# Mystic Valley Regional Charter School
## Crisis Response Procedures

### Crisis Management Team

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<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Building</th>
<th>Position</th>
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<td>Abebe</td>
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<td>Blacker</td>
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<td>Carroll</td>
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<td>Annex</td>
<td>Lower School Teacher</td>
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<td>Corrado</td>
<td>Lisa</td>
<td>Annex</td>
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<td>Crosscup</td>
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<td>Assistant to Director</td>
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<td>Dan</td>
<td>Alex</td>
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<td>Director/Superintendent</td>
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<td>Chris</td>
<td>Annex</td>
<td>Assistant Superintendent</td>
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<td>Dawn</td>
<td>High School</td>
<td>Dean of Students HS</td>
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<td>High School</td>
<td>Special Education</td>
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<td>Levine</td>
<td>Heather</td>
<td>Eastern Ave.</td>
<td>Kindergarten Lead Teacher</td>
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<td>Kinnon</td>
<td>Greg</td>
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<td>Facilities Manager</td>
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<td>Kathy</td>
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<td>Special Ed. Director/504 Coord.</td>
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<tr>
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<td>Eastern Ave.</td>
<td>Director of Finance and Ops</td>
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Updated September 2019
Roles and Responsibilities:

**Crisis Management Team**
- Planning and coordinating team responsible for the creation of crisis plan

**Crisis Response Team**
- The team responsible for execution of crisis plan during event

**Crisis Recovery Team**
- The team responsible for follow up support after the event

**Teachers and Staff**
- Remain calm
- Respond appropriately to the type of emergency as found in this manual
- Reassure children
- Assume responsibility for the supervision and care of students
- Do not lock classroom doors upon departure, if evacuated off-site
- Keep a copy of Emergency Manual accessible to you at all times
- Verify attendance before and after emergency
- If evacuated, coordinate with Asst. Director for the organization of student holding area
- Verify the identity of those arriving to pick up students with those listed on emergency forms
- Never release a student to someone without authorization

**Personal use of social media is not permitted during a crisis**

**School Director**
- Assess all information
- Determine the level of emergency
- Convene Crisis Response and Recovery Teams if necessary
- Notify staff of degree of emergency
- Coordinate communications with PR Director
- Contact Board Members as necessary

**Assistant Superintendent/Assistant Director 9-12**
- Assess all information
- Coordinate with School Director and PR Director communications with parents
- Cancel all after school activities if appropriate
- Keep a master list of students/emergency contacts
- Keep a log of the events as they occur

**CMT Coordinator/PR Director**
- Notify the Mayor’s office and other municipal personnel as necessary
- Notify other essential external personnel such as bus vendor, receiving schools
- Be the first contact with municipal agents upon their arrival
- Coordinate all communications with School Director
- Assist Director and Assistant Director in securing the area
- Keep a master list of students/emergency contacts
- Keep a log of the events as they occur

**Assistant Directors K-8**
- Relay information to Lead Teachers and other members of staff as directed
- Assist Director in securing the area
- Keep a log of the events as they occur
- Keep a master list of students/emergency contacts
- Coordinate with Asst. Director and School Director the contacting of parents
- If students evacuated offsite, take charge of holding area for students
Responsible for security of children as they are released to parents/guardians
Have parents/guardians sign for their children

High School Admin Assistant
- Call 911, if necessary
- Keep a log of the events as they occur
- Keep a master list of students/emergency contacts
- Coordinate with Asst. Director and School Director the contacting of parents
- If students evacuated offsite, take charge of holding area for students
- Responsible for security of children as they are released to parents/guardians
- Have parents/guardians sign for their children

School Nurses
- Handle injuries as they occur
- If school is evacuated, transport medical supplies and set up treatment facilities at receiving site
- Notify School Director of individuals, both student and staff, that may require extra assistance due to medical reasons

Facilities Team
- Secure building you are responsible for
- Distribute emergency materials/supplies as directed
- If the building(s) are evacuated, confirm classrooms and bathrooms are empty before securing and vacating building
- Be available to assist municipal agents regarding information about building

