



# EMERGENCY RESPONSE PLAN

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## EMERGENCY RESPONSE PROCEDURE

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The Emergency Response Plan has been compiled and developed along with the policies that are being implemented at Deira Private School. This has been made in order to provide proper guidance and instructions of the process in the event of an emergency and to ensure the safety and well-being of students, staff, and visitors during emergencies. The plan is comprehensive, addressing various potential emergencies, such as natural disasters, fires, intruders, medical emergencies, and other critical incidents. This document and other supporting documents should be read and understood.

The Senior Leaders, Health and Safety Department and the school's Core team reviews and updates the document every year or if changes need to be made.

Documents that support this plan is as follows:

- Health Emergency Plan
- Covid 19 School Readiness Plan
- Health and Safety Policy
- Lockdown Procedure Policy
- Risk Assessment Policy
- Allergy Policies and Procedure
- Missing Child Policy

## DEFINITIONS

**Crisis** - an inherently abnormal, unstable and complex situation that represents a threat to the strategic objectives, reputation or existence of an organisation (PAS, 200).

**Crisis Management** - Strategically directed activities to prevent, respond to, mitigate the effects of and recovery from a crisis (PAS, 200).

**Emergency Response Plan** - A document or collection of documents that sets out the overall framework for the initiation, management, coordination and control of personnel and assets to reduce, control or mitigate the effects of an emergency.

**Assembly Point** - Building or area on the periphery of an area affected by an emergency, to which evacuees are directed to evacuate too.

**Emergency Exercise** - A simulation designed to validate organisations' capability to manage incidents and emergencies. Specifically, exercises will seek to validate training undertaken and the procedures and systems within emergency or business continuity plans.

**Emergency Response Team Lead** – A defined person who is responsible for coordinating incidents within the school. This can be either the Principal/Vice Principal or another allocated members of the management team.

**Emergency Response Team** – A team of nominated employees from within the school, with their role being to provide support and guidance during and after the incident.

**Risk assessment** - A structured and auditable process of identifying potentially significant events, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.

## PREMISES INFORMATION

Building size – 20,000 sq.m

Number of floors – G+2 (Primary), G (Nursery)

Maximum occupancy –

Current occupancy –

Number and location of fire assembly points- 2 exit points and sports fields

Access information for emergency services – Gate 2

## Emergency Preparedness

This document establishes the procedures to follow for specific emergencies scenarios. The following sections establish the roles and responsibilities of each stakeholder during an emergency, the escalation flow of the emergency and guidance on training and exercising to conduct for each emergency scenario.

Name	Reference	Testing/Drills or Exercises
Fatality or major injury	Appendix A	<i>No Drills (supported with guidelines)</i>
Fire	Appendix B	<i>Fire Drills minimum 3 times per academic year (one with Civil Defence)</i>
Bomb Threat	Appendix C	<i>No Drills (supported with guidelines)</i>
Child Abduction	Appendix D	<i>No Drills (supported with guidelines)</i>
Missing Child	Appendix E	<i>No Drills (supported with guidelines)</i>
Structural Failure	Appendix F	<i>No Drills (supported with guidelines)</i>
Loss of essential service	Appendix G	<i>No Drills (supported with guidelines)</i>
Confirmed Legionella Outbreak	Appendix H	<i>No Drills (supported with guidelines)</i>
Active Shooter / Intruder	Appendix I	<i>Lockdown drill once per academic year</i>
Severe Weather	Appendix J	<i>No Drills (supported with guidelines)</i>
Incident Reporting Scale	Appendix K	<i>No Drills (supported with guidelines)</i>

*Fire and lockdown drills are mandatory and set in advance by the schools. As for the other procedures, Health and Safety Team members will be providing additional guidance and separate standalone guidelines along with awareness and training sessions to all schools.*

