority managing the school or facility is responsible for providing the appropriate operational conditions of this school or facility, including the safe and hygienic conditions for learning, education and care.

1. A FIRE

Remain calm!

1. If you notice a fire or are notified about one, seek the nearest red call point. Break the glass and push the button. This will trigger the alarm of the central fire alarm signalling system.
2. In the facility lacks such a system, immediately alarm
 - a) everyone within the direct vicinity of the area threatened by fire,
 - b) the State Fire Service - **998**,
 - c) call the **112** emergency number.

CAUTION!

- Set up an emergency fire alarm using the school bell, in advance, e.g. two long and one short rings. Make sure that relevant provisions are contained in Fire Safety Instructions.
 - Inform school employees that they are obliged to immediately notify the head teacher/facility director or their deputies of the fire.
3. Promptly tackle the fire using fire extinguishing equipment located within the building.

CAUTION!

- Do not attempt to tackle the fire if you are not able to control it!
 - Do not use water to extinguish electric appliances and flammable liquids!
4. Order the evacuation of the danger zone after a brief assessment of the situation.

CAUTION!

- Direct the action until the Fire Service arrive.
 - Instruct school employees they are obliged to observe instructions given by the person in charge of the action.
5. Cut off the gas flow and electricity or have it done by a technical worker.
 6. If possible, remove from the place of fire and its direct vicinity all flammable, explosive and toxic materials, as well as valuable equipment and devices, and important documents, information carriers, etc.
 7. Do not open, unless explicitly needed, doors and windows to rooms on fire; air flow facilitates the spread of fire.
 8. Be extra careful when opening doors to rooms on fire.
 9. Do not enter rooms on fire; however, if it is absolutely necessary, be extra careful when doing so. When in smoke-filled interiors, move in a bent position or crawl on your hands and knees, with your head close to the floor, where you will find more air and better visibility; in order to avoid disorientation try moving along walls and handrails; cover your mouth with, e.g. a damp cloth.
 10. After the relevant services arrive, observe their instructions.
 11. Inform the officer in command of the situation and undertaken activities.

2. A SUSPICIOUS OBJECT OR PACKAGE IN THE SCHOOL

Remain calm!

1. Isolate its location or secure the room.

CAUTION! Make sure that nobody comes close to, opens, touches or smells the suspicious object.

2. Make sure that windows are closed and ventilation and air-conditioning systems are off, to prevent air circulation in the room.

3. If the damaged or suspicious object or package contains any suspicious liquid or solid matter (powder, dust, jelly, foam, etc.), cover it.

4. Call one of the following numbers, or appoint a person to do so

a) **997** – Police,

b) **112**,

6. Determine who has had contact with the suspicious object or package.

7. Make sure these people carefully wash their hands.

8. Put them together in one room and make sure they do not contact anyone and remain there until the arrival of the relevant services.

After the services arrive, unconditionally observe their instructions.

3. A TERRORIST THREAT

a) The intrusion of aggressors into the facility

Remain calm!

1. Surrender to the attackers – strictly observe their instructions.

2. Try bringing it to the attacker's attention that they are dealing with people (personify yourself and other people – call pupils by their names – this increases their chances of survival).

3. Always ask for permission, e.g. when you want to give an order to the pupils.

4. Memorise details concerning kidnappers and the surroundings – this information can prove useful to the rescue services.

5. Try to calm the children down and try to control your own emotions.

6. Unless instructed to exit

- do not allow children exit the room, or to look through the windows and doors,

- instruct children to lie down on the floor.

7. After the start of a rescue action, observe the instructions of the antiterrorist group.

CAUTION! Be aware that the Police can treat you harshly. You will be treated as a potential terrorist until identified.

8. After the action

- take the register to make sure that all children have left the building – if any child is found missing, inform the Police,

- do not let any child go home on their own,

- register all children picked up by their parents / authorised persons.

b) The use of firearms on the premises of the school

In the event of direct contact with the attacker

1. Instruct children to lie down on the floor.
2. Try to calm the children down.
3. If instructed do move, make sure that the children do not turn their backs on the attackers.
4. When the terrorists are giving instructions, make sure the children observe these calmly – sudden movements can make the attackers more aggressive.
5. If possible, call one of the following emergency numbers
 - a) **997** – Police,
 - b) **112**.

CAUTION! Do not hang up, and, if possible, try to report the situation on an ongoing basis.

6. After bringing the situation under control
 - assess the number of injured persons and check if gunfire caused any other hazard (e.g. a fire),
 - Call one of the following numbers, or appoint a person to do so
 - a) **999** - Emergency Medical Service,
 - b) **997** – Police,
 - c) **112**.
 - provide first aid to those who need it the most,
 - if gunfire caused any other hazards, take appropriate measures.
 - provide with psychological care individuals who took part in the event.

c) A bomb threat

Case 1 – Information that a bomb has been planted

Remain calm!

1. If the information is given by telephone
 - listen carefully,
 - memorise as much as you can,
 - if possible, record the conversation – if not, try to write information down,
 - pay attention to the characteristics of the caller's voice and habits, as well as to all sounds in the background
 - never hang up first,
 - if your telephone is capable of identifying the caller's number – write it down.
2. If the information is provided in writing, secure it so nobody can touch it, and hand it over to the Police.
3. After the conversation ends, immediately call one of the following numbers:
 - a) **997** - Police,
 - b) **112**.
4. Alarm the building's manager.
5. Call the relevant Department of Education or Board of Education.
6. Notify the school staff and pupils of the threat in a way that will not cause panic.
7. Order evacuation in line with the procedure in force.