Crisis Management Team
- The CMT will be responsible for updating this plan annually. Every year the plan will be presented to the School’s Board of Trustees for approval.
- At the beginning of each year, a copy of the plan will be kept in each office as well as being sent to the Mayor’s office of Malden and will be made available on the School’s web site.
- At the beginning of each year, the plan will be presented to the staff and parents and a schedule of mock drills will be established.
Definitions

A crisis is defined as any extraordinary event that is, or expected to lead to, an unstable and dangerous situation affecting our school community.

When emergencies arise, schools must quickly implement the policies and procedures developed in the prevention-mitigation and preparedness phases to effectively manage the crisis and protect the school community. Throughout the response phase, efforts focus on de-escalating the emergency and taking accelerated steps toward recovery.

Examples of response activities include:

- Activating the Crisis Management Team (CMT), delegating responsibilities and establishing an incident command post;
- Deploying resources;
- Activating the communication, accountability, decision making, and primary response procedures;
- Documenting all actions, decisions and events e.g., what happened, what worked and what did not work;
- Account for all students, staff and resources during and immediately following the emergency.

During an emergency, there are four universal responses:

**Evacuation** is used when students must be moved to a safe location in or outside of the school building. It involves the controlled movement of students from the classroom or building to a pre-specified safe location, either to an area on the school grounds or to an off-site location.

**Lockdown** is used to describe enhanced security measures taken to protect against potentially violent intruders that may be inside the building or on the school site. The response secures students and staff, usually in classrooms, to prevent access or harm to the occupants of the lockdown locations. This may also involve quickly moving students and staff from unsecured locations i.e., cafeteria or gymnasium, to secure locations. School staff will advise the Malden Police/Fire (911) if lockdowns procedures are enacted.

**Secure the building** is used to prevent unauthorized entry if the threat is outside the building i.e., a robbery in proximity to the school. Outside activities are canceled; all exterior doors are secured while staff and students are free to move about inside their building.

**Shelter-in-place** procedures are used to temporarily separate people from a hazardous outdoor atmosphere, such as in a hazmat or WMD incident i.e., chemical, biological, or radiological agent releases; the building is placed in a secure the building status and measures are taken to shut down the intake of outside air. No one is allowed to enter the school until public safety officials give the "all clear." School staff will advise the Malden Police/Fire (911) if lockdowns procedures are enacted.
Evacuation and Off-site Evacuation Procedures

Three types of evacuations:

Level 1 Evacuation
• On-site evacuation location away from trouble, but within the school (i.e., kitchen, gym, cafeteria, etc.)

Level 2 Evacuation
• On-site evacuation location outside of the building (i.e. parking lot, play area, St. Joseph’s Church)

Level 3 Evacuation
• Off-site evacuation - In this determination, the threat expands beyond the buildings onto the campus of the school requiring the children to be escorted from the site. Staff members will lead the students to the following locations – buses utilized as necessary:
  
  Lower School: (K) 30 Laurel St. campus (1st - 8th): Eastern Ave. campus
  High School: Eastern Ave. campus

Evacuation routes should be specified according to the type of emergency:

• **Bomb threats**: If the assessment of threat justifies evacuation, Asst. Director/Director notifies teachers/staff of evacuation route dictated by known or suspected location of a device

• **Fire**: Follow primary routes unless blocked by smoke, fire or obstructions. Know the alternate route. Fire evacuation routes are posted in each classroom.

• **Hazardous Materials Spill Inside the Building**: Total avoidance of hazardous materials is necessary as chemical and natural gas vapors can overcome people within a short period of time.

• **Active Shooter Inside the Building**: Similar to hazardous materials, evacuation is necessary for those not near the shooter’s location.