## ROLES AND RESPONSIBILITIES

Team Member	Designation	Roles and Responsibilities
	Initial Responder	-Inform the internal First Aid Team for medical intervention
	Medical Response Team	-Provide immediate medical support until emergency responders arrive -Part of the Emergency Response Team (ERT) and first responders to an emergency event -Report directly to ERT Lead (Principal) -Ensure all medical equipment is in place and ready for use -Inform ERT about the condition of any injured person(s)
	Emergency Response Team <ul style="list-style-type: none"> <li>● Parent Relation Officer</li> <li>● School Doctor</li> <li>● School Nurse</li> <li>● Health and Safety Officer</li> <li>● Front of the House</li> <li>● School Secretary</li> <li>● Head of Teaching and Learning</li> <li>● Security</li> <li>● Facilities Support Team</li> </ul>	-Reach an emergency spot and take charge of the situation. -Determine the priorities that will drive the overall Emergency response and guide site / tactical responders. -Activates the school emergency plan, if needed (lockdown, evacuation or shelter-in-place etc.) -Perform initial assessment of the situation and give appropriate instructions to the First Aid Team for further actions. -Arrange for evacuation/lockdown of students/ teachers/staff/ visitors based on the type of emergency. -Liaise with relevant authorities throughout the duration of the emergency and coordinate actions for resources required, rescue, head count, first aid, hospitalisation, evacuation etc. -Take a decision of evacuation based on assessment and inform Emergency

		<p>Response Team for necessary evacuation ensuring evacuation is complete</p> <ul style="list-style-type: none"> <li>-Ensure staff are equipped with relevant training</li> <li>- Assess the nature of emergency and initiate suitable actions to control the emergency suitably and activate the emergency response plan</li> </ul>
	<p>Emergency Response Lead</p> <ul style="list-style-type: none"> <li>• Principal</li> </ul>	<ul style="list-style-type: none"> <li>-Ensure that the Emergency Response Plan is reviewed at regular intervals and communicated to the relevant stakeholders</li> <li>-Ensure that the required emergency exercises are conducted in line with policy requirements</li> <li>-Ensure that an Emergency Response Team is appointed within the school and that their roles and responsibilities are clearly communicated to them</li> <li>-Coordinate emergencies within their respective school and ensure that the correct reporting and communication processes with relevant stakeholders are established</li> <li>-Responsible for escalating critical incidents to the Health and Safety Team</li> <li>-Responsible for reporting to Management, responsible for public information and liaison with the authorities</li> <li>-Overall ownership of the execution of the Emergency Response Procedure</li> <li>-Designated as spokesperson; coordinates media briefings and news releases as necessary</li> <li>-Responsible for the immediate management of the incident, this will involve liaising with school personnel, emergency response team, emergency services and other response teams (e.g. Health and Safety Team) if need</li> <li>-Assistant Principal will be holding these</li> </ul>

		responsibilities in case the Principal was not available during the incident.
	Teachers /Teaching Assistants /Admin Staff/ Learning Support Assistant/ Third parties etc.	<ul style="list-style-type: none"> <li>-Bring the class attendance sheets</li> <li>-Supervise students during evacuation</li> <li>-Leave the building and report to the predetermined assembly point (in case of evacuation) following the Emergency Wardens directions</li> <li>-Familiarise themselves with the school procedures for emergencies</li> </ul>

