



Purpose/Background

In the event of a crisis, the Division’s primary concern is the safety of students and staff. The Superintendent delegates authority, through Administrative Procedure 165 Emergency Preparedness, to specific employees who are expected to ensure the most effective and efficient use of resources for the maximum benefit and protection of students, staff and facilities. As per Administrative Procedure 131 School Closures, the Superintendent or a designate is the only person with the authority to close a school.

Procedures and/or Principles

1. Crisis Response

1.1. In the event of a crisis within a school, facility or department, the Superintendent grants the principal/designate the authority to make immediate decisions regarding crisis response, as guided by the school’s Emergency Response Plan. When dealing with a crisis – and in most cases where first responders (police, ambulance, fire) are called for assistance – as soon as practical, the principal/designate must call Rocky View Schools’ Crisis Incidence phone monitored 24/7 by the Schools department.

Crisis Incident Phone Number: 403-880-2502 (Phone does NOT accept text messages).

1.2. Incidences that need to be reported fall into three categories (when in doubt or for advice, call the crisis phone):

Life Threatening/Serious Safety Concern	School Community Concern	Facilities Concern
<ul style="list-style-type: none"> • Serious illness or injury/suicide • Active aggressor/armed intruder/hostage taking /abduction/missing child • Assault/fight resulting in injury • Serious utterance or occurrence of threat/bomb/gun/knife/ bodily harm on a school site • Serious vehicle accident • Any time Emergency Services are called • Severe weather/tornado/high winds/ electrical storm/flooding • Aggressive animal/wildlife on school property • Explosion/fire/gas leak/ hazardous spill • Trespasser/unauthorized visitor 	<ul style="list-style-type: none"> • Incident that has potential to be upsetting to school community and may require supports • All incidences where media outlets appear at site or concern is likely to attract media attention 	<ul style="list-style-type: none"> • Power failure • Pipe burst • Sudden ventilation/air quality concern • Sudden structural damage • Severe vandalism • Break-in

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2. Notification and Communication Process
 - 2.1. Most incidents will be short-term, non-life-threatening and can be managed by school administration, the Schools department and the Director of Communications.
 - 2.2. More serious incidents may require a traumatic event response, violent threat risk assessment and/or other measures. In those cases, a crisis incident response team will work together to support the school/division.
 - 2.3. Process
 - 2.3.1. Administrator/designate calls crisis number - 403-880-2502.
 - 2.3.2. Schools department (Associate Superintendent of Schools/Area Director) gathers information on incident and provides immediate advice/direction.
 - 2.3.3. Schools department notifies Communications (Director/Senior Communications Officer).
 - 2.3.4. Schools department and Communications determine if incident requires assembly of crisis incident response team or a subset of team (Associate Superintendent of Schools, Area Director(s), Director of Communications, Associate Superintendent of Human Resources, Associate Superintendent of Learning, Director of Learning Supports, Associate Superintendent of Business and Operations, Director of Operations).
 - 2.3.4.1. If required, Schools department arranges an urgent meeting (in-person/phone call/Zoom) to debrief on incident and determine response and next steps.
 - 2.3.4.2. Director of Learning Supports assesses required psychological/emotional supports with administrator and plans response.
 - 2.3.5. If a team response is not required, Director of Communications connects directly with Administrator to advise on communications approach including what information to share with staff, students and families and assist with drafting message(s) and materials; if possible, in consultation with Area Director.
 - 2.3.6. Director of Communications sends Incident Communication (formally Unfortunate News) email to all Executive, all Trustees, all Communications, all Directors, HR/OH&S role, other individual roles as deemed appropriate.
 - 2.3.6.1. Incident Communication refers to unexpected occurrences that range in severity as listed in the earlier table of incidents that need to be reported. The email is intended to make key RVS staff and Board members aware of incidents at our facilities as they occur.
 - 2.3.7. Parent/staff communication sent via School Messenger by the Administrator unless further assistance is required by Communications.