

European Azerbaijan School



Crisis Management Handbook

INTRODUCTION

European Azerbaijan School

Purpose and Scope of the Crisis Management Plan

The crisis management plan which was prepared, revised and updated for the 2020-2021 Academic Year.

The plan aims to prepare every individual for an earthquake, fire, terrorism or other crisis situations and to emphasize necessary precautions which should be implemented. Our mission is to raise awareness about the disasters and to make everyone feel as the part for the whole.

Within the purposes, job distributions are prepared, committees are formed, further trainings are planned and the necessary materials and equipment are purchased.

Announced and unannounced drills aim to prepare students and also the staff for a possible incident.

Crisis Management Team

Director – Francesco Banchini

Business/Facilities Manager – Amil Shahverdiyev

Head of Human Resources – Tamilla Aghamaliyeva

Primary Team

Primary Principal – Kamilla Orujova

Primary Building Coordinator – Fidan Jafarova

Primary Building PYP Coordinator – Parvin Rahimova

Primary Building Medical Doctor/Nurse – Farida Alakbarova

Primary Building Head of Security – Mutallim Rahimov

Secondary Team

High School Principal – Tad Herrold

Middle school Principal and Building Coordinator – Zohra Malikova

Secondary Building MYP Coordinator – Maria Elena Berardi

Secondary DP Coordinator - Iftikhar Hussain

European Azerbaijan School

Duties of the Crisis Management Team

The Crisis Management Team:

- determines, coordinates and monitors the activities and training of all personnel involved in crisis situations / disaster relief.
- reviews and updates the civil defense and crisis situation preparations for all reasonable situations.
- assigns personnel who will prepare crisis intervention plans. Examines and completes the plans and presents them for approval. Schedules regular evacuation drills and practices. Carries out the crisis plans.

Duties of the Crisis Management Team Head

The Crisis Management Team Head is designated as the School Director who operates in conjunction with the Business Manager, the HR and the head of security. The duties may be delegated to other people according to the complexity, duration and severity of the event. Staying in close communication with the emergency services, he/she classifies the incident and determines the most appropriate intervention and initiates necessary procedures.

Job Distribution of the Crisis Management Team Members

Job Distribution of the Crisis Management Team Members during Crisis

Primary Principal or Secondary Principal

- Checks to ensure that school security has been informed to close all school exits and be alert. Ensures that the police are called by the security.
- Business Manager is informed of the incident.
- Cafeteria Primary and/or Cafeteria Secondary are informed of the incident, all staff is accounted for.

School Director and Business Office - Off campus communication

- Ensures that the Ministry of Education is informed of the incident by the School Director or School Principals.
- School bus service is informed and told to be prepared for possible transportation of the students at any time.
- Public Relations
 - School Director prepares a communication which is given to the school Principals, Deputy Principals. Receptionists and Counseling.
 - Posts response to the situation on web site
 - Writes press release (School Director in communication with Head of the Board).

Responsibilities of Those in Charge of the Primary and Secondary Buildings and Assistants

- Those people who are responsible for the buildings will check that the staircases and exits

European Azerbaijan School

are clear for evacuation. If the staircases or the exits are damaged, they should direct the teachers and students to use other exits for safe evacuation. After the evacuation has been completed the people who are responsible for the building will check all classrooms, labs, toilets, AV rooms, offices and elevators for people, damage, fire and gas leaks.

- If the team leaders are in the classroom, the priority will be getting their students to the evacuation location . After that they should proceed the Crisis Management Team meeting for any further directions.
- Based on the status of each building, the Crisis Management Team will give specific assignments to the team leaders for their teams.
- The team leader will gather his/her team at the evacuation area

Crisis and Intervention Methods

The standard operation procedures that will be implemented in case of general dangers are listed below:

- A. Earthquake
- B. Fire
- C. Lockdown/Shelter-in-Place
- D. Terrorism
- E. Death/suicide either on or off campus
- F. Epidemic illness
- G. Food poisoning
- H. Theft
- I. Workplace accident
- J. Emergency on the school service buses
- K. Steps to be taken in individual cases
- L. Child abuse
- M. Evacuation of students from primary or secondary campuses

The Crisis Management Team in each building will take the following actions in case of an emergency:

- Decide what kind of precaution should be used in order to protect the students and staff
- Inform other colleagues as necessary
- Put the crisis plan into action
- Activate related units and teams as necessary
- Ensure coordination with the Disaster Committee

Assessment of the Situation after the Emergency: After each crisis the situation will be assessed. Everyone who intervened or had a responsibility of intervention should participate in

European Azerbaijan School

the assessment and objectively tell the team his/her opinion. The following questions will be answered during the assessment:

- What happened?
- Where did it happen?
- When (date and time) did it happen
- Why did it happen?
- How many people were affected? How many people joined the incident? •
- If a protest caused the crisis, did the protesters belong to a specific group? •
- How would it be possible to prevent the crisis?
- Was there a warning that went unnoticed?
- How can we prevent the repetition of such crisis?