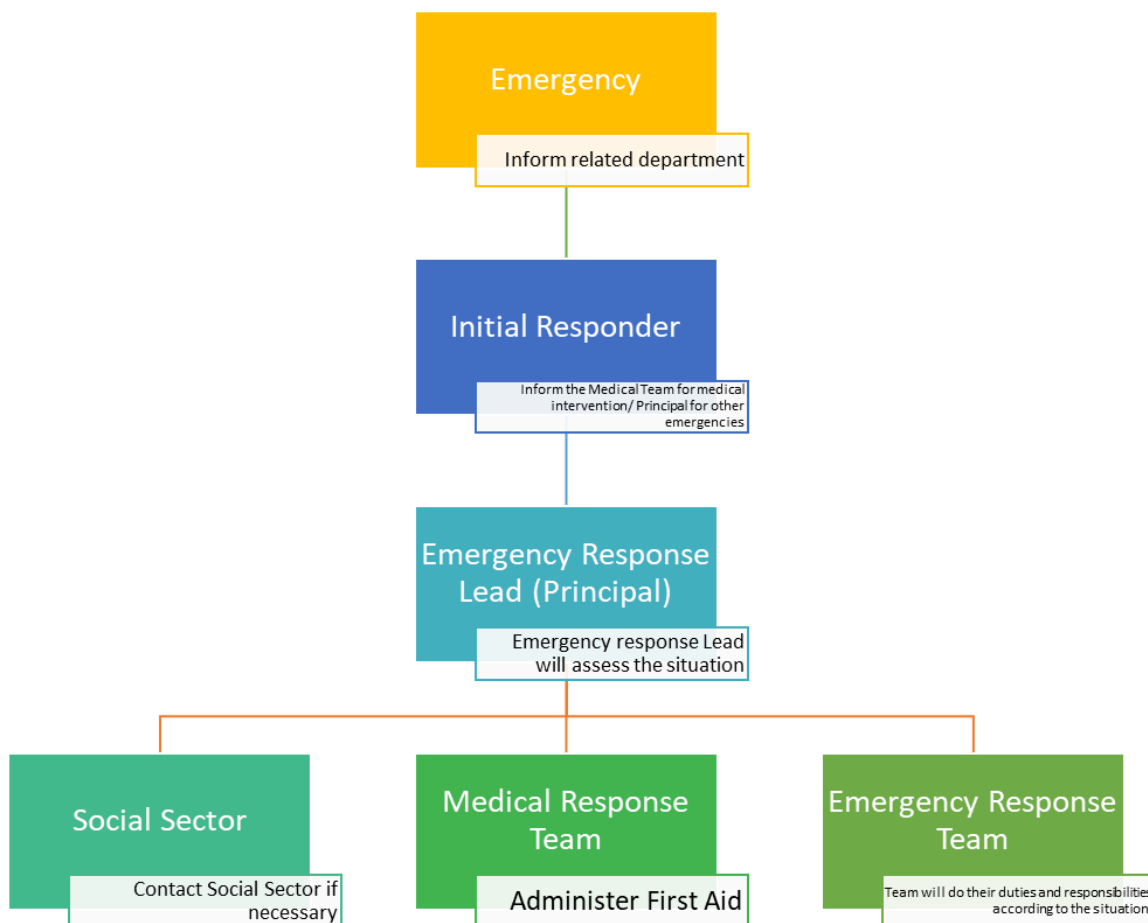
### Communication and Training of the Emergency Response Plan

The plan will be communicated to all employees within the school, via the Principal (as mentioned in the Roles and Responsibilities). The plan will be accessible to all employees on Google Drive. The plan should be revised on an annual basis and on an adhoc basis if any update/ modifications is required. Additional modifications/ updates may also be communicated.

All staff/ teachers called by the Principal will be expected to participate in any emergency scenario exercises conducted as per the schedule provided by the school. A copy of the Emergency Response Plan will be available and accessible to all employees.



## GENERAL EMERGENCY RESPONSE PLAN



### Social Sector

Dubai Civil Defence (997)

Dubai Police (999)

Ambulance (998)

### Emergency Response Team

Parent Relation Officer	Supports the Emergency Response Lead
Health and Safety Officer	Assess the situation and check major or minor risks, calls Civil Defence (997) and Police (998)
Front of the House	Will call and inform the parents/guardian of the situation
School Secretary	Will call 998 for Medical Emergency
Head of Wellbeing	Supports the foot traffic at the scene, updates documentation of the situation
SLT	Informs and assures teachers / staff involved
Security	Vigilant of Emergency vehicles approaching the school/barricading and closing the school premises
Facilities Support Team	Helps in barricading the school premises and check areas if other emergencies.
Teacher/Staff	Document and file the emergency situation

