



SEE IT? SAY IT!

# **SAFE SCHOOLS: ALL DAY, EVERY DAY**

DON'T SPREAD IT! REPORT IT!

Emergency Operations Response Handbook  
2019 - 2020

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# **Mission Statement**

## **Emergency Operations & Preparedness**

Every student and employee in Ysleta ISD deserves a safe learning environment; free from threats of violence, intimidation and bullying that begins with a culture of safety, rigorous preparation, focus on prevention and protection, rapid response and sustainable recovery.

## Introduction

In support of the District's focus *to provide a quality education that is centered on Service Excellence*, it is the goal of Ysleta Independent School District to provide a safe school environment for all students and employees. The ability to prevent, mitigate, protect, respond to and recover from school emergency and disaster situations is essential in achieving this goal.

This handbook was made possible by the Ysleta Independent School District's Emergency Operations and Preparedness Office and was designed through consultation with and the collaboration and generosity of numerous Ysleta ISD departments and personnel, and the many city and county emergency response and planning agencies in El Paso County. **This public handbook does not incorporate specific actions or tactics of the YISD Security Department or the Officer of Emergency Operations and Preparedness, law enforcement agencies or YISD schools.**

The purpose of this book is to assist school personnel to recognize and respond appropriately to crises and emergency situations in an effort to maximize the safety and welfare of all students, visitors and staff. It cannot be overemphasized that these are general guidelines and that staff, students and visitors should be confident in their skills to make life preserving decisions. As is well documented, emergency situations often occur without notice, the principles of emergency management contained in this guide will provide a framework for this decision making.

**If there is an emergency, immediately call**  
**911**

**Then call District Security at 915-434-0195 which will initiate a response by the District Crisis Management Response Team on your behalf!**

## Ysleta ISD Critical Contact Information

<b>24 hour Emergency Services Dispatch</b> _____	<b>915-434-0195</b>
<b>Emergency Operations and Preparedness</b> _____	<b>915-588-8035</b>
<b>Jeffco Public Schools</b> _____	<b>915-434-0000</b>
<b>Superintendent</b> _____	<b>915-434-0032</b>
<b>Associate Superintendent's Office</b> _____	<b>915-434-0063</b>
	<b>915-434-0067</b>
<b>Risk Management</b> _____	<b>915-434-0472</b>
<b>Telecommunications/Telephone Services</b> _____	<b>915-434-1087</b>
<b>Guidance and Counseling</b> _____	<b>915-434-0748</b>
<b>Parent and Pupil Services</b> _____	<b>915-434-0743</b>
	<b>303-982-2324</b>
<b>Facilities Management and Maintenance</b> _____	<b>915-434-1777</b>
<b>Environmental Services</b> _____	<b>915-434-0053</b>
<b>Technology and Information Systems</b> _____	<b>915-434-1000</b>
<b>Child Nutrition Services</b> _____	<b>915-434-0120</b>

## **When an Emergency Happens-What's Next?**

If an emergency actually occurs, make the basic decisions about what type of action is needed and respond immediately. This Emergency Operations Plan includes general procedures for all-hazards emergency situations. In addition, each school Emergency Operations Plan (School EOP) summarizes key information, including staff roles and responsibilities in an emergency. Staff should be familiar with this resource and be able to adapt to each developing situation.

### **Notify Emergency Responders and YISD Security Dispatch**

To activate emergency responders, call 911 and District Security Dispatch at 915-434-0195. In the midst of a crisis, people often believe that the situation can be handled in-house. It is better to have emergency responders en route or on scene as soon as possible, even if the incident has been resolved by the time they arrive, rather than to delay calling and risk further injury and damage. For instance, it is better to have emergency responders arrive at a school to find a fire put out than to arrive too late to prevent the loss of life or serious property damage. Realizing you are in charge of the initial emergency response, activate the School Safety Team in order to take immediate steps to protect the safety of everyone involved.

### **Plans Must Comply with the Americans with Disabilities Act**

Plans must comply with the Americans with Disabilities Act, among other prohibitions on disability discrimination, across the spectrum of emergency management services, programs, and activities, including preparation, testing, notification and alerts, evacuation, transportation, sheltering, emergency medical care and services, transitioning back, recovery, and repairing and rebuilding. Plans should include students, staff, and parents with disabilities. Among other things, school emergency plans must address the provision of appropriate auxiliary aids and services to ensure effective communication with individuals with disabilities (e.g., interpreters, captioning, and accessible information technology); ensure individuals with disabilities are not separated from service animals and assistive devices, and can receive disability-related assistance throughout emergencies (e.g., assistance with activities of daily living, administration of medications); and comply with the law's architectural and other requirements. (Information and technical assistance about the Americans with Disabilities Act (ADA) is available at <http://www.ada.gov>.)