A. Earthquake

DURING AN EARTHQUAKE:

Teachers

- As soon as you hear the alarm or feel the tremor, guide the students to take safety positions (Duck and Cover Position).
- Take the same position.
- Keep the students away from the windows.
- When the tremor is over, classrooms on ground floor will evacuate immediately. Classrooms on upper floors will wait for the stairways to be checked by the building supervisor and then will evacuate, beginning from the 1st floor and then the upper floors in order, when told to do so.
- Ensures that the lights are turned off and that the class notebook has been taken. When you reach the assembly area, take attendance with the class president. Wait quietly with the students for announcements.

Students

During Class

- Be calm.

European Azerbaijan School

- Don't run. Stay where you are.
- Beware of the falling objects.
- Protect yourself in the duck and cover position beside undamaged furniture and tables or inner walls and keep away from the windows.

During the break and lunch time

- Be calm.
- Don't run. Stay where you are.
- If you are inside of the building, stay in. Protect yourself in the duck and tuck position beside undamaged furniture and tables or inner walls and keep away from the windows. Keep away from anything that might fall off. Bend your head, and cover it with your arms. Protect your head and face.
- If you are outside, stay away from the buildings.
- After the tremor is over be quiet and listen to the instructions. The staircases might be damaged and need to be checked before usage. By using the nearest exit go to the designated meeting point . After you arrive to the meeting point, gather with the other students from your class and line up.

Evacuation of the Buildings

Large Earthquake clearly felt throughout school

The decision to evacuate the buildings and the location to gather will be relayed to the building supervisors and/or their alternates. They will coordinate the evacuation. Evacuation may already be in progress.

The designated Crisis team member will report to the crisis committee when the evacuation is complete. He/she will check attendance and relay this information to the committee.

the Committee will make a decision on where to go after the situational threat has been reassessed. Options are:

- Remain outside
- Return to classrooms
- Move to another location
- Send students home via school service.

Small Earthquake not felt throughout school

The decision to evacuate and the location to gather will be relayed to the building supervisors and/or their alternates. They will coordinate the evacuation. Evacuation may already be in progress in some cases.

European Azerbaijan School

Fire alarm may be manually activated in order to ensure the evacuation of all buildings. After the Earthquake and the buildings are evacuated, the team gathers information about the earthquake and makes plans accordingly.

The Business/Facilities Manager has been contacted to shut down the electricity, water, and gas valves, if necessary.

In case of wreckage and injury, the school's first aid team makes initial treatments and contacts the nearest hospital to ask for an ambulance.

If there are casualties, the crisis plan for death is applied.

B. FIRE

Teachers and students:

- When you hear the fire alarm quietly stand by your seats.
- **The classroom teacher** gets the class book from its assigned place.
- **The teacher** leads the class quietly from the classroom and out the assigned exit. Classes exit in an orderly fashion and go to the designated assembly area.
- **The classroom** switches off the lights and closes the classroom door upon leaving.
- **The sweeper assigned to the floor** closes all windows if there is any open window.
- The classes come into the line quietly, forming a single file at the assembly area and waits for the other students to come.
- **The classroom teacher** takes roll call and reports first to the assigned administrator.
- **The administrator reports any unaccounted for students to the principal.**

NOTE: Even if the alarm turns off after a short period, the buildings must still be evacuated. If it is a false alarm, students and staff will be directed to return to the buildings after gathering at the assigned area.

Situation A - Fire Alarm is Ringing

Head of security calls, Fire Department and Police will be notified

immediately.

- Evacuate all buildings and gather at the assigned area.

- The Principals will report to the crisis committee when the evacuation is complete.

Principals will check attendance and relay this information to the committee.

- Crisis committee meets to determine if fire is real or a false alarm.

- If it is determined to be a false alarm, decision to return to classes is made by the crisis

committee head.

Real Fire

- The Crisis Management Team members will gather at the designated meeting place and

European Azerbaijan School

when it has been determined that this is not a drill, an action plan will be put in motion. • Security and other personnel assigned to the Fire Extinguishing Team are directed to deal with fire.

- The Committee Head ensures that the other members spread the word both in and out of the school.
- Committee will make a decision on where to go after the fire threat has been reassessed.

Options are:

- Remain outside Return to classrooms
- Move to another location
- Send students home via school service

No one returns to building unless instructed to do so by the crisis committee members.

