

# **ADMINISTRATIVE PROCEDURE**

**General Administration** 

**Emergency Preparedness and Response** 

**GEN #17** 

Revised: August 2025

### **Background**

Christ The Redeemer (CTR) Catholic Schools is committed to providing a safe, caring, and faith-filled environment for all students and staff. To support this commitment, CTR Catholic has established comprehensive emergency plans that promote a state of preparedness while maintaining the integrity of our learning and working environments. These plans are developed collaboratively, involving CTR Catholic staff, students, families, and community-based service providers to ensure a coordinated and compassionate response to emergencies. In any emergency or critical incident, the safety and well-being of students and staff is the Division's highest priority. CTR Catholic believes that emergency preparedness is a shared responsibility. Superintendents, administrators, supervisors, and all employees play a vital role in maintaining readiness, ensuring that our schools remain safe and supportive environments for everyone.

#### 1. Definitions

- 1.1. Critical Incidents: A critical incident can be defined as an unexpected event or situation that significantly disrupts the normal functioning of the division or school environment, posing immediate risks to the safety, well-being, or emotional health of students, staff, or the community. These incidents require immediate response involving division-level personnel as they can have immediate and long-term consequences for a school community or school division. Such responses will involve direction from the Superintendent involving urgent action and follow-up to manage their impact and restore a sense of normalcy. These incidents include, but are not limited to death of a student, death of a staff member, facility or environmental emergency, threat from an individual, bus accident, student / staff injury or incident, cyber incident, or a significant risk to the division (legislation, media, legal, etc.).
- 1.2. **Functional Protocols:** Standard safety protocols are used when a specific action is required in response to an emergency. This includes evacuation, hold and secure, lockdown, and shelter-in-place. These protocols are used at all Division schools and work sites and regularly practiced as drills.
- 1.3. **Hour Zero**: A web-based application used by the division to store, update, and monitor emergency preparedness and response plans (ERP).

## 2. Emergency Response Procedures and Coordination

- 2.1. Initial Assessment and Response: The principal / designate will immediately secure the site and activate emergency functional protocols and contact emergency services as required. To ensure all necessary actions are taken efficiently, the principal / designate will enlist and direct other onsite staff to assist with and support the emergency response.
- 2.2. **First Contact:** The principal / designate shall contact the Superintendent / designate for support and direction.

- 2.3. **Assessment:** The Superintendent / designate shall, in collaboration with the Superintendent team, confirm the incident's nature and severity, triggering the appropriate school and central office response.
- 2.4. Notification and Coordination: The Superintendent coordinates an action plan to support and direct the school, in collaboration with appropriate central and school personnel. The Safety/Risk Assessment Team, led by the Associate Superintendent for Student Services, is convened. The Superintendent team is informed to collaborate on the next steps, ensuring a unified and efficient response to support the initial response and work toward normal operations in the longer term. Operational supports are deployed for the school(s) impacted.
- 2.5. Spiritual and Student Mental Health Support: The Director of Catholic Education prepares prayers, coordinates with local parishes, and plans liturgical responses as needed. The Associate Superintendent responsible for Student Services will work alongside the Director and Coordinator of Mental Health to deploy school-based and additional mental health supports, including FSLWs, Connection Workers, grief counsellors, etc.
- 2.6. **Employee Support:** The Superintendent of Human Resources or Director of Human Resources coordinates with Alberta School Employment Benefit Program (ASEBP) or external support to provide employee assistance and deploys substitute teachers to support affected staff.
- 2.7. **Communication:** The Director of Communications works with the Superintendent to determine internal and external communication responses.
- 2.8. **Documentation:** The Director of Student Services ensures appropriate internal and external support. This includes documentation of consent, paperwork pertaining to relevant hospital admittance, and any documentation related to safety/risk assessment.
- 2.9. **Debriefing and Follow-Up:** A debriefing session is scheduled to evaluate the response and plan ongoing support.

## 3. Hour Zero School Emergency Program shall be utilized to:

- 3.1. Keep site specific information up to date, including:
  - 3.1.1. evacuation muster points / staging areas;
  - 3.1.2. evacuation centers;
- 3.2. Identify the SERT (School Emergency Response Team), which is the Principal, Vice Principal and the Health and Safety representative;
- 3.3. Print Status Cards and their use in schools;
- 3.4. Record completed drills and reports;
- 3.5. Access applicable online training;
- 3.6. Document and review job hazard assessments;
- 3.7. Site Maps:
  - 3.7.1. Evacuation map;
  - 3.7.2. Lock Down map;
  - 3.7.3. Shelter-In-Place map.