### **Plans Must Address Language Access**

Effective communication with individuals with limited English proficiency (LEP), including students and parents, is an essential component of emergency planning and response. Plans must comply with applicable legal requirements on language access, including Title VI of the Civil Rights Act of 1964 (available at <http://www.justice.gov/crt/about/cor/coord/titlevi.php>) and the Title VI Regulations of Other Federal Agencies (available at <http://www.justice.gov/crt/about/cor/fedagencies.php>).

## **First decision: Is the building safe?**

This is a critical decision, and one of the first decisions to be made during an emergency.

### **Support Health Needs and Provide Emergency First Aid**

The primary goal in an emergency is to protect human life. If students, staff, parents or visitors are injured, their injuries must be attended to as circumstances allow until emergency responders arrive. Each school's Emergency Operations Plan (EOP) identifies school staff trained in CPR/First Aid. Support acute medical needs or illness to the extent of your ability.

### **Communicate Accurate and Appropriate Information**

During a crisis, Principals/School Administrators should first activate an emergency response and then focus on managing the emergency situation. When notified, District Crisis Management and Response Team (DCMRT) will activate to support all emergency responses.

The role of Public Information Officer during and after an emergency is to be the official District information source, freeing up the Principal/School Administrator to provide for the safety and needs of students, staff, and visitors. Parents/guardians and community members will receive timely, accurate and useful information about an unfolding situation through Communications Services.

Please refer all media inquiries to the Public Relations Office

### **Document Your Actions**

All Ysleta ISD responders (e.g., Principal/School Administrator and DCMRT responders) should document actions taken during the response. This will provide a record of key decisions and actions. Keep all original notes and records as these may be considered legal documents. The Principal/School Administrator should collect and file all documents.

# Standard Response Protocol

## Evacuate / Shelter / Lockdown / Lockout / Hold

Principals/School Administrators must quickly assess the situation and decide what plan of action will best provide safety and protect property. There are many factors to consider, such as whether a specific response can contain danger, or whether the emergency involves a few people or the entire school. Emergencies differ; therefore, requiring different responses.

**IN THE EVENT OF A SERIOUS EMERGENCY, PRINCIPALS/SCHOOL ADMINISTRATORS MUST DETERMINE:**

*Is the building safe, and can students/ staff remain in the building safely?*

**Your answer will result in a key decision: to stay in the school or evacuate.**

- If the school building is safe, the decision will be to Lockdown, Lockout, or Shelter during the emergency (e.g., intruder, tornado sighted, chemical spill, danger in the neighborhood, or on school grounds).
- If the school building is not safe (e.g., it is on fire), the decision will be to Evacuate to your offsite location.

Your decision will be based on the nature of the situation and whether the school building is a safe place. A Lockdown, Shelter or Evacuation will generally be ordered when a situation presents danger to a large portion of the student body.



## Use Common Terminology to give Directives: No Codes

Communication is essential when responding to an emergency. To activate the School Safety Team, the Principal/School Administrator should call them directly or make an announcement to have them report. In an emergency, the Principal/School Administrator may make an announcement via the public address (PA) system, by classroom phone or personally direct teachers to have students perform a specific action.

It is strongly recommended that Principals/School Administrators as well as school staff communicate in an emergency using common terminology rather than codes, stating requests clearly and calmly. Using common terminology reassures students and staff that the situation is under control. When making an announcement, it is essential that you repeat the announcement at least two times, keeping in mind that teachers and students may be involved in a noisy activity such as playing loudly in a gym class. The first announcement will quiet them down, the second will ensure that they hear, understand and act. Always use common terminology when directing staff and students during an emergency. BE SPECIFIC and SAY IT TWICE!! Examples:

### **To Activate the School Safety Team**

“Attention Staff. Please listen closely. Members of the School Response Team, please come to the main office immediately.” (Repeat at least two times; consider announcing the names of the personnel on the SRT)

### **To Initiate an Evacuation of the Building**

“Attention staff and students! Please listen closely. Evacuate, Evacuate, Evacuate! Teachers and students, evacuate the school immediately. Teachers, take your class folder and attendance roster with you. Proceed to your designated Outside Evacuation/Reunification Area or Evacuation Site. Please evacuate now! (Identify the location of any hazards, repeat at least two times).

### **To Initiate a School Lockdown**

“Attention staff and students! Please listen closely. Lockdown! Lockdown! Lockdown! Locks! Lights! Out of Sight! . (Identify the issue if possible.)