When implementing all EVACUATION procedures:

Assistant Superintendent/Assistant Director 9-12

□ Malden Police/Fire (911) shall be notified immediately when an evacuation of a school occurs

□ Determine evacuation routes based on the location of the incident and types of emergency

□ Communicate the need to evacuate the building or a specific area of the building (utilizing on-site evacuation location inside the building) to the building occupants by activating the fire alarm or plain language via public address system, pager or bullhorn
  - Communicate changes in evacuation routes based on location and types of emergency
□ Notify Director. Director will notify board members that an evacuation of the school has occurred and Director of Finance and Operations if buses are necessary

□ The Emergency Evacuation Kit (Go-Kit) and the Emergency Medical Bag should be moved by the nurse outside with the evacuees

□ Monitor the situation and provide updates and additional instructions as needed

□ During inclement weather, consider requesting buses for sheltering students

□ Communicate when it is safe to re-enter the building or re-occupy a section of the school that was evacuated i.e., bell system, public address system or bull horn

Teachers/Staff

□ Exit the building using the designated emergency exit routes or as directed by the Asst. Director/Director/CMT. Emergency exit routes are diagramed on the school floor plan drawing posted near the light switch inside each room
  - Use a secondary route if the primary route is blocked or hazardous

□ Exit routes and the location of the on-site inside the building evacuation location will be selected and communicated by the Asst. Director/Director at the time of the emergency and the evacuation

□ Assist those needing special assistance

□ Do not lock classroom doors when leaving

□ Do not stop for student or staff belongings

□ Take class roster with you

□ Go to designated evacuation assembly area (minimum of 50 feet from building required in fire evacuation and 300 feet from building for a bomb threat, chemical spill inside building or other directed evacuations)

□ When outside the building or on-site inside the building evacuation location:
  - Check for injuries
  - Account for all students
  - Immediately report any missing, extra or injured students to the Asst. Director/Director
  - Continue to maintain control of students

□ Wait for additional instructions. Use of social media (Twitter, Facebook, etc.) during a crisis is not permitted.
When implementing OFF-SITE EVACUATION procedures:

**Assistant Superintendent/Assistant Director 9-12**

- Police/Fire (911) should be notified immediately when an evacuation of a school occurs
- The Emergency Evacuation Kit (Go-Kit) and the Emergency Medical Bag shall be moved outside the building with the evacuees
- Determine if circumstances require students and staff to be evacuated to an off-site location
- Prior to initiation of an off-site evacuation, the Asst. Director shall consult with and obtain authorization from the Director
- Notify teachers and staff of the plan to evacuate to an off-site location
- Notify the receiving site prior to initiation of the off-site movement
- Notify designated board member that an evacuation of the school has occurred and the Director of Finance and Operations (if buses are required)
- Announce evacuation
  - Specify any changes in off-site evacuation routes based on location and types of emergency
- Implement student release procedures at the off-site location, if applicable
  - Document the release of any students to an authorized family member or legal guardian

**Teachers/Staff**

- Implement teachers/staff **EVACUATION** procedures for on-site evacuation location outside of the building (listed above)
- Follow the direction of Asst. Director/Director/CMT concerning movement to off-site location
- Remain with your class while en route to the off-site location
- Take attendance upon arriving at the off-site location
  - Check for injuries
  - Immediately report any missing, extra or injured students to Asst. Director/Director
  - Continue to maintain control of students
- Wait for additional instructions. Use of social media (Twitter, Facebook, etc.) during a crisis is not permitted.
Lockdown Procedures

Lockdown procedures are used to isolate building occupants from potentially violent intruder(s).

When implementing LOCKDOWN procedures:

Assistant Superintendent/Assistant Director 9-12 or Designee

☐ Communicate the need to lock down the building via the public address system

☐ Lockdown Announcement: “Attention teachers, this is a lockdown. Secure your students in your classrooms. Teachers, this is a lockdown. Secure your students in your classrooms.”

☐ Notify the police (911) of the emergency and the need for immediate assistance

☐ Communicate lockdown status to teachers outside of the building via emergency cell phones and exterior light system.

☐ Direct all students and visitors to the nearest classroom or secured space occupied by staff members(s)

☐ Notify the Director of the emergency. The Director will notify the CMT, parents, and Board.