C. EAS Emergency Lockdown and Shelter-in-Place Procedures Lockdown or Shelter in Place procedures are a sensible and proportionate response to any external or internal incident which has the potential to pose a threat to the safety of students and staff on campus. The procedures are aimed at minimising disruption to the learning environment whilst ensuring the safety of all students and staff. Although details will differ slightly from the primary to the secondary campus the fundamentals are the same. These procedures may be activated in response to any number of situations, but some of the more typical are:

An intruder on campus (with the potential to pose a risk to staff and students) Lockdown A warning being received regarding a risk locally of air pollution (smoke plume, gas-cloud etc.) Shelter-in-Place

A reported incident/civil disturbance in the local community (with the potential to pose a risk to students and staff on campus) Shelter-in-Place

Shelter in Place

In a Shelter-in-Place situation, students and staff should remain in the school building and all doors leading outside should be locked. No one should be allowed to enter or leave the building; however teaching and work can continue as usual. This may be as a result of a reported incident / civil disturbance in the local community with the potential to pose a risk to students and staff in the School. It may also be as a result of a warning being received regarding the risk of air pollution, etc.

Initiation of Shelter-in-Place

The initiation of a Shelter in Place will be decided on by the building principal after an OK from the Director. To commence this procedure school Security at the appropriate division will be informed and an announcement will be broadcast via the loudspeaker system saying “The school is now closed and a Shelter in Place is in effect until further notice”. This announcement will be in Azerbaijani and English and will be repeated in an on-going fashion. When the alert is over an announcement will be made “School now open, Shelter in Place procedures terminated”

European Azerbaijan School

European Azerbaijan School

Immediate action

- All outside activity to cease immediately, students and staff return to the nearest buildings.
- All students and staff to remain in the main building with external doors and windows locked.
- Free movement may be permitted within the building dependent upon circumstances. • In the event of an air pollution or chemical, biological or radiological contaminants issue, air vents, fans, heating and air conditioning systems should be closed or turned off.
- Use anything to hand to seal the cracks around doors and any vents to minimise possible ingress of pollutants.
- Staff should await further instructions .

All situations are different. Once all students and staff are safely inside, will conduct an on going and dynamic risk assessment based on advice from the Emergency Services.

A Shelter in Place may also be a precautionary measure, to put the School in a state of readiness (whilst retaining a degree of normality) should the situation escalate. Emergency Services will advise as to the best course of action in respect of the prevailing threat.

Lockdown

Initiation of a Lockdown

Any member of staff who becomes aware of an incident that could potentially trigger such as an armed or forcible intruder to the campus should inform the building principal, who can make the decision to initiate the Lockdown procedure. Only in circumstances where danger is clear and present, and no delay can be tolerated (such as an obviously armed and dangerous intruder), should a member of staff who is not part of the school management cause the Lockdown alarm to be sounded.

Lockdown Alarm

The Lockdown alarm is sounded from head of security. The Lockdown alarm is very distinct from the fire alarm and will be followed by the repeated phrase in both Azerbaijani and English “Lockdown, Lockdown, Lockdown”.

On Hearing the Lockdown Alarm

Students and staff should stay in their classrooms or offices and lock all doors using their keys. Lights should be switched off, blinds or curtains closed, mobiles silenced (vibration turned off) and there should be no talking. Police research shows that intruders tend to move through the building when faced with a locked or obstructed door. Students should sit on the floor and stay away from doors and windows. Staff should stay low and focus on keeping students as calm as

European Azerbaijan School

possible. Staff and students who are outside should immediately move to the nearest available secure space inside. Students in the bathrooms or hallways should not attempt to return to a specific teaching group or classroom but should go to the nearest classroom. If students are in the gymnasium, swimming pool area or library they should remain there and the teacher/staff member should lock the door. If students in the secondary are in the cafeteria or out on the grounds playing they should proceed immediately to the gymnasium. Everyone should stay quietly in the classroom or other designated area and no doors or windows should be opened until the all clear signal is given over the PA. During a lockdown external gates

European Azerbaijan School

will be closed and parents or visitors will not be allowed to enter the campus until the end of the Lockdown has been signaled.

Contacting the Emergency Services

The principal or SLT member who initiated the Lockdown after consulting with the Director should phone the relevant emergency services and follow their advice to co-ordinate the response.

Internal Communication

Communication around the site presents some difficulties as not all areas contain telephones. Dependent upon the nature and length of the event, communication may take place mobile phones in an attempt to reach staff in all areas. In the event of no communication, students and staff should remain in a lockdown mode until the Lockdown announcement stops and an all clear announcement is made.

External Communication

During a Lockdown there will be a significant temptation to contact family and friends for students and staff. This is discouraged as, should an emergency response be required, any civilians attempting to travel to or enter the site could impede the emergency services.

Lockdown Practice

As with fire drills, it is important that the lockdown procedure be practiced in order that both students and staff are made familiar with the process, and any problems with the procedure can be identified. The Lockdown procedure will be practiced annually in the first half term of the year. New staff will be briefed on the Lockdown procedure as part of their induction.