## EMERGENCY CONTACT INFORMATION

EXTERNAL EMERGENCY CONTACT	
Name	Contact Number
Police	999
Civil Defence (Fire)	997
Ambulance	998
Electric Failure	911
Water Failure	922
Nearby Hospitals	Aster Hospital Al Qusais 04 440 0500 Al Jalila Children's Speciality Hospital 800 2524 Rashid Hospital 04 219 2000 Dubai Hospital 04 219 5000
Nearby Police Stations	Al Qusais Police Station 04 609 6299

EMERGENCY RESPONSE TEAM		
Designations	Name	Contact Number
Principal	Mr. Muhammad Afzal	050-4713607
Vice Principal	Tarek Ahmed Mohamed	052-5221439
Vice Principal	Anne Morris	050-4521165
Vice Principal	Lisa Such	058-5490188
School Doctor	Amber Mahmood	056-2704153
School Nurse	Prane Vijayakumar Dona Lernus	0564484902 052-3183973
Health and Safety Officer	Rica Ramos	055-7372351
Front of the House	Armina Mamaluba Alizah Riaz Maria Kara	054-7752546 052-7771958 056-6505026

Head of Well-being	Noeme Carino	050-3846896
School Secretary	Ellouisa Recalde	056-6783622
SLT	Marjorie Marca	054-4505386
Facility Manager	Victor Coelho	056-4229670
Security	Nilesh Naik	052-5809198
Facilities Support Team	Janitha Sandurawan	055-3132087

HEALTH AND SAFETY TEAM		
Designations	Name	Contact Number
Health and Safety Officer (specialist assigned and key contact on all EHS related incidents)	Key Person: Rica Ramos	055-7372351
Child Safety and Safeguarding Lead (specialist assigned on all Child Safeguarding related incidents)	Key Person: Mr. Muhammad Afzal Support: Ms. Anne Morris	050-4713607 050-4521165
Security Lead (specialist assigned and key contact on all Security related incidents)	Nilesh Naik	052-5809198

### Documentation / Log of events

All incidents, regardless of their criticality should be logged and documented.

The following forms needs to be filled up:

## Safeguarding Emergency Evacuations

In case of non-availability or lack of access to the system, please use the below as a template of log of events:

Date / Time	Incident / Event Description	Communicated To Remedial Actions	Name

## Appendices – Emergency Response Procedures

\*It is required to appoint staff who are familiar with the evacuation and assembly points to be marshals and assist wherever possible.

### Appendix A – Fatality or major injury

If the incident occurs during school hours:

- Team should be informed immediately on receiving the emergency cases.
- School Doctor and Nurse will do the emergency management/first aid according to the child's condition and the cause of the emergency.
- Administration staff and supervisor will inform the parents and arrange for transportation or ambulance.
- Class teacher/s can help by giving moral support and guidance.

### HOSPITAL TRANSFER OF STUDENTS IN AN EMERGENCY

- Transferring the child to Rashid Hospital or any hospital nearby.
- If the child needs a transfer to a hospital in the event of emergency:
  - Administration staff should inform the parents of the child and arrange for transport or ambulance.
  - If the school has two nurses, one nurse should escort the child to the hospital.
  - If the school has only one nurse, administration staff can escort the child to the hospital.

## Procedures

1. Remain calm and communicate a calm, supportive attitude to the ill or injured individual.
2. Parents should be notified in all cases of accidents or sudden illnesses. Notification should be done in such a manner as not to create undue panic.
3. One member of the emergency team should remain with the student until the parent assumes responsibility. NEVER LEAVE A STUDENT UNATTENDED IN THE CLINIC.
4. If the parent/guardian or emergency contact person cannot be reached, the school administrator should assume responsibility for the case.
5. Appropriate documentation must be made on school clinic records.
6. After immediate care in the school clinic, the decision will be made whether the student should stay in school. Consider: Will it interfere with learning, mobility and health status of other students?
7. Call 999 and begin first aid/CPR as situation indicates
8. Contact the parents/guardians or emergency contacts.
9. Do not move the student if there is suspected injury to the neck or spine unless necessary to prevent further injury.
10. Maintain an open airway. If bleeding from mouth or jaw, or, if vomiting, turn head to the side.
11. If possible, raise feet 8-12 inches. If this causes problems with breathing or additional pain, lower feet.
12. Place a blanket over the student to prevent chilling. Do not allow the student to overheat.
13. Do not give fluids or food.
14. If unconscious, do not place anything under the head.
15. Record extent and duration of unconsciousness.