### 4. Facilities Department

- 4.1. Ensure maps for all CTR Sites are updated in Hour Zero.
- 5. Site-Based Administrators / Site Managers shall:

#### **Emergency Plans Updated**

5.1. Identify the SERT (School Emergency Response Team), which is the Principal, Vice Principal and the Health and Safety representative.

- 5.2. Prepare a site-specific Emergency Response Plan (available through Hour Zero) that aligns with the Division's Occupational Health & Safety Management System. This plan must also include procedures for individuals with special requirements. The ERP should explain the basic emergency plan process in a manner that is easily understood by any adult occupying the room, working with students (such as substitute teachers).
- 5.3. At the start of each school year, review and update all site plans and procedures in Hour Zero. Communicate the functional protocols and key procedures to staff, students, and the school community.
- 5.4. Ensure the annual site checklist and drill schedule is updated.
- 5.5. Make arrangements to shelter students in an offsite evacuation centre, as necessary, in a school evacuation. These arrangements are to be reviewed and documented annually in the site Emergency Response Plan.
- 5.6. Maintain all emergency equipment and supplies to support an effective crisis response.

### **Classroom and Learning Spaces**

- 5.7. Each classroom and learning space must be equipped to support emergency response procedures. The following items and practices are required:
  - 5.7.1. Evacuation routes must be clearly posted near the primary exit doors in every room throughout the school.
  - 5.7.2. Ensure classroom and departmental emergency folders are updated annually and stored in a visible location near the primary exit. Classroom emergency folders must include:
    - 5.7.2.1. Pen or Marker;
    - 5.7.2.2. Quick Reference Guide;
    - 5.7.2.3. Emergency Functional Protocol Card (Classroom Summary);
    - 5.7.2.4. Status Cards: Recommended 2 full sets per room. Each set consists of 1 Red, 1 Yellow, 1 Blue, 1 Green card;
    - 5.7.2.5. ERP 138 Student Accountability Form (available on Hour Zero, include 3 copies);
    - 5.7.2.6. ERP 116 First Aid Treatment Form (available on Hour Zero, include 5 copies);
    - 5.7.2.7. Site Specific Procedures;
    - 5.7.2.8. A Classroom Roster for each group of students in that room. This is printed from PowerSchool and updated each semester or as needed;
    - 5.7.2.9. Emergency Maps Evacuation Route, Lock Down, Shelter in Place (printed from Hour Zero).

## **Office Supplies**

5.8. Ensure Incident Command Post Kit (Red Bag) is updated annually referencing the Incident Command Post Standard Kit Inventory Form on Hour Zero. Adult-only buildings may reference the Incident Command Post Small Kit Inventory Form.

#### **Training For Staff**

- 5.9. Principals / designates will ensure all staff, students, and visitors are trained and aware of their roles and responsibility in the Emergency Response Plan. Annually, staff will be trained on:
  - 5.9.1. Individual roles and responsibilities;
  - 5.9.2. How to activate the Emergency Response Plan;
  - 5.9.3. Functional protocols (Evacuation, Lock Down, Shelter in Place);
  - 5.9.4. Parent-child reunion procedures (Student Release);
  - 5.9.5. Expectations of substitute teachers and casual staff and visitors;
  - 5.9.6. Protocols practice (drills and scenarios).

### 6. Emergency Drills for Sites with Students

- 6.1. As part of the site's Emergency Response Plan, and in accordance with CTR Catholic policy, each school site must conduct a variety of drills to practice the response techniques outlined in the plan. Each school shall conduct a minimum of:
  - 6.1.1. Six evacuation drills per school year;
    - 6.1.1.1. One in the first week students are present plus one in each of October and November, for a total of three during the fall term (Sept Dec), and one bimonthly for a total of three during the winter-spring term (Jan Jun).
    - 6.1.1.2. One Lock-Down (interior threat of violence) drill per semester.
    - 6.1.1.3. One Hold and Secure (exterior threat or violence or medical emergency) drill per school year; plus 2 reviews per school year with students and staff (ex: Morning PA announcement and review of protocol).
    - 6.1.1.4. One Shelter-In-Place drill per school year; school discretion for an actual drill or review with both students and staff.
    - 6.1.1.5. One Drop-Cover-Hold drill per school year; school discretion for an actual drill or review with both staff and students.
- 6.2. Keep a record of each drill in Hour Zero with a written evaluation of the drill.
- 6.3. Ensure that part-time Kindergarten classes participate in half of the drills.
- 6.4. Ensure that tenants and other parties who use CTR facilities during the day are aware of the procedures and that a plan to communicate with those families is in place. All building occupants will participate in drills.