### **To Initiate a School Lockout**

“Attention staff and students! Please listen closely. Lockout! Lockout! Lockout! All Students and Teachers return to the inside of the school immediately. Secure all entry doors!” (If the location of the hazard is known, share and repeat your message at least two times).

### **To Initiate a HOLD (out of control student)**

“Attention staff and students! Students, return to your classroom. Staff, please HOLD your students in place until the ALL CLEAR is given”.

# Evacuation: On-Site vs. Off-Site

## What?

Evacuation procedures are a set of flexible guidelines that are designed to help provide safety for students, staff and visitors through the controlled movement of occupants from a hazardous situation to a place of safety.

## On-Site Evacuation

This protocol is used when the circumstances require students/staff to quickly evacuate the building, stage and wait on school property while the situation is investigated. All students and staff will be accounted for while waiting for building re-entry or off-site evacuation notification.

## Off-Site Full Evacuation

This protocol is used when circumstances require the off-site evacuation and relocation of students and staff to a remote site where students will be accounted for and may be released to their parents or guardians. During emergencies, parents, relatives, and friends often rush to the school incident site to check on the safety of students and staff. The blockage of streets and building access by large numbers of people can severely hamper the response of emergency agencies. The most effective way to prevent this is to redirect concerned individuals to the pre-determined evacuation/reunification site. Public Relations will utilize *School Messenger* to communicate information to parents and guardians.

## Why?

Evacuation guidelines are needed in order to improve the chances of a positive outcome in a negative situation such as fire, smell of gas, bomb, bomb threat or other threat of violence, chemical/hazmat spill, or an act of violence or structural damage within a building.

## Who?

The Principal/School Administrator, their designee, security and emergency management or first responders are the only decision makers who are authorized to issue the directive to evacuate the school building.

## How?

- Upon discovery of the emergency, the Principal/School Administrator will direct office staff to call 911 (if it was not previously done).
- **The announcement must clearly distinct either an *On-Site* or *Off-Site* evacuation**
- Contact District Security Dispatch via phone or cell phone at 915-434-0195, which will initiate activation of DCMRT.
- In case of a suspected fire, alarms and strobes must be activated by use of a pull station.
- The Principal/School Administrator (Incident Commander) will activate the emergency operations plan and call for an Evacuation using the following announcement:

***“Attention staff and students!*** Please listen closely. Teachers and students, evacuate the school immediately. Teachers, take your class attendance roster with you. Proceed to the designated *staging* location. Please evacuate **now.**” REPEAT AT LEAST TWO TIMES - (Consider identifying the location of the hazard when making the announcement.)

- The Principal/School Administrator shall activate the School Safety Team for assistance and wait for first responders outside of the main entrance of the building if safe to do so.
- Teachers shall be responsible for the complete evacuation of their classroom(s).
- Once the destination is reached, teachers shall take roll and remain still if all students/classroom visitors are accounted for.
- Teachers who are missing students, have extra students or individuals, or need assistance should raise their arm in the air.
- The Principal/School Administrator shall confirm and communicate that individuals requiring evacuation assistance from the building are staged in a predetermined location and may need the assistance of first responders to evacuate them safely. A designated helper should wait with them.
- If the circumstances allow, the Principal/School Administrator shall confirm with the School Head Custodian that the building was swept to ensure no person was left inside.
- Once the destination is reached, the safe School Coordinator shall be responsible for the accounting of evacuated individuals by tracking accountability steps from teachers (three attendance checks), as well as the accountability of all staff/visitors that were in the building at the time of evacuation.
- Immediately report missing students, staff or visitors to the Principal/School Administrator

**If *On-Site* areas are unsafe:**

- Move students to the *Off-Site* evacuation location indicated in the school’s Emergency Operations Plan or DCMRT designated location.
- Depending on the situation, the Principal/School Administrator may inform law enforcement and/or District Security and DCMRT that assistance from Transportation may be needed
- When needed, reunification shall commence from the Off-Site evacuation location with the direction and assistance from DCMRT and School-based personnel.
- Building re-entry: The District Incident Commander will make this decision after consultation with DCMRT to determine when it is safe to re-enter the building.

## IMPORTANT DETAILS

The fire alarm **is not** generally activated to initiate a **non-fire related evacuation** (smell of gas, suspicious package). Non-fire related evacuation notifications will be initiated by PA system and/or two-way radio communications depending on the circumstances. **Elevators can remain functional.**

# Shelter

## What?

Shelter procedures are a set of flexible guidelines that are designed to help provide safety for students, staff and visitors through the controlled movement of occupants from a hazardous situation to a place of safety.