☐ No one enters the school, except for public safety personnel.

☐ Advise students and staff to disregard the fire alarm and bells

☐ When the threat has been mitigated, the announcement of “All Clear, All Clear” will be made over the PA system, cell phones.

Implement Lockdown procedures:

1. Clear all students, staff and visitors from hallways into classrooms (pull any students passing by your classroom regardless if they are your student.)
2. Designated teachers/staff will check bathrooms and take any students into a classroom
3. Assist those with special needs accommodations
4. Close and lock all windows and doors; exterior window blinds closed, door windows obscured
5. Turn lights off
6. DO NOT OPEN THE DOOR until evacuated by law enforcement personnel
7. If a fire alarm has been activated, do not evacuate UNLESS fire or smoke is visible
8. Direct students to an area of the room, unobservable from outside and potential lines of fire (normally on the floor against the same wall as the door).
9. Stay away from all doors and windows
10. BE QUIET! Turn off the ringer on all cell phones
11. Prepare a plan of action if the intruder gains entry
12. Lower School PE will take students to the kitchen and office space, and lock door
13. High School students in cafeteria will be moved to boiler room.
14. Classes outside the building SHOULD NOT enter the building
15. Move outside classes/recess students to designated evacuation location or far enough away to ensure safety. Teachers will be notified by phone assigned to lead teacher.
   - Main and Annex Buildings, 729 Salem St. go to Maplewood Baptist or Tafton Park
   - Eastern Ave., Nazarene Church
   - Emerson Building go to Main High School, Main go to Emerson
16. Students and staff members will disregard fire alarms and bells unless smoke or fire are seen.
17. When the threat has been mitigated, the “All Clear, All Clear” announcement will be made through all means of communication.
Secure the Building Procedures

Secure the building procedures are used to protect building occupants from potential dangers outside the building, e.g., police in pursuit of armed robbery suspect or hostage/barricade situation near the school.

- **Outside activities are canceled and students are moved inside**
- **All exterior doors are secured**
- **Students and staff are free to move about inside the building**

When implementing SECURE THE BUILDING procedures:

**Assistant Superintendent/Assistant Director 9-12**

- Communicate the need to secure the building via the public address system (cell phones if at recess or PE)
- Notify the Director of the emergency. The Director will notify the CMT, Board, and parents.
- No students allowed outside of buildings (no PE, no recess, etc.)
- Bring all students inside of the building (if at PE, or recess, etc.)
- All building/exterior doors remain closed & locked
- Staff members and students are free to move about inside buildings
- Staff posted at building main entrance to control visitor access, issue passes, and provide directions to parent reunion area, if applicable
- If the fire alarm has been activated, evacuate the building and contact the police department to provide security while the students are outside the building
- If buses are scheduled to arrive or depart from school during the secure the building status, contact Director of Finance and Operations for the bus company and advise of the situation; buses will stage off-site until the situation is resolved
- When the threat has been mitigated, make an announcement to return to normal operations

**Teachers/Staff**

- All outdoor activities are canceled and students and staff are moved inside the building
- Do not allow students to exit the building unless directed by Asst. Superintendent/Asst. Director/ Director/CMT
- **DO NOT OPEN EXTERIOR DOOR**
- If a fire alarm has been activated, evacuate the building.
- Wait for additional instructions. Use of social media (Twitter, Facebook, etc.) during a crisis is not permitted.
Shelter-in-Place Procedures

Shelter-in-place procedures are used to temporarily separate students and staff from a hazardous outdoor atmosphere, such as an airborne chemical release, or the deployment of a weapon of mass destruction.

It is implemented when there is no time to evacuate and it may be harmful to leave the building.