D. Terrorism

(Bomb threat, explosion on or off campus, violent intruder)

- The head of the crisis committee needs to determine where the threat is (on or off campus) and the level of the threat.
- If the threat of a bomb planted in the school is received via telephone this information

European Azerbaijan School

should be immediately communicated to the Principal. Receptionist or receiver of the call should bomb threat report provided.

- Based upon this information, the decision to evacuate (and where to evacuate) or the decision to remain in the classrooms will be made.
- Security and police will be notified of the threat immediately and the decision to evacuate or not.

Decision to Evacuate Buildings

- The decision to evacuate and the location to gather will be relayed to the building supervisors and/or their alternates. They will coordinate the evacuation. The Fire alarm may be activated manually in order to speed up the evacuation to the designated area.
- For bomb threats in specific buildings, “building supervisors and security” will check the exit routes for safety before evacuating the students.

European Azerbaijan School

- The designated crisis team member will report to the crisis committee when the evacuation is complete. He/she will check attendance and relay this information to the committee.
- Committee will make a decision on where to go after the situational threat has been reassessed. Options are:
 - Remain outside / Return to classrooms
 - Move to another location
 - Send students home via school service.
 - Decision to remain in the Classrooms
- The situational threat and the decision to remain in the classrooms will be relayed to the building supervisors and/or their alternates. They will be informed about the possibility of an evacuation and be told to stand by.

If there is also a chemical and biological accident all the air-conditioning units should be turned off and if possible move to a room without windows and follow the shelter procedures. In case of any contact with clothing, take off the clothes immediately and wash the body with warm water and soap. Eyes, nose and mouth should be protected primarily in case of a chemical and biological accident. If there is anyone affected, they will be urgently taken to the closest health center.

In case of protests and boycotts, in order to prevent any harm and protect the students, the exterior doors and classroom doors will be kept closed, if necessary.

If there is a protest going on in the buildings, the protesters will be warned by the management,

European Azerbaijan School

and security will be noticed if the problem cannot be solved. Afterwards, a higher management level will be informed. If the boycott is in front of the media and the public, press and public relations procedures will be followed in emergencies, depending on the content of the boycott.

Suspicious package, bag and envelope: Be careful of the suspicious package, bag and envelope; they might be carrying explosive, chemical or biological substances. Police forces must be informed and all personnel, students and visitors must be kept away from the package, in each and every suspicious case. Officials must be informed about the suspicious people who might have left the package. All personnel, students and visitors will be evacuated immediately.

Features of a package, bag and envelope that will raise doubts are;

1. It is unexpected
2. No return address or an illegal address
3. Having inscriptions such as: personal, confidential, keep away from X-ray
4. Sticking out cables, aluminum foil, strange smell or dye
5. Abnormal shape, size and weight
6. Use of threatening language
7. Not sent to anyone in particular or sent to someone who already left the job
8. Abnormal wrapping, overuse of tape
9. Leaking oil or any other liquid
10. Sounds coming from the package

European Azerbaijan School

Beware of these situations against sabotage:

- Inform security of any suspicious package, bag and envelope
- Help security to arrest the saboteur without putting yourself into a dangerous position
- Do not expose yourself when you see the saboteur
- Pay attention to his/her appearance
- Watch out for any weapons he/she might be carrying
- Pay attention to his/her car license plate
- Pay attention to their numbers

E. Death of a student or employee by accident or suicide at School

- First teacher or staff member to witness the event or discover the individual will contact the Director or School Principal.
- The school doctor or nurse will also be contacted and told to come to the scene of the accident (Doctor or nurse will call an ambulance).

European Azerbaijan School

- Security will be notified immediately about the incident. They will contact the police. Security personnel will be directed to the scene of the incident and will secure the area. • The guidance department will be contacted by the Director / School Principal and told to be prepared to give counseling.
- Next of kin are informed of death by the Director or School Principal. • If death has been seen by large group (ex. at lunch time), the decision may be made to send all students back to classrooms or to an alternate location. Otherwise, classes will continue as normal.
- Students or staff who have witnessed the event first hand may be kept separate from the others in order for them to receive counseling.
- In order to avoid panic, the area should be cordoned off immediately. Security should be directed to go to the scene of the accident and maintain security around the scene.

The head of the Crisis Management Team will meet with the other team members at the designated meeting place and implement the action plan. Team members will be informed of the situation and the course of action to be taken.

Death out of School

- The Crisis Management Team will meet to assess the case upon hearing it. • Make a written statement to prevent various and different reports on the accident. • In parallel with the written statement, Counseling will visit the related classrooms to inform the teachers and the students.
- Prepare a press release in case of the need of an explanation to the press. • If there is a special occasion or an important exam on the day that the accident is heard, make the necessary changes in the schedule, if necessary.
- Get in touch with the family members and learn about the funeral details, if there are teachers/students who would like to attend the funeral make the necessary arrangements.

