

Toronto District School Board

Operational Procedure PR.569

Title: **CRISIS AND INCIDENT REPORTING**
Adopted: December 1999
Revised: Sept. 10, 2001, Jan. 5, 2005, Nov. 21, 2006, March 22, 2007,
November 4, 2008
Authorization:

1.0 OBJECTIVE

To ensure system understanding of the crisis notification procedures, during business hours and on evenings, weekends and holidays

2.0 DEFINITIONS

Crisis A crisis is defined as: (1) any violent incident, serious accident/injury, or incident including significant damage to property at schools or other Board facilities; and (2) an incident that has the potential to impact, or is impacting, the health and welfare of students, staff and/or community.

3.0 RESPONSIBILITY

Director, Communications and Public Affairs

4.0 PROCEDURES

4.1. Between 8:30 a.m. and 4:30 p.m., Monday to Friday (see Appendix A)

(a) Principal or Site Manager

Ensures the crisis is contained and that students and staff are safe, and deals with ongoing investigation while continuing to ensure safety of students and staff.

- (i) Calls 911, if police, ambulance or fire department required immediately
- (ii) Calls the supervisory officer responsible for the school or site
- (iii) Calls Oakburn Call Centre (Call Centre fans out to key contacts including Communications and Public Affairs, Safe Schools, Social Work, Occupational Health and Safety and appropriate facilities personnel)
- (iv) Completes the online Crisis Report Form 569A by end of school day detailing the incident (see Appendix C and Form 569A). The online form

is electronically sent to CPA – the principal or site manager may designate a staff member to complete the form

- (v) Follows Safe Schools lockdown procedure (PR695: School Lockdown) when the school or site is in a lockdown situation
- (vi) Speaks to parents who arrive at the school or site (shared responsibility with supervisory officer)
- (vii) Calls appropriate outside reporting agency for the crisis involved, as required (e.g. Children’s Aid Society, Toronto Public Health, Catholic Children’s Aid Society, Jewish Child and Family Services, Native Child and Family Service)

(b) Supervisory Officer

Supports the principal or site manager to manage the incident, or manages the incident in significant crisis situations, and provides ongoing contact with local trustee.

- (i) Goes to school or site if necessary to support principal or site manager
- (ii) Notifies the local trustee
- (iii) With the principal or site manager, determines what supports and resources are needed to be put in place for immediate use or upon return of students and staff to the school/site
- (iv) Speaks to parents who arrive at the school or site (shared responsibility with principal or site manager), and may act as spokesperson, depending on the situation (see PR555: Media Relations)

(c) Communications and Public Affairs (CPA)

Provides communications and media relations advice to the principal or site manager, supervisory officer, spokesperson(s), and others, as required.

- (i) Goes to school or site if necessary to support principal or site manager
- (ii) director of communications and public affairs to contact director , associate director, chair, vice-chair, executive superintendents (East and/or West), when necessary.
- (iii) Distributes the Crisis Report Form 569A via email to the distribution list (see Appendix D) when received.
- (iv) Principal or site manager, or designate staff member, is responsible for filling out the Crisis Report by end of business day

- (v) Chair forwards the Crisis Report to other trustees, as appropriate
- (vi) Determines appropriate crisis communications response: provides ongoing communications and media relations advice and support; and in significant and system-wide crisis situations, provides CPA staff to be available on site to plan and work with the media, or establishes a central command post (see Appendix E: Crisis Decision Making Tree for Significant Incidents).
- (vii) Determines ongoing messages for target audiences (staff, students, parents, community, and partners/government officials), as required, and prepares key messages and staff and public information in consultation with principals, supervisory officer, Safe Schools, as required.
 - Advises school staff on the preparation of letters to parents to go home with students at end of day, if appropriate, along with other parent messaging, scripts for school staff to use on the school's answering machine or when speaking to parents, and messaging for school signage. (Translation needs to be determined by principal/supervisory officer).
 - Note: The Director's office prepares and distributes the Director's messages and system updates in consultation with CPA.
- (viii) Distributes progress updates to Internal Notification and Staff and Public Notification lists, as required:
 - Internal Notification: CPA distributes/emails notification of public messages to the Oakburn Call Centre, Director's Office, Legal, Chair/Trustees Offices, School Staff (script for school phone, web site), Main TDSB Switchboard, Communications telephone hotline (416-397-2400)
 - Staff and Public Notification: CPA posts public messaging on www.tdsb.on.ca, TDSBweb intranet, and Director's Blog and Tel, as required. Note: principals should post public information on the school's website (if available)
- (ix) Prepares and distributes media relations materials and provides media relations support and counsel to identified spokespersons (subject specific, i.e. Safe Schools, Social Work, superintendent, principal or Director);qqq
 - takes all media calls and books interviews, as required, depending on the crisis situation
 - creates key media messaging (along with Safe Schools, as appropriate) and reviews with supervisory officer, and distributes related media relations materials
 - public service announcement to media, if required

