

Emergency Procedures.

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Being based on the site of a primary school means that The ARC Centre needs to not only be concerned with its staff and visitors to the centre but also with the safety of the people within the school.

Definition

A critical incident can be a physical incident or psychological trauma that has a severe immediate impact and likely long term effect on pupils, staff or parents. This may include:

- Incidents that involve staff, children or young people or others
- People made disasters/emergencies, acts of terrorism
- Natural disasters/emergencies crisis management and recovery processes involve personal support, crisis intervention and a whole range of practical assistance.

In-ARC

- the death of a pupil or member of staff through natural causes, such as illness;
- a traffic accident involving a pupil or staff member;
- a deliberate act of violence, such as a knife attack or the use of a firearm;
- a pupil or teacher being taken hostage;
- a fire or flood;
- allegations or actual incidents of abuse against pupils by staff and staff against pupils;
- an arson attack on the ARC.

Out-of-ARC

- tragedies involving children from many schools at public events such as football matches;
- civil disturbances;
- refugee children joining, uprooted from their countries and perhaps shocked by wars or atrocities;
- abductions / disappearances;
- Incidents involving the murder of children that attract the attention of national and international media over prolonged periods;
- a civil disturbance or terrorism;
- a disaster in the community;
- a transport accident involving ARC members.

Major Incidents Focused on People

Whilst all critical incidents are difficult for all concerned, those that involve serious injury or death are inevitably traumatic. By their very nature and definition, critical incidents tend to disorientate and may overwhelm those involved. Planning ahead is a necessary precaution and can be crucial. Communication during and following an incident is, of course, of great importance.

Preventative and precautionary measures

Whilst no amount of planning can totally prevent accidents and problems occurring, it is hoped that some can be prevented and the effects of others minimised by taking sensible precautionary measures.

Staff will attempt to use the following to become aware of critical incident updates;

- BBC local radio and website
- Metropolitan Police Twitter account @metpoliceuk

It is expected that:

- Staff and pupils will be familiar with the routines for fire and the evacuation of the ARC building on hearing the fire alarm;
- Staff will be familiar with the routines and procedures for dealing with emergencies;
- Staff and pupils will be familiar with the ARC's security procedures, in particular that all visitors not with a booking should be questioned and escorted to the ARC entrance area;
- Staff organising ARC trips and visits follow the guidelines and write a risk assessment to be signed off by the Director or Duty Manager;
- Staff are aware of pupils with medical needs or health problems;
- Staff are aware of ARC policy in dealing with violence at work;
- Staff are aware that they should assess associated risks to children before carrying out a curriculum or other activity;
- Staff are aware that they are responsible for assessing risks to themselves before undertaking an activity.

Additionally, in the event of a critical incident the priorities of those adults in charge of the ARC or trip will be able to:

- Save life
- Minimise personal injury
- Safeguard the interests of all pupils and staff
- Minimise loss and to return to normal working as quickly as possible

First Aid.

All members of staff are to be trained in Activity First Aid and are to follow their training in the event of an emergency. They are to call any additional support that may be needed (i.e. ambulance).

Fire.

All members of staff are to take regular fire safety training.

Within the ARC Centre.

In the event of a fire, staff are to first raise the alarm. The ARC should be radioed to alert them to the fire, and the fire brigade should be called.

The fire assembly point is in the car park. All regular visitors to the centre are to be briefed as to where the fire assembly point is.

Fire equipment is located around the centre within easy reach of all areas. Staff should use fire equipment as a method of creating a safe escape route. Any areas that can be shut so as to minimise the spread of fire should be, if staff are safe to do so.

Within Greenvale Primary School.

Upon hearing the school's fire alarm, staff and visitors are to report to the fire assembly point in the car park.

Flood risk.

Whilst enclosures have been designed to try and minimise the risk of flooding, should flooding occur, staff are to place sandbags to direct the flood away from animal enclosures. Any animal affected by the flooding should be moved wherever safe to do so, into quarantine.

Major incidents.

During a major incident either of the ARC Directors are to act as a manager in the situation, or the acting Duty Manager. The Acting Duty Manager is to inform the ARC Directors as soon as possible and if ARC Directors attend the incident they will take over as manager in the situation if appropriate. Greenvale Primary School is to be notified immediately via radio.

In the event of a ARC related emergency the proposed arrangement is outlined here:

Communications during an Emergency Situation

- The Director/Duty Manager will be in communication with emergency services via mobile
- The ARC switchboard should be used for incoming calls only
- Mobiles will be used for outgoing calls
- Staff dealing with incoming calls will receive written briefings
- All calls will be logged with date, time and details of each call
- The Directors **only** will handle media enquiries

Shelter/Lockdown Procedures

Shelter in ARC buildings may be appropriate if there is a;

1. toxic release posing a threat to safety
2. threat from an intruder on the ARC grounds or within the vicinity of the ARC.
3. an act of terrorism within the ARC or Greenvale Primary School

The procedures will be as follows:

1. Signal for commencing lockdown procedures will be given. The ARC's signal is Code Black on the radio. Greenvale Primary School's signal for lockdown is *Three short pips of the Fire alarm.*
2. Director or Duty Manager will call Emergency Services 999 if it is an emergency at The ARC. If it is an emergency at the school, school protocols are instead to be followed.
3. Staff will move pupils into the safe areas. The safe area for ARC students is the desert, with all centre gates locked. The safe places for Greenvale Primary School is as follows:

Reception – Reception cloakroom area

Year 1 – Nurture room

Year 2 – School Hall

Year 3/4/5/6 – Classrooms with doors shut and blinds closed.

