



# Critical incident Policy

Adopted by the Board: Date reviewed: September 2019. To be reviewed: 2020

At the British School of Tirana, we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our school is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Earthquake
- Any other incident that may affect the education of the children

If any of these incident impact on the ability of the school to operate, we will contact parents via \*phone/\*email/\*text message at the earliest opportunity, e.g. before the start of the school day.

## Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather, however; we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way.

If flooding occurs during the school day, the Principal or other members of the leadership team will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should school be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide accommodation for our children in the British Nursery School of Tirana until parents can collect their children.

## Fire

Please refer to the fire safety policy.

## Burglary

The school leadership follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. The school is located within a private residential area well-guarded and CCTV in operation controlled 24/7.

However, The Principal or another member of the school leadership team will always check the premises as they arrive in the morning. Should they discover

that the school has been broken into they will follow the procedure below:

- Dial 129 (police) or 112 (emergency) with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a school and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The Principal or other member of the leadership team will help the police with enquiries, e.g. by identifying items missing, areas of entry, etc.
- The Principal or other member of the leadership team will be available at all times during this time to speak to parents, reassure children and direct enquires
- The leadership team will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the school.

### **Abduction or threatened abduction of a child**

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on school property immediately. All doors and gates to the school are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitors policy.

Children will only be released into the care of a designated adult. Parents are requested to inform school of any potential custody battles or family concerns as soon as they arise so that school is able to support the child. The school will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the school will not restrict access **unless** a court order is in place. Parents are requested to issue school with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from school, the following procedures must be followed:

- The police (129) must be called immediately
- The staff member will notify the Principal or another member of the leadership team immediately who will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

### **Bomb threat or terrorism attack**

If a bomb threat is received at school, the person taking the call will record all

details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The Principal or another member of the leadership team will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

## **Earthquake**

If an earthquake is experienced during school operating hours then staff should instruct everyone in the classroom to:

- DROP to the ground;
- Cover your head and neck with your arms to protect you from falling debris
- take COVER by getting under a sturdy table or other piece of furniture;
- and HOLD ON until the shaking stops. ...
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- WAIT in your safe place until you receive further instruction from the Officer in Charge (Principal and/or D. O. O) about whether it is safe to move.

### **After an earthquake strikes**

- Senior staff will check that everyone is safe and take appropriate action
- Senior staff will continue to monitor media for emergency information.
- Follow instructions from public safety officials.
- Check the school for damage:
  - If you believe there is a gas leak, evacuate the building immediately, and do not turn electrical switches or appliances on or off.
- Call the emergency services (112) to report emergencies including downed power lines and gas leaks.
- Stay away from downed utility wires. Always assume a downed power line is live.
- Stay out of damaged buildings and areas until authorities deem them safe.

## **Other incidents**

All incidents will be managed by the leadership team and all staff will cooperate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of children and staff.