European Azerbaijan School

- After identifying the students who are deeply affected by the incident, Counseling will give them the necessary support.
- Identify the families that need to be informed. If there are other parents who want to be informed the Headmaster or School Principal will make brief explanations. • Student's/teacher's name will be removed from all lists.
- Student's /teacher's locker and personal belongings will be gathered, be packaged and will be sent to his/her family.
- Listen to wishes of the teachers/students about the incident.

European Azerbaijan School

Crisis Plan for Students

- Students who need psychological help are identified. Teachers are consulted for their observations.
- Group meetings are held, if necessary. Situation is discussed in assemblies where the feelings and opinions of the students are listened to.
- Students are encouraged to reveal their opinions about the situation. (What would you do? How would you feel?)
- The guidance counselors can always be reached.
- Classes are visited to explain the situation and students are encouraged to express their feelings and ideas.
- Administrators are informed about the psychological situation of the students. • Parents are contacted to provide support if necessary. (Advice to parents, consulting services)
- Students are asked to share their feelings openly rather than bottling them up inside.
- The students have the opportunity to share their feelings with their peers. • Primarily affected students are directed for professional help.

F. Epidemic Illness

- The Crisis Management Team will meet to assess the case upon hearing the epidemic illness.
- Make a written statement to prevent various and different reports on the accident. • Prepare a press release in case of the need of an explanation to the press. • Follow closely any Ministry of Health guidelines, get help from these institutions if necessary.
- Prepare and share announcements at certain times to inform the parents, teachers, students and personnel about the situation and the necessary actions that need to be taken.
- School administration must contact the student/parents/personnel who have the epidemic illness and follow their conditions and ask for their medical reports. The responsible administrators should inform the Crisis Management Team periodically on the incident.

European Azerbaijan School

G. Food poisoning

As soon as we get the food poisoning news, the crisis committee meets, school doctor is included in the crisis team.

Necessary information for the case is:

- Number of people poisoned
- Which type of a clinical incident?

European Azerbaijan School

- From which food are we suspicious of?
- What others that we should be suspicious of?
- Checking the kitchen and the depos

Items that should be learned from the kitchen chef

- The menu list showing the days before the poisoning incident
- Which of these food may have poisoned?
- When were the suspicious food bought and when they have been used?
- Before the food is served
- Where?
- At what temperature have they been kept?
- How long and at what temperature have they been under serving?
- Has the suspicious meat been defrosted under appropriate conditions?
- Do you have any left over from the suspicious food?
- Recently, did you throw any food because you got suspicious?
- The school doctor and the nurse will give information to the crisis management.
- A written letter will be prepared to avoid misunderstandings.
- A short press release will be prepared in case we need it.

H. Theft and robbery

- No objections should be made in presence of an armed burglar, and his/her requests should be met. Say anything that would distract him/her, so that he/she cannot move suddenly. Don't ever look him/her directly in the eye, since it might be perceived as threat and cause undesirable reactions.
- It is not appropriate for school personnel to unarm the burglar or use physical power to arrest him/her. The personnel's responsibility is to keep the children and the personnel out of danger.
- In case of a robbery in an office, immediately inform the security and the police and don't touch anything until crime scene investigators come.
- If it is identified that the theft is done by a student, the school administration and the counseling will take the necessary precautions in order to solve the issue without the police involved.

I. Work accident

- Eyewitnesses should notify the clinic and security.

European Azerbaijan School

European Azerbaijan School

- Security should notify the Crisis Management team.
 - Eyewitnesses should not attempt first aid unless they have proper training.
 - First care should be done by School Doctor/Nurse.
 - Security should take measures to prevent bystanders.
 - If necessary, casualty should be referred to the hospital under the supervision of School Doctor/Nurse.
 - Security should prevent entrance to accident site after the referral of the casualty to the hospital until further instruction from the Crisis Management team.
 - Crisis Management team should interview witnesses and take statements down. •
- Accident site should be photographed by Administration/Head of Security for reporting.

J. Emergency on the school buses

In case of crisis/accident, school bus drivers/transportation attendants call the head of transportation and the school administration . The head of transportation is responsible for providing buses for students and taking them home or school. The following rules will be executed in case of emergency involving the school bus. The sequence may be changed in order to ensure students' safety.

Responsibilities of the Driver

- Inform the head of transportation, Crisis Management team, Fire Department and Emergency Service in case of an emergency.
- In case of a threat while transporting students, ' Emergency Instructions' are to be followed.
- School administration will inform the parents.
- Receive support from Emergency Service.
- Inform the students about the safest way of evacuating the school bus (taking the first aid kit and the students' list, announce a gathering place, make sure that everybody left the bus and then assign a student to help organize other students).
- Report the students who are sent to the hospital, with the name and place of the hospital, to the school administration.

