



Critical Incident Management Handbook



Introduction

With the understanding that unexpected events may occur, the Critical Incident Management Handbook is designed to uphold the physical and mental safety of the Greenfield College community.

As a practical and implementable strategy, this handbook is focused on preparing students and staff for a range of potential emergencies. These include pandemics, natural disasters, acts of violence, man-induced hazards, and wars, all of which necessitate pre-planned reactions to safeguard the school community.

This manual provides clear instructions to guide all stakeholders on the immediate actions that should be taken in each of the above-identified incidents.

I- Preventive Measures

The school planned measures to prevent and avoid hazards that threaten the community. These include:

1- Raising Awareness, Education, and Training

The school believes that "an ounce of prevention is worth a pound of cure." As a result, we introduced safety and crisis management themes into the curriculum and have conducted different campaigns and training to raise awareness, ensuring that students, staff, and workers understand the causes, the risks, and the protocols they should follow up on the onset of these incidences. All school communities should be aware of the evacuation spots and the emergency exits specified by the school.

These topics are integrated into the curriculum under various themes, ensuring students lifelong safety-conscious habits.

2-The school enforces strict safety protocols and conducts regular training sessions for staff, workers, and students on:

- Preventing chemical and fire hazards (e.g., avoiding harmful reactions from mixing household cleaning products or mishandling lab chemicals).
- Proper handling, usage, and disposal of chemicals in labs, storage rooms, and janitorial areas.
- Preventing health hazards by following safety protocol **in case of** disease outbreaks and pandemics (e.g., social distancing, wearing masks, using sanitizers).
- Implementing safe emergency responses, including fire evacuation drills, first aid actions, and hazard management.

The above sessions and trainings are usually conducted by field experts such as KidsProof (for strangers smart), Lebanese Red Cross (for first aid), Civil Defense (for fire hazards), JAD (for substance abuse and awareness), medical doctors (health hazards), Boekers (Pest Manifestations), Cybersecurity officers (for Cybersecurity and technology crimes), and security officers (for crimes)

3- Equipping High-risk areas with hazard-response tools

Kitchens, Electric rooms, labs, storage areas, cafeteria, generator rooms, and maker space. The tools include fire extinguishers, eye-wash stations, safety showers, smoke detectors, pest-control devices, and first aid kits.

4-Ensuring Infrastructure Safety

The school secures a well-maintained infrastructure to ensure safety from electric hazards, physical injuries, cyber hacks, fishing, and crimes.

5- Regular Monitoring and Maintenance

The school regularly inspects all school facilities to identify hazardous spots such as loose ceilings, cracked toys, gas leakage, sharp-edged equipment on playgrounds, food quality, electric installations, and health records. School buses are always maintained to ensure they are in top shape and meet all safety standards.

6-Underground shelters' safety measures

The school's underground shelters have fortified walls, are equipped with a good aeration system, are regularly maintained, and are stocked with essential supplies such as first aid and essential medical kits, fire extinguishers, food, and water.

7- Collaboration with local and national authorities.

The school communicates with local and national authorities, such as the Municipality, international security forces, the army, the Ministry of Health, and hospitals. This communication alerts the school of possible incidents such as shootings, strikes, health outbreaks, and other threats to the school community.

II- Managing Critical Incidents

A- Alert Channels

- The school alerts the school community through emergency communication channels, including sirens and teacher and supervisor announcements.
- The school alerts parents by sending SMS messages on Icare or calling them.

B-Evacuation Plans

- Students are quietly and orderly guided to safe areas, which can be underground shelters, depending on the severity of the incident.
- Teachers and guardians follow designated evacuation points and report to the assembly zones.
- Teachers and supervisors call out for attendance to ensure that no child is left behind.
- All staff and students follow the actions they were trained to do. Examples include:
 - Stay away from open areas and windows in case of shootings.
 - Take shelter under hard surfaces in case of earthquakes.
 - When the shaking stops, leave the building and go to open areas.
 - Cover mouth with a clean and wet cloth in case of fire.
 - Do not interfere with the medical team in case of injuries.
 - Implement quarantine measures in case the team suspects a contingent health problem.

III- Education in the Times of Crisis

- The school has structured its online program to ensure uninterrupted learning during crisis time.
- Classes resume on Microsoft Teams. All students are trained to use our digital platform, and teachers are constantly trained to implement interactive online applications, virtual labs, and tools to ensure engagement and interaction.

IV-Mental Health Support

The school is committed to supporting student well-being in times of crisis. We regularly provide online counseling sessions, both individual and group, to ensure that our school community feels supported and followed up.

V. Recovery and Post-Crisis Strategies

The school assesses the crisis's impact on facilities and the community. It repairs and strengthens damaged and worn structures and plans strategies for a progressive resume of work, ensuring the well-being of students and staff. It also offers psychological support for those in need.

After every crisis, the school revisits and revises its policies regarding child protection and safety. This reflective process ensures that we are always learning and improving, strengthening our ability to keep our school community safe.