



Crisis and Emergency Management Policy and Plan

1. Policy Statement

Elite International School (EIS) is committed to providing a safe, secure, and supportive learning environment for all students, staff, and visitors.

This policy outlines the school's procedures for crisis prevention, preparedness, response, and recovery, ensuring effective coordination with the **Qatar Civil Defense (QCD)**, **Ministry of Education and Higher Education (MOEHE)**, and **Ministry of Public Health (MOPH)**.

It complements the **School Safeguarding Policy**, emphasizing that every adult in the school community shares responsibility for student protection and well-being.

2. Purpose

- To safeguard life and property during emergencies or crises.
- To provide a clear framework of roles and responsibilities for an organized response.
- To ensure compliance with national safety and health standards.
- To promote preparedness through staff and student training, regular drills, and continuous improvement.

3. Leadership and Responsibility Structure

Position	Responsibilities
Director	Oversees full implementation of the Emergency and Safeguarding Plans; ensures legal compliance and coordination with external authorities.
Senior Management Team (SMT)	Leads on-site operations, supervises emergency response, and ensures communication with all departments.
Coordinators	Support teachers during evacuation, collect status reports, and communicate updates to SMT.
Teachers	Supervise students, carry fire safety folders (class list and color cards), and ensure calm, orderly evacuation.
School Nurse	Provides first aid, monitors medical cases, records evacuation timing, and reports injuries or missing students to SMT and Student Affairs.
Student Affairs	Verifies attendance, informs parents, records evacuation data, and manages post-incident follow-up.
Security Team	Keeps exits clear, assists visitors, and controls access points.

4. Emergency Situations Covered

This plan applies to:

- Fire or explosion
- Medical emergencies and serious injuries
- Security threats or lockdown situations
- Natural disasters (sandstorm, severe weather)
- Utility failure (electricity, water)
- Communicable disease outbreaks or mass illness

5. Evacuation Procedure

- Upon hearing a continuous ringing bell, students and staff should head to the exit gates to reach the designated assembly areas as per the following route:

Ground floor:

- Preschool, Indoor play area, LMC elementary, physics lab and clinic should head to the exit door near the clinic and gather in the assembly point.
- Pre-K, and K should use the door facing outdoor play area and then gather in the assembly point.
- Skills club and activity center should head to door (D3) and gather in the assembly point
- LMC middle/high school, biology lab and chemistry lab should use door (D2) to reach the assembly point.
- ICT lab elementary should use the exit door near canteen and then gather in the assembly point near door (D2).
- Theatre, indoor gym and canteen use nearest exit door and head to assembly point near door (D2).

First Floor:

- Grades 1, 2, 3A and ICT lab middle/high school should use staircase (ST) 4 door to reach the ground floor and head to door (D3).
- Grades 3B, 3C, 3D, 4 and 5 should use staircase (ST) 3 door to reach the ground floor and head to the exit door near the canteen and then gather in the assembly point near door (D2).
- Grades 6B, 7B, 9B, Art, ESL 1, ESL 2 and Girls Prayer Room should use staircase (ST) 1 to reach the ground floor and head to door 2 then gather in the assembly point.
- Grades 8A, 9A, 10A and Boys Prayer Room should use staircase (ST) 2 to reach ground floor and then head to assembly point near door (D2).
- Grades 6A, 7A, Robotics Lab and ESL 4 should use staircase (ST) 5 to reach ground floor and then head to assembly point near door (D2).

Evacuation Procedure:

- Students exit the classrooms and WALK in orderly lines.
- Students evacuate the building by designated routes to the designated assembly area.
- NO TALKING IS PERMITTED!!
- Teachers:
 - carry their **fire folder** (class list + color signals) and lead students in a **single line** to their assigned **assembly area**.
 - Check that all students are out of the classroom.
 - Close the classroom door. DO NOT LOCK (Later entry may be required).
- In assembly area, teacher takes counts for each child.
- Teachers shall raise the colored signals, while in the line, after being in the assembly point and they have counted all the students with them. (**Green** color indicates that all students are safe, **yellow** means help is required and **red** shows someone is injured or missing).
- Once safe, teachers conduct roll call and raise the appropriate color signal:
 -  **Green** – All students are safe.
 -  **Yellow** – Assistance required.
 -  **Red** – Injured or missing student.
- Students remain in orderly and silent lines until all clear signals are given (one long bell).
- Students during PE in fenced playground should go to the assembly area near to it.
- Staff should go to the nearest assembly area.
- All staff should participate in fire drills.
- Parents, guests and community people on the grounds during a drill must participate.
- Adults are reminded that no talking is allowed.
- The **Nurse** record evacuation times for each area and report to the **SMT**.

- “All Clear” is announced only after verification that all persons are safe and all areas are cleared.

6. Emergency Communication

- The **fire alarm system** is directly linked to **Qatar Civil Defense** for automatic notification.
- **Megaphones** are used for lockdowns and special announcements.
- **Emergency contact lists** are displayed in reception, the nurse’s office, and all key locations.

The plan reinforce the school fire drill procedure

7. Medical and First Aid Emergencies

- The **School Nurse** responds immediately, provides care, and contacts **999** when necessary.
- **The nurse/Student Affairs** notifies parents and documents the incident.
- All medical cases and responses are recorded in the **Health and Safety Register**.

8. Infection and Hygiene Control

- The school follows **MOEHE** and **MOPH** health and hygiene standards.
- Daily cleaning and disinfection routines are strictly followed.
- **Isolation room** is available for unwell students.
- The **Nurse** and **Student Affairs members** manage follow-up and official reporting.

9. Safeguarding Link

This plan reinforces the **School Safeguarding Policy** by ensuring that:

- The welfare of every student is protected during all emergencies.
- All staff are trained to respond swiftly and appropriately to risks or incidents.
- Any risk to student well-being during or after an emergency is immediately reported to the **SMT** team.

10. Training and Drills

- **Fire drills:** Conducted **twice per semester**.
- All staff receive **annual training** on emergency, health, and safeguarding procedures.
- **New staff** are briefed during induction week.
- Drill reports include evacuation time and responsible staff for each area.

11. Infrastructure and Safety Systems

- **Evacuation maps** and **assembly points** are displayed in all school areas.
- **Fire extinguishers, hose reels, alarms, sprinklers, and exit signs** are regularly inspected.
- **Emergency lighting** is available in all corridors and exits.
- All **exit doors** remain unlocked and free of obstruction during school hours.
- **Fire alarm provider** conducts periodic maintenance and submits test reports.

12. Review and Documentation

- All records are documented.
- The plan is **reviewed annually** or after any major incident.
- Updates are communicated to all staff through meetings and official circulars.

Staff Substitution Plan

Teachers' absenteeism is followed up rigorously to arrange substitution for each absentee to ensure that learning process is not hindered. Absent teachers send an email to coordinators, curriculum standards coordinator, human resources, finance department, senior management team, and managing director notifying them about their absenteeism along with reason. Concerned coordinator provides and explains the lesson plan to the substitute teacher and ensures that assigned lessons are covered.

We recognize that all teachers' non-teaching time is valuable and required; however, it might be necessary to request this time to cover for an absent colleague. The allocation of substituting an absent teacher will be made using the standard criteria below.

Criteria for allocating substitution:

- Capability of the substitute teacher to conduct the lesson
- Number of non-teaching periods on that day
- Number of lessons already covered for absent staff to date
- Number of lessons during which a particular teacher has been absent and has had to be covered by other staff
- Total number of lessons for the day doesn't exceed five lessons

Substitution record form is maintained to equally distribute the substitution periods among the teachers.