Responsibilities of the teachers and school administration

- Teachers chaperoning students on a school trips or sports activities are required to fill out

European Azerbaijan School

the “School Bus Form for Activities” found in the “Forms” folder on the right side of the screen. This form needs to be printed, signed by the teacher and the service buses driver, checked for accuracy in terms of students on the bus and given to the security guard before leaving school.

- If a school bus has an accident, the administration needs to be able to know who is on the bus as well as the contact information for the service bus driver.
- Informs the parents about the incident
- Determines how to return students to school or to their homes.

European Azerbaijan School

- Take an accident report from the head of transportation

Emergency while in School Buses:

- While transporting students, do not stop unless the police orders (you have the right to see the police officer's identity card)
- Don't stop to help somebody else
- When you feel a threat, do what you think is appropriate, ex. walk away- change your direction to a safe place
- Calm down
- Call the police if needed
- Call the school bus supervisor
- If there are no instructions given by the police, listen to the school instructions.
- Act only with the instruction of school principal/deputy
- Go back to school if you are close to school

If communication with the school is not possible

- If the school bus is close to school, it goes back to school.
- If it is not able to go back to school, it goes on the same route
- If the school bus cannot move, students gather around at the nearest safe place providing that the driver is with them (if the students cannot be taken to a safe place, then they need to wait inside the school bus).
- The bus driver contacts with the parents
- When the circumstances are appropriate, students are brought to their parents. In case of staying inside the school bus for long time, there is water and food for the students.

K. Steps to be taken in individual cases

European Azerbaijan School

Definition of Emotional Crisis: An emotional crisis can be defined as a sudden and unexpected situation which disrupts the efficiency of an individual, prevents him/her from maintaining life routine, and requires emergent intervention.

- Regardless of which channel does the crisis information come through, it will be shared with the related guidance counselor and the dean. Following that step, Director and School Principal will be informed.
- Psychological Counselor conducts a session with the student. If the case includes an administrative/disciplinary aspect, then the Principal or deputy principal also conducts an interview with the student.
- The Guidance Counselor make an appraisal of the crisis situation together. When necessary, a meeting is organized with the family and the process is handled in consultation.
- If any emotional situation which reveals any self-harm and/or ideation of harming others occurs, the parents will be invited to school in order to hold a meeting with the purpose of information sharing and providing necessary support. This meeting will be kept under record.

European Azerbaijan School

- If the risk concern is assessed as high level, the student will be sent home in parent surveillance.
- Guidance Counselor makes outside referrals for professional psychological help for the cases with high-level risk concern.
- Teachers, club advisors, school doctor and related staff will be informed when necessary.
- Depending on the case and the content of the crisis the appropriate government ministry will be informed through an informative report.

The process will be assessed by the dean and the guidance counselor. Prior to any interventions, the steps that should be taken will be discussed and planned for each individual case in collaboration with the guidance counselor and the principal/deputy principal. The decisions will be shared with the other related people in the most appropriate way.

***The steps that are indicated above will be tackled for each individual case without making any generalizations.**

The Steps to be Taken After the Student Returns the School

- Psychological Counselor is informed by Principal when the student returns to school. • Dean meets with the student.
- Psychological Counselor gets in touch with the student in the first week after he/she returns the school.
- If the student is under medication, his/her parent is referred to the school doctor in order to give the details of medication.

European Azerbaijan School

The Steps which should be taken into consideration during the process/year are as follows:

- Communication with the family - In what ways and by whom
 - Whether there is a need to re-inform the teachers, club advisors, related staff and school doctor about the process. Also how the content should be. (If there is a school trip which the student will attend during the academic year, teachers who are responsible for the trip, should be informed).
 - How the student will be followed during the academic year.
 - Whether there is a need to update RAM or related Institution about the process.
- The School Principal is informed by the Dean about whole process.

L. Child abuse and reporting requirements

Bullying

All pupils and parents receive a copy of the anti-bullying procedures on joining the school and the subject of bullying is addressed at regular intervals in the personal, social and health education (PSHE) curriculum.

E-Safety

The school's e-safety policy explains how we try to keep children safe in school. Cyber bullying by children, via texts and emails, will be treated as seriously as any other type of bullying and will be managed through our anti-bullying procedures. Chat rooms and social

European Azerbaijan School

networking sites are the more obvious sources of inappropriate and harmful behavior and children are not allowed to access these sites whilst in school.

Photography and Images

The vast majority of people who take or view photographs or videos of children do so for entirely innocent, understandable and acceptable reasons. Sadly, some people abuse children through taking or using images, so, we must ensure that we have some safeguards in place.

To protect children, we will:

- seek their consent for photographs to be taken or published (for example, on our website or in newspapers or publications)
- seek parental consent use only the child's first name with an image
- ensure that children are appropriately dressed
- encourage children to tell us if they are worried about any photographs that are taken of them.