- media statements, media releases and media advisories, developed in consultation with Director and/or Chair, if required
- if necessary, organizes media scrums or media conferences (determines location – on or off-site) with key spokespeople, as required/appropriate.
- working with Safe Schools, negotiates with Toronto Police Service regarding media relations materials

(d) Safe Schools

- (i) When called, immediately responds to the school or site
- (ii) Provides liaison with Toronto Police Service
- (iii) Provides support to CPA regarding messaging and critical information
- (iv) For significant incidents, Safe Schools sends out daily wrap-up email (Section 4.3), circulated to Senior Team, trustees, CPA, as appropriate/needed.

4.2. After 4:30 and on weekends or holidays (see Appendix B)

(a) TDSB Oakburn Call Centre (24-Hour) 416-395-4620

Call Centre is the main point of contact 24 hours – the Call Centre contacts all necessary staff to address this incident.

Calls 911 if required

- (i) Emails designated Communications Officer who then contacts key personnel
- (ii) Calls the principal
- (iii) Calls the supervisory officer
- (iv) Calls Occupational Health and Safety
- (v) Contacts Social Work and Attendance (backup Psychological Services), who assembles the Crisis Response Team if required
- (vi) Other departments and supports as needed
- (vii) Calls Safe Schools
- (viii) Calls TDSB Security
- (ix) Calls Facilities (i.e. broken window)

- (b) Following the initial notification by the Call Centre, the subsequent Procedure Section 4.1 takes precedence.

4.3. Crisis Situation – Next Steps

- (a) For unresolved or ongoing crisis situations
 - (i) System Response Team (Safe Schools) sends daily wrap-up email to Director, Associate Director, Chair, Vice-Chair, Executive Officers, Senior Team, trustees, supervisory officers, administrators, Business managers, CPA, as appropriate/needed.
 - (ii) At the decision of the Director or Associate Director, holds a Strategy Session for early morning the next day with key staff (including Safe Schools, CPA, appropriate Executive Officers, appropriate supervisory officers). Director's Office sends meeting notification to key staff.
 - (iii) Key staff will continue to provide counsel and support, as needed, until the crisis situation is resolved.
- (b) If there are no incidents or anticipated ramifications as a result of the crisis, no further action is required.
- (c) CPA continues to monitor and evaluate media coverage and other related media activities.

4.4. Urgent Messages in Emergency Situations

The TDSB Oakburn Call Centre (416-395-4620) is responsible for notifying the system, in a fan-out message delivery method.

5.0 APPENDICES

Appendix A: Crisis Notification: Between 8:30 a.m. and 4:30 p.m., Monday to Friday