#### 7. Non School CTR Sites

- 7.1. Each adult-only site shall conduct a minimum of:
  - 7.1.1. Two evacuation drills per year; one during the fall school term (Sept Dec), and one during the winter-spring school term (Jan Jun); and other applicable drills as deemed necessary.
- 7.2. Site Managers or the appointed designate must keep a record of each drill in Hour Zero, and a written evaluation of each drill with the site Emergency Response Plan (available through Hour Zero). Submit the drill evaluations to the Occupational Health and Safety Officer annually.

#### 8. All Staff Members

- 8.1. All staff members of CTR Catholic have responsibilities related to emergency response, including:
  - 8.1.1. regularly updating contact information with Human Resources;
  - 8.1.2. inform supervisors of necessary emergency medical information;
  - 8.1.3. participating in required safety training and emergency;
  - 8.1.4. adhering to division safety protocols and procedures at all times.

## 9. Roles and Responsibilities of Other Members of CTR Catholic

9.1. The Safety/Risk Assessment Team provides coordinated support during critical incidents, ensuring timely and compassionate responses that reflect our Catholic identity. Team members are deployed based on their areas of responsibility, as outlined below.

## Superintendent

- Leads all aspects of the division's response to critical incidents and directs the Safety/Risk Assessment Team and school-based personnel.
- Acts as the primary contact for division and school-based administration once immediate safety measures have been taken.
- Coordinates all internal and external actions, including engagement with RCMP, Alberta Education, The Diocese of Calgary, and mental health services.
- Oversees communications with media in collaboration with the Director of Communications.

- Supports the return to normal operations by overseeing short- and long-term planning and action.
- When unavailable, the Deputy Superintendent leads the initial response.

### **Deputy Superintendent**

- Leads the team in the absence of the Superintendent.
- Provides support in Human Resources and technology responses.
- Coordinates support through ASEBP, Employee and Family Assistant Program (EFAP) and other applicable resources.
- Assists with division-level communication and coordination during critical incidents.

## **Associate Superintendent of Learning and Student Services**

- Leads the Safety/Risk Assessment Team under the direction of the Superintendent.
- Initiates both Safety and Risk Assessments.
- Coordinates support services, learning, and faith-based responses.
- Works closely with external agencies and key personnel.

## **Superintendent of Corporate Services**

- Supervises the Director of Facilities and Transportation Coordinator.
- Supports the logistical and operational response, especially in matters involving facilities and transportation.

#### **Director of Student Services**

- Oversees the operational actions of the Safety/Risk Assessment Team.
- Manages internal communication with schools and Student Services personnel.
- Supports student-focused responses, ensuring documentation of all assessments and actions.

#### **Coordinator of Mental Health Services**

- Provides immediate consultation on mental health concerns.
- Collaborates with Family School Liaison Workers (FSLWs) to deliver trauma-informed support to students and staff.
- Coordinates with external resources (e.g., the Grief Centre) if needed.

## Family School Liaison Workers (FSLWs) / Connections Workers

- Provide short-term counselling and emotional support to students while offering a strong, relationship-based presence within the school community.
- Support families affected by the incident and act as liaisons to connect them with appropriate external agencies and community resources for longer-term or complex needs.

#### **Director of Catholic Education**

- Supports the faith response under the direction of the Superintendent and Associate Superintendent of Learning.
- Coordinates prayers, liturgies, and spiritual services to foster a faith-filled atmosphere of comfort and healing.
- Ensures that Catholic teachings are central to the response and recovery process.

#### **Director of Communications**

- Prepares messaging for internal and external audiences in consultation with the Superintendent and site leadership.
- Coordinates with the Director of Catholic Education to ensure communication is compassionate, supportive, and aligned with Catholic identity.
- Liaises with media and advises on social media.

#### **Director of Facilities**

- Leads operational response to any facility-related crises.

- Deploys internal or external staff as needed and liaises with community contacts.
- Operates under the direction of the Superintendent and Superintendent of Corporate Services.

## **Transportation Coordinator**

- Serves as the point of contact for significant bus accidents.
- Collaborates with the Associate Superintendent of Corporate Services and the Director of Communications to coordinate logistics and communication with families.

## **IT Services**

- Supports the response to catastrophic cyber issues under the Superintendent responsible for technology.
- Engages CTR's insurance and cybersecurity service providers.
- Ensures continuity of communication and collaborates with external experts as needed.