## Why?

Shelter guidelines are needed in order to improve the chances of a positive outcome in a negative situation such as the approach of severe weather or a hazardous material incident in the neighborhood surrounding the school.

## Who?

The Principal/School Administrator or their designee is the only person who is authorized to issue the directive for a Shelter.

## How?

- Typically, school personnel will be informed by law enforcement of a situation that may require the Shelter Procedures.
- If school staff discovers the emergency, the Principal/School Administrator will inform office staff to call 911 (if this was not previously done).
- Contact District Security Dispatch at 915-434-0195, which will initiate activation of DCMRT on your behalf.
- The Principal/School Administrator will activate the emergency plan and will make the following announcement:

***“Attention staff and students!*** Please listen closely. Staff, students and visitors: please shelter immediately for (Ex: *tornado, hazmat spill.*) Take your emergency classroom folders and go to the closest designated shelter area which is identified on the

floor-plan inside of your classroom folder. Wait for further instruction. School Safety Team please go to your pre-assigned location now. Please shelter now”.

REPEAT AT LEAST TWO TIMES - (Consider identifying the location of the hazard when making the announcement.)

- Teachers shall be responsible for checking attendance and reporting this information to the School Safety Team member in their area
- Depending on the nature of the emergency:
  - Direct students and staff to designated or closest shelter area, which should be away from all exterior windows, exterior doors, and skylights
  - Move away from affected or potentially hazardous areas i.e. suspicious package
- If safe, the Principal/School Administrator shall confirm with the Head Custodian that outside areas are swept to ensure no person is outside
- The Principal/School Administrator will check-in with School Safety Team members who are in their designated area to ensure accountability of staff and students
- The School Safety Team shall be responsible for assisting the main office in accounting for students, staff and visitors after the situation has been resolved:
  - This will include all the students, staff, and visitors in the school; and the reporting of the total of all those who are unaccounted for.
  - Individuals who are unaccounted for shall have their last known location communicated to the Principal/School Administrator
  - Teachers should utilize attendance protocol in their Shelter areas to aid the School Safety Team with accountability
- Immediately report missing students, staff or visitors to the Principal/School Administrator
- Nurses Station personnel will assist in supporting care if medical attention is needed until the arrival of emergency personnel
- Hazardous material/Chemical incidents: consider shutting down building HVAC systems with the assistance of the building Head Custodian.
- Only if applicable, direct students to take protective sitting position when needed:
  - Announce that students should sit down on their knees, place their head near/on the floor, and clasp their hands over the back of their neck/head. If there is time, students can also grab backpacks or coats to shield themselves.
- The Principal/School Administrator will make the decision to return to normal operations. Consult with District Security and Emergency Operations personnel when appropriate.

### General Sheltering Information:

- Shelter until the expiration time has ended from the initial alert, or when warning siren systems are no longer sounding.
- In general, sheltering for a hazmat release can last up to an hour in order for the plume to blow out of the area. Consider having plastic and duct tape to cover air exchange vents to minimize contamination with inside air. Wait for further instruction from 911 Dispatch.
- Assess general medical needs during this time i.e. diabetic, seizure, and/or other needs of vulnerable populations. When possible, move vulnerable populations to shelter with trained staff.

## Lockdown

### What?

**Lockdown** is used to protect students, staff, and visitors inside the building when conditions are too dangerous to allow movement within the building. Lockdown is used when there is a threat of violence or serious incident that could jeopardize the safety of students and staff (e.g., intruder, hostage incident). The Lockdown protocol offers a means of concealment and safety for all staff, students, and visitors if followed correctly. **LOCK** interior doors, shut off classroom **LIGHTS**, and **HIDE**.

### Why?

To keep students and staff safe from danger inside the building!

- A dangerous event in the school
- A dangerous intruder inside the building

### Who?

- The Principal/School Administrator (their designee) or any school staff member is authorized to order a Lockdown. Often this has to be an immediate decision.

### How?

- Activate a lockdown alarm by immediately notifying 9-1-1 and District Security Dispatch of the emergency.
- The Principal/School Administrator or designee will call 911 (if this was not previously done).
- If safe, the Principal/School Administrator or designee will contact District Security Dispatch at 915-434-0195, which will initiate activation of DCMRT on your behalf.
- Principal/School Administrator should consider training staff to access and use the building PA system in the event of an emergency.

- The Principal/School Administrator shall activate the Lockdown protocol and make the following announcement:

***“Attention staff and students! Lockdown! Lockdown! Lockdown! Locks! Lights! Out of Sight!***

Consider identifying the location of the hazard when making the announcement).