Appendix B: Crisis Notification: After 4:30 p.m. and on Weekends and Holidays

Appendix C: Guidelines for Completing a Crisis Report Form 569A

Appendix D: Crisis Report Form 569A Distribution List

Appendix E: Crisis Decision Making Tree for Significant Incidents

6.0 REFERENCE DOCUMENTS

Form

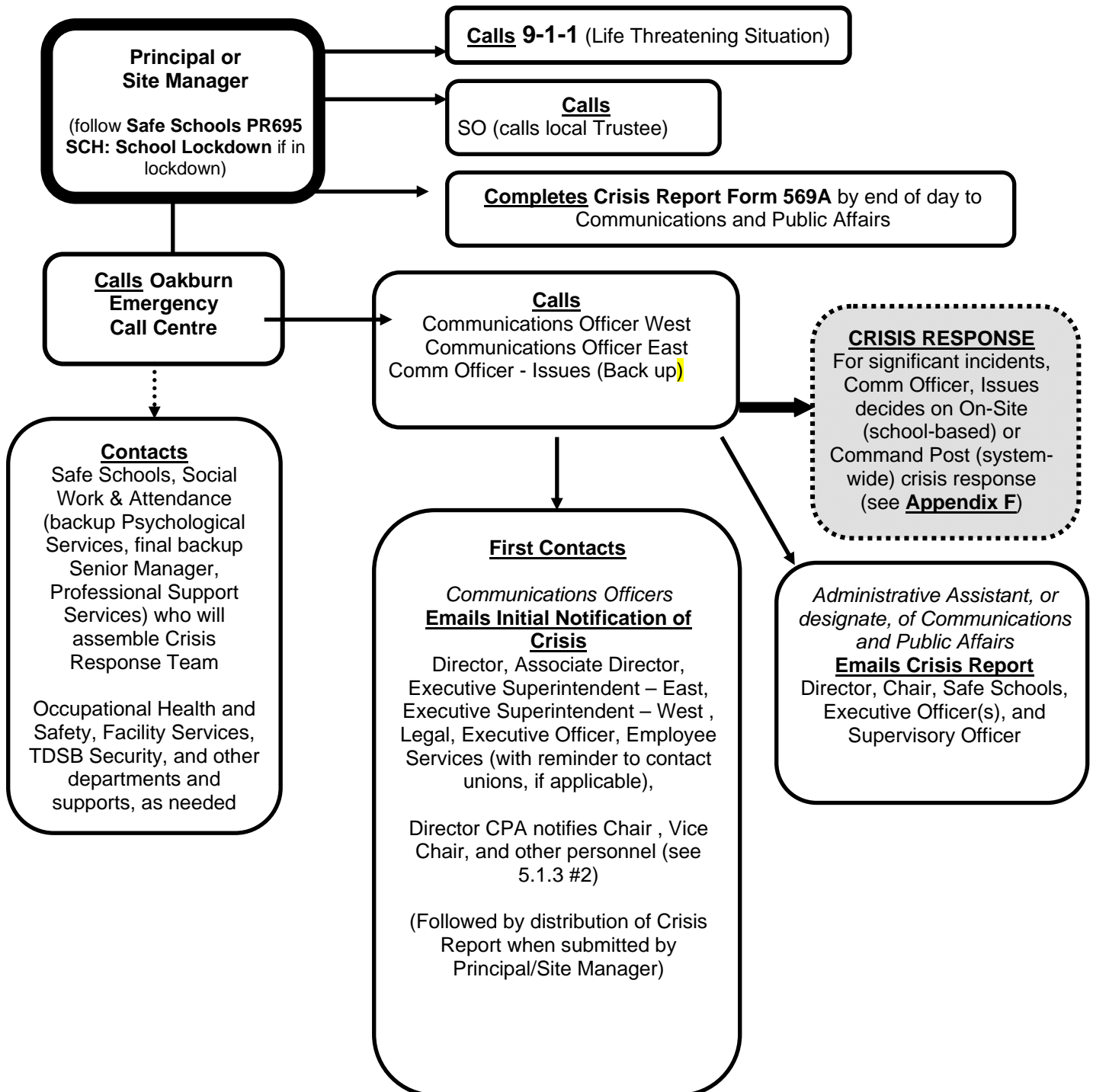
PR569A: Crisis Report Form

Operational Procedures

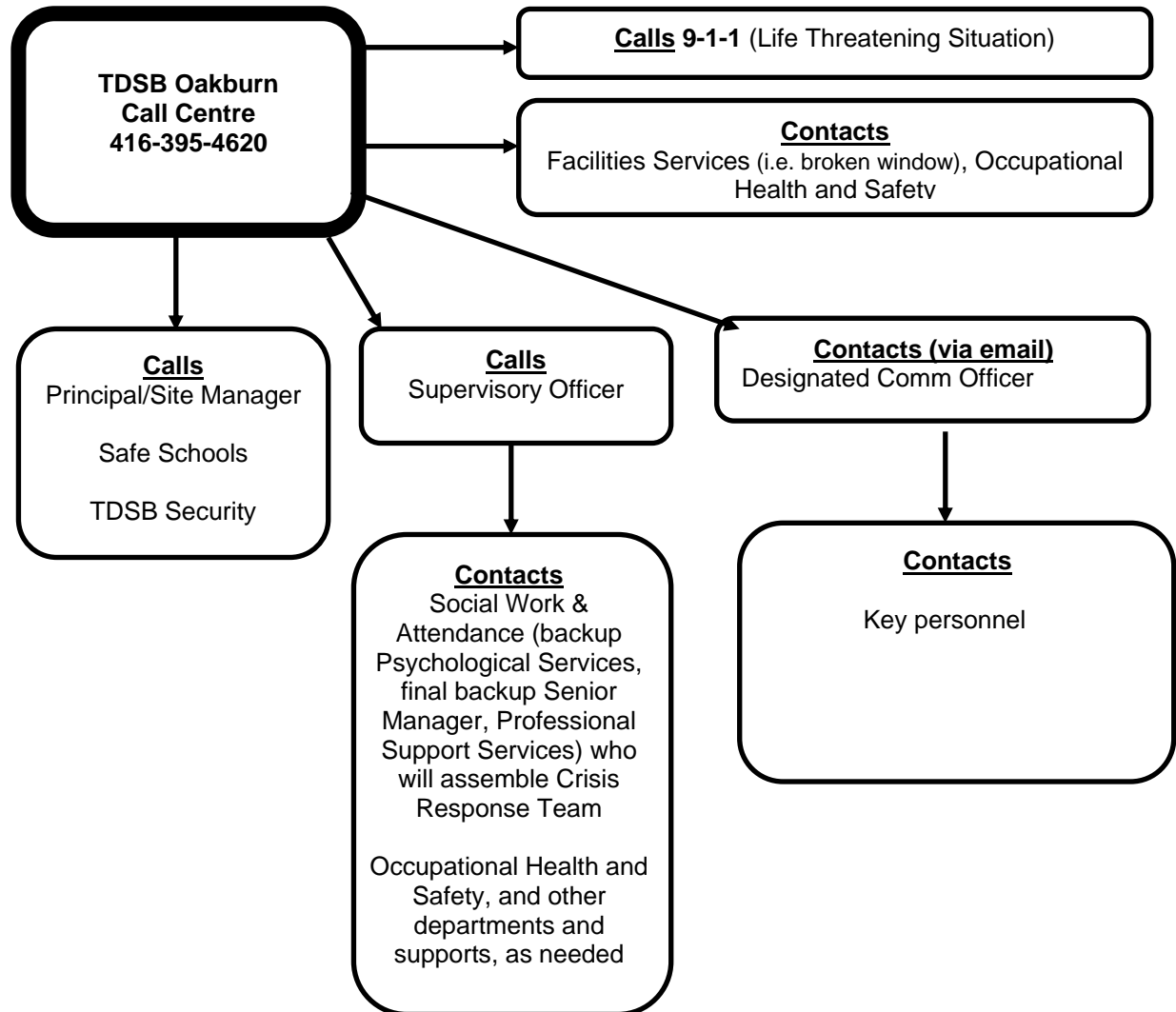
PR555: Media Relations

PR695: School Lockdown

Crisis Notification: Between 8:30 a.m. and 4:30 p.m., Monday to Friday



Crisis Notification: After 4:30 p.m. and on Weekends and Holidays



Following the initial notification by the TDSB Oakburn Call Centre, the subsequent Procedure 4.1 takes precedence.

Guidelines for Completing a Crisis Report Form 569A revised May, 2008**Guidelines for completing the online Crisis Report (Form 569A)**

- Provide just the facts about the crisis. If you need to provide more in-depth details and/or updates, please call CPA
- For reasons of confidentiality, only the “grade level” is required. The “student name” and “age” sections have been removed.
- The “select school site” and “student grade” areas can now be selected using a drop-down lists.

If in doubt, and for all other inquiries and communications support during a crisis situation, contact Communications and Public Affairs (CPA).

When to fill out a Crisis Report

1. In the event of a serious or violent incident involving serious injury, a serious accident, significant damage to the property at a school or Board facility, including:
 - Assaults, stabbings, homicides
 - Fights involving weapons or bodily harm
 - Fire
 - Community Issues, e.g. fire in the neighbourhood
 - Gas Leak
 - Serious vandalism
 - Abduction
 - Allegations of sexual assault (e.g. involving students or staff member – no names to be included for privacy reasons)
 - Death of a student or staff
 - Infectious diseases
 - Vehicle accident on school property (causing damage to property or bodily injury)
2. When Toronto Police Service is involved , including
 - School lockdowns for safety or security
 - Bomb threats and suspicious packages