When implementing SHELTER-IN-PLACE procedures:

Assistant Superintendent/Assistant Director 9-12

☐ Public safety (911) shall be notified immediately when shelter-in-place procedures are implemented at school

☐ "Shelter-in-Place" announcement via public address (PA) system

☐ Advise students and staff to disregard the fire alarms, do not evacuate **UNLESS** fire or smoke is visible or directed to evacuate by the Asst. Director/Director/CMT based on guidance from the Fire and Rescue Department

☐ Students and staff members moved into the building, unless movement is life-threatening due to outside environmental contamination.

☐ This will shut down the HVAC, exhaust, and roof ventilators.

☐ All windows and doors are closed, locked and sealed, with tape, towels, and other materials, if available, that will hinder airflow.

☐ Signs placed on the front door making notification of Shelter-in-Place Emergency

☐ Notify Director and designated board member that an evacuation of the school has occurred

☐ No one will be allowed to enter the building until public safety officials arrive and assess

☐ Exposed or contaminated people will be kept separate from the rest of school population and directed to wash with soap & water.

☐ If possible, alternative clothing for exposed individuals will be provided and contaminated clothing will be removed and sealed in plastic bags.

☐ Asst. Director/Director will be provided updates and additional instructions from public safety officials

☐ When the threat has been mitigated, make an announcement to return to normal operations.
Teachers/Staff

- Students and staff members moved into the building, unless movement is life-threatening due to outside environmental contamination.

- All windows and doors are closed, locked and sealed, with tape, towels, and other materials, if available, that will hinder airflow.

- Designated staff members shut off the main power to the building. This will shut down HVAC, exhaust, and roof ventilators.

- Elevators not used (elevator movement may pump outside air into the building).

- Clear all students, staff, and visitors from hallways into classrooms

- Assist those needing special assistance

- Take attendance and report any missing or extra students to the Asst. Director/Director

- Wait for additional instructions. Use of social media (Twitter, Facebook, etc.) during a crisis is not permitted.
Intruder/Trespasser

An Intruder is an unauthorized person who enters school property and does not report to the office for a visitor pass. A parent may be temporarily defined as an intruder until identity is confirmed and purpose is legitimate.

If the intruder's purpose is not legitimate, ask him/her to leave. Notify the Asst. Director/Director and/or police if the intruder refuses to leave.

In the event an unauthorized person (INTRUDER/TRESPASSER) enters school property

Assistant Superintendent/Assistant Director 9-12

☐ Respond to call for assistance from staff
   - Advise the intruder that they are trespassing and need to leave the school and if they do not leave the police will be notified
☐ If the subject refuses or his or her purpose is not legitimate:
   - Consider initiating Lockdown procedures
   - CALL 911 and notify the police
     - Advise the police if the intruder is still in the building or on the property
   - Give the police a full description of the intruder(s): subjects name (if known), clothing and other descriptors, note if the subject is carrying a weapon or package
   - Back away from intruder if he/she indicates a potential for violence. Allow an avenue of escape for both you and the intruder
   - To the extent possible, maintain visual contact with the intruder (maintaining visual contact and knowing the location of the intruder is less disruptive than doing a building-wide search later to locate him/her)

☐ Document all actions taken by staff

Teacher/Staff

☐ Politely greet the intruder and identify yourself
   - Consider asking another staff person to accompany you before approaching the intruder
☐ Inform subject that all visitors must report to the main office
   - Ask subject the purpose of his/her visit
   - If possible, attempt to identify the individual and/or vehicle
   - Escort the subject to the main office
☐ If the intruder’s purpose is not legitimate, ask him/her to leave and accompany them to exit
☐ If intruder refuses to leave - Notify Asst. Director and if necessary the police
Active Shooter/ALICE Response

An Active Shooter response is activated whenever a firearm is discharged or is even seen on a person other than someone in law enforcement. Unlike the other crises procedures, an ALICE response is a blend of lockdown and evacuation depending on the proximity of the shooter to students and teachers. The ALICE response can be summed up in three options and six words: (1) Get Out (2) Hide Out (3) Take Out.

The purpose of adding options to the lockdown procedure is simply to increase the odds of survival of students, faculty, and staff in the unlikely event of an active shooter. It begins with the realization that locking down the school as a sole plan of response is not enough.