### **FIRE ALARM Clarification**

Active shooters have pulled fire alarms to lure people out of hiding. ALL STAFF have been trained to be flexible in thinking about self-evacuation if they have been placed in a LOCKDOWN. Consider true indications of fire i.e. visible fire, smell of smoke, or activation of water sprinklers before leaving a safe hiding place.

### **Communication while in Lockdown**

- During a lockdown, staff should expect communication to occur only when the Law Enforcement enters the classroom.
- If safe, school staff are encouraged to remain in contact with 911 during a Lockdown situation.
- School radios are discouraged from use during a lockdown.
- Depending on the circumstance, Principals may use discretion when using the District two-way radio.
- Texting is generally safer and recommended over making an actual phone call, since lines should be kept open for direct calls to 911 to communicate more emergent situations.

**ATTENTION: In the event of a Lockdown situation, law enforcement ONLY will release classrooms. The order for an evacuation during/after a lockdown situation will not occur over a PA system.**

### **Accidental Lockdown Activations:**

The IC or backup may announce that the activation was accidental, but MAY NOT release the Lockdown. Teachers and students must stay in their position until released by Law Enforcement.

### **LOCKDOWN DRILLS ONLY:**

- District Security and trained school staff will unlock and enter every classroom to provide feedback to all teachers and students.
- Schools **are not** to combine LOCKDOWN drills with Fire Alarm activations.

# Lockout

## WHAT?

**Lockout** is used to protect students, staff, and visitors when conditions **outside** the school building are too dangerous. Normal operations may occur within a building once students are recovered and perimeter doors have been secured and locked (e.g., suspect at large, civil disturbance, dangerous animal).

## WHY?

To keep students and staff safe from danger outside the building!

- A dangerous event outside of school
- A dangerous animal is in the neighborhood
- A dangerous event in the neighborhood

## Who?

- The Principal/School Administrator (their designee) or a school staff member is authorized to order a Lockout. Often this has to be an immediate decision.

## How?

- The Principal/School Administrator will direct office staff to call 911 (if this was not previously done).
- Contact District Security Dispatch at 915-434-0195, which will initiate activation of DCMRT on your behalf.
- The Principal/School Administrator (Incident Commander) shall activate the emergency plan and will make the following announcement:

***“Attention staff and students! Please listen closely. Lockout! Lockout! Lockout! There is a situation outside the building! Teachers and students return to inside the building immediately. Perimeter doors will be locked!”***



(Consider identifying the location of the hazard when making the announcement)

- Staff to lock exterior doors
- Teachers/Staff take attendance
- NO person is allowed to enter or leave the building unless otherwise directed by law enforcement or District Security and Emergency Management
- The Principal/School Administrator must contact DCMRT for assistance in providing updates to the community through School Messenger
- The Principal/School Administrator should release from Lockout in an orderly manner after consultation with District Security and Emergency Management

IF POSSIBLE: Place a large sign in the front entrance window that reads:

“THIS SCHOOL IS UNDER LOCKOUT. NO PERSON MAY ENTER OR LEAVE.  
PLEASE MOVE AWAY FROM THIS SCHOOL BUILDING.  
PLEASE CONTACT (District Central Office) FOR FURTHER INFORMATION.”

### **General**

Please advise schools to leave their District radio “ON” if the situation is:

- In process
- Awaiting resolution
- Might require two-way communication with YISD Security Dispatch and DCMRT regarding updates on the situation.

# Student Reunification

Student Reunification procedures are used to ensure a safe, secure and orderly means of accounting for students and reuniting parents/guardians with their children whenever the school facility or grounds are unsafe. Reunification occurs as a result of an unscheduled release or release from school to an off-site *reunification area* where students and staff are accounted for. DCMRT will assist in coordinating reunification efforts. Depending on the circumstances for reunification, the School Safety Team for the school, as well as other district personnel, may assist in managing the student reunification process if the circumstances allow.

**Notification:** Parents may be notified in a number of ways. The school district will broadcast emergency notifications via School Messenger via automated phone message, text message, and/or email based upon the opted in options. In some cases, students may be asked to send a text message to their parents.

**Parent/Guardian Expectations:** If a parent or guardian is notified that a controlled release and reunification is needed, there are some expectations that parents or guardians should be aware of. First, bring identification. That will streamline things during reunification. Second, be patient. Reunification is a process that protects both the safety of the student and provides for an accountable change of custody from the school to a recognized custodial parent or guardian.

**What if a Parent Can't Pick-up Their Student?** When a parent can't immediately go to the reunification site, students will only be released to individuals previously identified as a student's emergency contact. Otherwise, the school will hold students until parents can pick up their student.