European Azerbaijan School

Wellbeing Team

The well-being teams in both the primary and secondary schools are responsible for the ongoing proactive support for and monitoring of wellbeing in the school.

Parent/Community Awareness

It is vital that the school's commitment to the highest possible standards of safeguarding and child protection for all students is communicated clearly to the variety of stakeholders who come into contact with the school.

- School safety goals and objectives are communicated regularly to all parents. • Child Protection Policy and Procedures are available on request.
- The school's commitment to child protection is stated clearly on the school's marketing and communications materials
- New families receive specific information regarding the school's policies and procedures as part of the 'New Parent Orientation'.
- Guidance and resources on student safety issues and how parents can talk with their children are available from the counselor

Staff Recruitment

The school is committed to maintaining procedures to ensure the safe recruitment and selection of all teaching and nonteaching staff.

Screening and criminal background checks

All personnel, staff, teachers, volunteers, and other members of the community whose potential employment or volunteer service involves direct contact with, and/or the potential for unmonitored access to children (including any individuals who regularly provide transportation to children) are given thorough reference and criminal background checks.

European Azerbaijan School

Code of Conduct

In addition to screening and background checks, all newly appointed staff are asked to agree to adhere to the 'Code of Conduct', a copy of which is provided to them (in both Azerbaijani and English).

Facilities and Security

School leadership ensures that all facilities are secure and appropriate to respect the safety and wellbeing of students in accordance to Azerbaijani law conducts reviews and inspections every

European Azerbaijan School

5 years.

Staff Training

Regular staff training is conducted to ensure staff feel confident about all aspects of child protection: awareness, types, signs/symptoms, prevention, policies and laws, reporting process, children's curricula, local authority support and resources available.

Specifically:

- New staff receive child protection training on these aspects as part of their 'New Staff Orientation'.
- The 'Staff Code of Conduct' is provided to all staff annually to give clear expectations and boundaries regarding child protection procedures. These procedures are also included, in summarized form, in the staff handbook.
- All staff including board members regularly receive training, presented by the child protection officers or visiting specialist(s), on identifying indicators of concern, understanding how sex offenders operate, and child protection procedures within the school.

Procedures

Reporting

It is a legal obligation for faculty, staff, and administrators, either as individuals or members of the institution, to report incidents of, or concerns about, physical or psychological violence, aggression, harassment, and physical or sexual abuse.

The reporting should be done within the next school day, or at most within 48 hours, to the school Deputy Principal students well-being. In his or her absence, the concern must be reported to the Principal and Head of School. Contact may be made at any time, and is not restricted to working hours.

- Primary School: Fidan Jafarova,
- Secondary School: Zohra Malikova

Responding to a Child's Disclosure

Step 1 - Any member of staff who has reasonable cause to believe that abuse is occurring or has occurred, must report it to any member of the Wellbeing Team. This member of the Well-

European Azerbaijan School

being Team, will in turn pass this on to the Deputy Principal (in case of absence; any member of the Incident Response Team). The latter will contact the Principal and Head of School who

European Azerbaijan School

will convene the Incident Response Team.

Step 2 - The Incident Response Team will gather information regarding the reported incident and in cases of suspected physical, emotional, sexual abuse and/or neglect.

Step 3 - In all cases, follow-up activities will be conducted in a manner that ensures that information is documented factually and that strict confidentiality is maintained. The following procedure will be used:

- Interview staff members as necessary and document information relative to the case.
- Consult with school personnel to review the child's history in the school.
- Determine the course of follow-up actions.

Step 4 - During and after the process described above, there might be a need for emotional support for staff, students and families involved. This will be provided by the Well-being Team. All documentation of the investigation will be kept confidential and will be stored in a designated lockable space, under the supervision of the Deputy Principal students well-being

The standard reporting format used by the Incident Response Team will include the following:

- Historical context the background history of the reporting
- Child's name, date of birth, place of birth, gender, nationality, languages spoken, address, class, attendance details, siblings
- Information on parents/guardians name, nationality, professions, telephone
- Information about the specific report nature and extent of reported injuries/maltreatment; how reporter became aware (firsthand witness?)
- Description of action taken (if any)
- Other information that may be helpful

This will be written using a descriptive non-judgmental style, employing phrases such as 'X reported that...'; 'Y said that'. If determined that the case warrants making a report to local authorities or agencies, this report should be documented using applicable forms.

Incident Response Team

When a child protection concern is reported, the Child protection officer (Primary/Secondary) will inform the Director and the Principal (Primary/Secondary). This team will be lead by the Child Protection Officer, and will include the school counselor, the school nurse, the relevant Division Principal and the Deputy Principal.