A successful lockdown strategy assumes that (1) you are not where the shooter is and (2) that the police will come and save the day. Locking the school down is an effective method if you are at 770 Salem Street Building (Main) or 238 Highland Ave (Emerson) and the shooter is at 30 Laurel Street (Annex) or 306 Highland Ave (Main) Building respectively. If you are in a building with the shooter, relying solely on lockdown is not enough.

In other school shooting, many people who were shot had more than enough time to evacuate to safety but were told (as per training) to stay sheltered. Fatalities may have been preventable.

In an active shooter situation, highly trained law enforcement officers miss their target 80% of the times they fire their gun. The generally poorly (if at all) trained shooters hit their target 50-80% of the time. The main reason for this seemingly impossible statistic is that the victims are sitting still trying to take cover while the police are shooting at a moving target. That is why the preferred response protocol is the ALICE system. ALICE is an acronym for Alert, Lockdown, Inform, Counter and Evacuate. The whole ALICE system and method of response can be summed up in three options and six words (1) Get Out (2) Hide Out (3) Take Out.

The research shows that the entire shooting incident takes an average of 8 minutes. It is during the time between when the emergency starts and when the police arrive that school personnel must respond to the crisis on their own, they have no other choice. The time between the entry of the shooter and the police arrival is the time of greatest danger.

Each step in the process requires the faculty/staff members to make a decision based on the facts at hand.

The A in ALICE is for Alert. This is anything that makes you aware of the situation (hearing gunfire, seeing someone with a gun, PA announcement)

The I in ALICE is for Inform. The more information that is available, the better.

A and I go together. ALL staff members need to know that THEY may be the first responders and that if they see someone that is creating a danger THEY should take the initiative. No one would call the office to ask someone to call 911 in case of a fire. The announcement of a shooter must be made by whoever sees the problem and with as much specificity as possible.

In the event you see a potential shooter:
1.) Immediately go to the nearest phone and dial (* 1 1). This is an all-school page.
2.) Provide detailed information. Example, “There is a shooter on the second floor of the Annex.”
In response to an active shooter announcement, follow one of the procedures below depending on the circumstances at that time:

1.) GET OUT

E is for Evacuate. This is essentially the same plan as for a fire drill. The major difference is that the entire building is not necessarily going to be evacuated, only those areas where it is judged to be furthest from the shooter's location. If you determine you can safely get out, find the furthest exit away from the shooter's location and escape.

If you are at 576 Eastern Avenue you evacuate to Salemwood Field, if you are at 770 Salem or 30 Laurel Streets, evacuate to Trafton Park and if you are at either High School buildings, evacuate to Devir Park. Rain or shine! Teachers evacuating the building should keep their cell phones on to hear instructions or the “All Clear, All Clear” announcement.

2.) LOCKDOWN/HIDEOUT

L is for Lockdown. If you are on the floor where the shooter is located or can’t safely escape, go into lockdown mode as described above. The only additional step is required is to not only lock but barricade your door.

3.) TAKE OUT

C is for Counter. It needs to be stressed that confronting a shooter is to be done as a last resort and used ONLY in cases where you or your students are in immediate, life-threatening danger such as a shooter gaining entrance into a classroom.

When confronting a shooter, try to distract him/her by throwing paper into the air or something directly at the shooter. Anything object will do. Safety experts say that it doesn’t have to hit him/her. Just the motion of flying objects makes it harder to aim and fire. The distraction may give those trying to escape a better chance of getting away and possibly increasing the time needed to stop him/her.

4.) ALL CLEAR

When the crisis has passed an “ALL CLEAR, ALL CLEAR” announcement will be made. The crisis IS NOT OVER until you hear those exact words. Ignore all other PA announcements or even someone knocking on your door saying that it is safe to come out. Do not move until you hear the exact words, “ALL CLEAR, ALL CLEAR”. Students and staff members will disregard fire alarms and bells unless smoke and/or fire are seen.