3. When the media are on site

When not to fill out a Crisis Report

→ Report minor incidents to your superintendent of education and trustee, as appropriate

- **Minor** injuries, e.g. scrapes, nosebleeds
- Minor accidents, e.g. playground accident without injury
- Damage to the school, e.g. broken window, missing basketball net
- Minor accident near the school, e.g. traffic accident
- Trespassers with no incidents with staff and students

- Community safety alerts
- Practice lockdown, evacuation or fire drills.

Check the Principals' Site on TDSBweb for further information and support materials, including those incidents not requiring a Crisis Report to be filled out

- Crisis/Issues Management
- Communications Tools, Templates, Letters and Parent Handouts

Crisis Report Form 569A Distribution List**Email:**

- Associate director
- Associate Director's Office
- Chair of the Board
- Chair's Office
- Communications and Public Affairs
- Counsel, In-House
- Director of Education
- Director's Office
- Executive officer, Employee Services
- Executive superintendent, East
- Executive superintendent, West
- Group leaders, Security Patrol
- Occupational Health and Safety, manager
- Risk Management, manager
- Safe Schools administrators
- Safe Schools administrator, Leadership and Training
- Safe Schools advisors
- Safe Schools Central coordinating principals
- Safe Schools' Office
- Safe Schools System Response administrator
- Professional Support Services, senior manager
- System superintendent, Alternative Programs and Safe Schools
- System superintendent's Office, Alternative Programs and Safe Schools
- Oakburn Call Centre, team leader
- Oakburn Call Centre, Security, Electronics, central services coordinator
- Toronto School Administrators' Association

Carbon Copy (cc:) on Email:

- Local/affected principal
- local trustee
- local supervisory officer
- local trustee's and superintendent's administrative liaison
- Crisis Response Team by Quadrant (chief of social work and attendance services and chiefs of psychological services)

Crisis Decision Making Tree for Significant Incidents