4. Doors and windows will be locked by members of the senior leadership team.
5. Pupils will be seated away from doors and windows.
6. If some pupils are outside they will be told to enter the building, if this ensures their safety.
7. If children are outside of the classroom temporarily (such as a child going to the toilet) they are to go to the nearest place of safety with other pupils. This will either be the Year 6 classroom or the desert.
8. Signal for an 'all clear' will be given when applicable. The ARC radio call is Code White. Greenvale Primary School's signal for all clear is *One short pip, followed by a slightly longer pip of the fire alarm.*
9. In event of a toxic release, the above actions will be carried out as well as any extractor fans will be switched off.

Evacuation

In event of the need to evacuate, the ARC's Fire Drill procedures will be followed.

Communication

As soon as the situation is secure and the ARC is in 'lock down' the Director, Duty Manager nominated member of staff will attempt to undertake the following – IF SAFE TO DO SO;

1. Contact parents/carers by email notifying them that the ARC is in 'lock down' and they should not attempt to attend the ARC.
2. Contact staff who may be en-route to notify them that the ARC is in 'lock down' and they should not attempt to attend the ARC.

ARC Closure

The decision to close the ARC will only be made in exceptional circumstances by a Director.

Due to the timing of the ARC day, the decision to close the ARC due to say severe weather conditions will need to be made the previous day or by 6.30am on the day. A decision to close the ARC on subsequent days will be made by 2.30pm.

This will be communicated via the ARC's email or texting system and published on the website, and on social media.

Incident Response Team & Roles

Role	Name	Responsibilities
ARC Incident Response Team	Director Duty Manager	As listed below

Incident Manager	Director	<p>Consider the need to alert other colleagues and external agencies.</p> <p>Collate all relevant information relating to the emergency.</p> <p>Coordinate the emergency response strategy, liaising with relevant agencies, e.g. the emergency services as appropriate.</p> <p>Monitor the emergency response.</p> <p>Provide regular staff/team briefings.</p> <p>Authorise any additional expenditure</p> <p>Ensure site security at all times. Provide information about site facilities/layout as necessary.</p> <p>Communicate with colleagues at the ARC on a regular basis and receive updates/ progress reports</p>
Deputy Incident Manager	Duty Manager	<p>Assists Incident Manager.</p> <p>Co-ordinates and manages staff in the Incident Response Team.</p> <p>Monitors staff welfare and organises staff roster</p>
Parent Liaison Officer(s)	Director or Duty Manager	<p>Advises parents and provides information.</p> <p>Provides point of contact.</p> <p>Arranges on site coordination of visiting parents. Maintains regular contact with parents where appropriate</p>
Administrators	ARC staff	<p>Man telephone lines.</p> <p>Help to collate information.</p> <p>Relay incoming and outgoing messages by telephone, fax, email, etc. in a prompt manner.</p> <p>Provide admin support to the Incident Manager and Deputy Incident Manager.</p> <p>Maintain a master log of key events and decisions, including expenses incurred</p>
Communications Officer/Media Spokesperson	Director	<p>Acts as point of contact for media enquiries. Assist with internal communications</p>
Teachers		<p>Maintain supervision. Ensure the safety and security of Pupils. Provide information and offer reassurance.</p> <p>Monitor Pupils physical and psychological welfare</p>

Timeframe for Action

Task	Time scale	Lead person/ team
Contact Director with details of Incident	Immediately	Member of staff/public who discovered the incident
Obtain factual information at start of crisis	Immediately	Director
Contact 999, LA	Immediately	Director
Leadership team meet to establish record of phone calls/ visits/log	Within hours	Director, Duty Manager,
Establish Response team protocol for handling information coming in and out of the ARC	Within hours	Director, Duty Manager
Call a staff meeting to give information	Within hours	Director, Duty Manager
Contact families – establish point of contact, protocol for updating parents.	Within hours Continue until all are informed	Office staff directed by Duty Manager
Inform pupils in small groups	Same day if practicable	Duty Managers & Teachers
Establish communications strategy	Within hours	Director/Duty Manager
Liaison between LA & ARC	Within hours and continuously	Director/Duty Manager
Debrief with all staff and agencies involved in incident – Lessons learnt	same day if practicable	ARC Incident response team
Arrange a debriefing meeting for staff involved in disaster	same day if practicable	ARC Incident response team
Debriefing for Parents/pupils involved in the disaster	as soon as possible, allowing for health and safety	ARC Incident response team
Implement any lessons learnt from Incident	as soon as possible	ARC Incident response team

Information to be available on and off site.

The following information will be held in ARC and accessible to members of the ARC Incident Team:

- Telephone numbers of all members of staff

- Names of key holders (probably including the Incident Managers)
- Pupil contact information
- Significant medical information relating to pupils and staff off site on ARC outings at any time
- Contact list of all people, groups or organisations who visit or use the ARC and would need to be informed (breakfast & afterARC clubs)
- Contact list of people and groups used by the ARC, e.g. suppliers, contractors
- ARC's Bank details, e.g. account number and sort code
- Location of keys to ARC safe
- Premises and site plan of the ARC, including critical locations, e.g. chemical storage, key salvage priorities
- Gas, electric and water mains control positions