Incident Response Team Recording Form

Date of Report: Person filling out form:

Members of Response Team:

Incident Response Team Recording Form

European Azerbaijan School

Date of Report Person Filling Out Form

European Azerbaijan School

Key Questions	Response
Student's name, gender, age,	
Names of parents/guardians	
Reporter's name reporter's relationship to the student	
How and where reporter became aware (firsthand witness?). Write a brief description of disclosure circumstances.	
Name of perpetrator and relationship to student (if known):	
Any previous concerns with student:	

European Azerbaijan School

Any other pertinent information:	
----------------------------------	--

Follow-up

(i.e. meeting with CP team, future actions taken or action pending etc.

EAS Toileting and Early Years Guidelines

These Guidelines are for any EAS staff member that finds themselves in an intimate care situation with a student (e.g. Early Years Teachers, School Nurse, PE teachers, Overnight Field Trip Teachers).

- Intimate care can be defined as any care that involves washing, touching or carrying out an agreed procedure to intimate personal areas in order to care for another person. Intimate care tasks are associated with bodily functions, body products and personal hygiene that may involve direct or indirect contact with, or exposure of the genitals.
- All intimate care is provided in a manner so as to maintain the child or young person's dignity and confidence. The child or young person is cared for in a way that avoids

European Azerbaijan School

distress, embarrassment or pain.

- For entry into Early Years Grades at EAS, it is an expectation that all students are toilet trained and are able to go to the toilet independently.
- In the case where a student is not toilet trained or has regressed please inform the parents immediately.
- Staff need to work in partnership with the child or young person's parents or careers to discuss their needs as to when the student can reintegrate into the regular school routine.
- When a child needs help toileting or has had an accident, alert another staff member that you are with a child. Always where possible, keep the toilet doors open and remain visible. Encourage the student to be independent and to do as much as they can by themselves.. 'Can you take toilet paper and wipe your bottom'.
- If possible especially in the case where a child has been sick/had an accident, use gloves and an apron when trying to clean the child. Ask for additional support (i.e school nurse, cleaners and/or other members of staff) if need be send the soiled clothes home in double plastic bags.
- Spare clothes can be found at the nurse's office. In the case where a child/children are in a cubicle or bathroom with a closed or locked door, knock to inform the child that you are there.
- Ask the child to dress themselves and to open the door. In the case that the child refuses,

European Azerbaijan School

ask them to explain why.

- If the child is not speaking, explain that you will have to call someone to open the door to check on their wellbeing.
- When on field trips and swimming, only one child per cubicle/bathroom with a closed door is permitted.
- Cameras and recording devices are never taken into bathroom areas. Wherever possible, staff should care for a child of the same gender.
- School Nurse: The school nurses on both campuses have an infirmary where they receive students, staff and parents.
- For confidentiality reasons they may close the door and curtain.
- The school nurses have the right to administer medication and treatments with the approval of parents/guardians. This may necessitate touching body parts of students (such as administering creams, ice packs) or asking students to undress to show injured or affected body parts.
- In this case the nurses always ask the students' permission and explain what they will do before doing so.
- The parents are also always informed by the nurse that this has occurred.

M. Evacuation of students from primary or secondary campuses

The Crisis Management Team may decide that either the Primary or the Secondary campus should be evacuated as soon as possible. Such a decision may result from the following causes:

Causes

- Bad weather such as high winds, snow or flooding
 - Utilities male function such as loss of electrical power, no water making the toliets unusable, gas leak
 - Damage to the facility due to fire or earthquake which renders it unsafe for students •
- Some crisis in the immediate neighborhood to the facility such as a fire, chemical leak, special event causing traffic blockage around the school area

European Azerbaijan School

- An evacuation triggered by a security threat, act of terrorism, tramatic incident such as a death or serious injuries to students or staff
- A national emergency or alert coming from the Azerbaijani government.

Procedures

- One there is a decision to evacuate the building a message will be sent to all parents via our SMS phone/ data base system announcing to parents that school is closing at a designated time and that the buses service will or will not be in use and arrival times.
- If there is an emergency and parents rush to school even before an announcement is made to evacuate the building. In this case security must create an ordered system in which

European Azerbaijan School

parents wait for the arrival of their child, the parent verifies that they are the designated parent or guardian and they sign the student out. Parents should **not** be allowed to enter the school in a random fashion and take their children personally and leave the school with no record of their actions. No parent will be able to take the children of a friend or neighbor without written permission from that child's parent.

- Such situations will most likely be highly emotionally charged the security personnel should seek to calm as much as possible the environment and assure the parents or an orderly process of student release

EMERGENCY PHONE NUMBERS

Emergency in Baku 103

Medical Emergency 101

Fire 112

Law Related Incidents (shooter, terrorism, bomb threat) 102

Gomruk Hospital: K.Kazimzade street 118, Baku, AZE1065; +994 12 404 08 08 Xususi

Mualice Saglamliq Kompleksi: Baku city, Badamdar districts 31 T; +994 12 493 90 93