CAUTION! Instruct the pupils to take their personal belongings – backpacks, bags, etc.

8. Secure important documentation and money.
9. Cut off gas flow and electricity or have it done by a technical worker.
10. If you find a suspicious object, do not touch or open it.
11. If possible, restrict access by third parties.
12. Try to establish the owner of the item.

After the relevant services arrive, unconditionally observe their instructions.

Case 2 – A bomb (suspicious object) is detected / found

Remain calm!

1. Do not touch the suspicious object.

CAUTION! If you can see the potential bomb, you are within its blast range.

2. Call one of the following emergency numbers

a) **997** - Police,

b) **112**.

4. If possible, secure the hazardous area in a way preventing access by third parties and especially pupils, do not put yourself and other people at risk.

5. Notify the school staff and pupils of the threat in a way that will not cause panic.

6. Try to carry out the evacuation according to the instructions.

7. Secure important documentation and money.

8. Cut off gas flow and electricity or have it done by a technical worker.

9. Open doors and windows.

10. Remove all flammable materials.

- 11 Do not use radio devices (radio-telephones or mobile phones) near the suspicious package.

After the relevant services arrive, unconditionally observe their instructions.

Case 3 – After the bomb explodes:

Remain calm!

1. Assess the situation in respect of casualties, and determine what other hazards were caused by the explosion.

2. Call one of the following emergency numbers

a) **997** - Police

b) **112**.

2. Provide first aid to those who need it the most.

3. Verify the safety of evacuation routes and regions and order an evacuation in line with the instructions in force.

4. If the explosion caused other hazards, take appropriate measures.

After the relevant services arrive, unconditionally observe their instructions.

IV. ORGANISING AN EVACUATION

1. Provide the staff with training in school evacuation procedures.

The basic evacuation rules

- in the event of a threat resulting in the necessity to evacuate people and property out of school buildings, the decision to evacuate is made by the head teacher / director of the facility or their deputies,
- the decision to evacuate should include information on the scope of the evacuation, the number of evacuated persons, and the manner (routes and directions) and order of the building evacuation,
- after the decision on the evacuation of people and property is made, all personnel present in the evacuated areas should be notified of the threat and its nature, and also on the fact that an evacuation has been ordered,
- the person in charge of the evacuation appoints persons responsible for evacuating particular groups of pupils and determines whether it is necessary to evacuate property and equipment, establishing the type of evacuated property and the order in which it should be evacuated,
- first, evacuate people present in rooms on fire or in the way of fire, or in rooms that can be cut off by fire or smoke, thereby preventing them from exiting and moving to safe areas; next, evacuate all the remaining people starting from the top storeys (with priority given to people with limited mobility),
- when evacuating out of the room, groups of people should be directed to horizontal evacuation routes (halls), and next in line with the directions specified by evacuation signs – to staircases (vertical evacuation routes), and exits from the danger zone or out of the buildings,
- people with limited mobility should be evacuated in wheelchairs or carried in arms,
- in the event of evacuation routes' being blocked, notify of this fact the person in charge of the evacuation (directly or via another person outside the cut-off area); ask people present in the danger zone and cut-off from the exit to gather in a place as far from the source of fire as possible, and evacuate them outside the building using the equipment of the rescue service in place,
- when in smoke-filled evacuation routes, move in a bent position and keep your head down; in the lower parts of the room there will be less smoke; in order to avoid disorientation try moving along walls and handrails; to make breathing easier, cover your nose and mouth with a damp cloth,
- while evacuating you should not
 - do anything that can cause panic,
 - confuse other people by changing the direction of the evacuation,
 - stop or obstruct traffic in any other way,
- evacuate property at the expense of measures and strengths necessary to evacuate and rescue people;
- property evacuation should be conducted in the following order
 - school documentation,
 - electronic devices, including computers,
 - teaching aids of a substantial value,
 - library collections,
 - other school equipment and devices,

CAUTION! All able-bodied persons should help in property disassembly and evacuation,

- after exiting the school building or danger zone, the group supervisor is obliged to check whether all individuals included in his/her group have left the respective rooms; should anyone stay in the danger zone, rescue units present in the locale must be immediately made aware of this fact.

A proposed course of an evacuation

- sound the alarm in the school building: “EVACUATION”:
 - repeat several times the “EVACUATION” vocal communication.

It is recommended to use the school’s public address system),

- intermittent bell ringing appears to be the best choice; it should be operated from an easily accessible location; the signal should last until everyone leaves the building, or as long as possible under the given conditions,
- the fire alarm signal should be capable of being turned on by anyone who notices a fire,
- open classroom doors and notify everyone of the nature of the threat and the necessity to evacuate; ask everyone to remain calm,
- specify the order and manner of evacuation,
- form evacuation groups in the hall, which will be supervised by the teachers who were giving lessons at the time of event; an informal leader of the class group should be appointed and take the head of the group; the teacher leaves the class last and takes the class register; the pupils should leave all their personal belongings (bags, briefcases, backpacks, etc.), because in this situation time is of the essence,
- indicate the direction of the evacuation and specify the assembly point (school pitch, yard, assembly square, etc.),
- in the assembly point, teachers must take the register of the class (group),
- after taking the register, the teacher must assess the pupil’s condition, with special attention to such symptoms as dizziness, vomiting, coughing, headaches, temporary fainting, fractures, bruising, etc.,
- all injured individuals should be treated as the victims of the event and provided with first aid and/or medical or hospital aid,
- pupils must not be allowed to go home without the previous notification of their parents; information in this regard should be entered in the class register,
- if possible, check if everyone has left the building,
- after the evacuation of people is complete, start evacuating property starting with rooms at risk of fire.