## Additional Instructions:

1. If parent/guardian cannot be contacted, call the emergency contact person listed on the student's file.
2. If unable to contact either parent/guardian or their emergency designee, notify the school administrator and then the receptionist for assistance.

3. If a student is to be transported via ambulance and the parent is unavailable, an appropriate school representative should accompany the student to the hospital which will be either Rashid or Dubai Hospital. Be sure to take a copy of the medical information sheet of the child giving permission to hospital personnel for treatment.
4. In case of an injury occurring at school, a Student Accident Report Form should be completed by school health staff. School health staff treating the student should share the pertinent information to assure accuracy in reporting (what, when, where, how)

## **Appendix B – Fire**

In the event of finding a fire the following procedure must be followed:

- An evacuation signal is given by ringing the fire alarm.
- Stay calm, instil confidence and console children
- If safe to do so, rescue any persons who are in immediate danger.
- If safe to do so, attempt to extinguish the fire, never put yourself or others at risk.
- Evacuate the building safely and smoothly supporting any persons on the way. Make your way to the designated fire assembly.

When hearing the fire alarm:

- Stay calm, instil confidence and console children
- Listen to instructions from the Principal who is the Authorised person.
- Teachers should immediately collect attendance registers and headcount all children accordingly before you leave your area/classroom/play area etc.
- Remove children, staff and all other personnel to the nearest and safest exit.
- Check for children and close doors once the Principal is sure that children are clear.
- Evacuate children and all personnel to the assembly area.
- Once at the assembly area the teachers will undertake a roll call of children, staff and other personnel.
- All persons remain in the assembly area until the emergency is declared over by a member of the emergency service, only then re-entering the building.
- Floor Marshals should report to the incident controllers.
- Red and Green cards should be visible at all times. Red means incomplete whilst Green means all staff/students reached and are all present at the assembly.

## **Appendix C - Bomb Threat**

Following a series of malicious hoax communications in relation to bomb threats to school it is important that you are alert but not alarmed. The vast majority of bomb threats are designed to cause alarm and disruption. While many bomb threats involve a person-to-person telephone call, an increasing number are sent electronically using email or

social media applications. No matter how ridiculous or implausible the threat may seem, all such communications are a crime and should be reported to the police by dialling 999. In the event of a received bomb threat we must follow the lockdown procedures as enclosed in this policy.

If you receive a bomb threat communication you should:

- Stay calm and listen carefully.
- If practical, keep the caller talking and alert a colleague to dial 999
- If the caller number is displayed, take note of the number.
- If the threat is a recorded message then you must save the message and write down as much detail as possible
- If the threat is received by text message do not reply to, forward or delete the message
- Note the number of the sender and follow the advice given by the police. If the threat is delivered face-to-face try to retain as many distinguishing characteristics of the threat maker as possible.
- If discovered in a written note, letter or graffiti treat as police evidence and stop other people touching the item. If the threat is received via email or social media do not reply to, forward or delete the message
- Note the sender's email address or user name.
- Preserve all web log files for your organisation to help the police investigations.

#### **Appendix D - Child Abduction**

If a child makes a report of a suspected abduction within or outside of the school, the following should be considered:

- a. The person who the report is made to must immediately notify their line manager.
- b. The line manager will then notify the Principal or the Deputy Safeguarding Lead.
- c. The Principal will notify the security supervisor and decide upon the course of action.
- d. If the attempted abduction has occurred within the school, an immediate lock down of the school may be required. This will be initiated by the Principal.
- e. The Principal will notify the police as soon as reasonably possible. A review of the CCTV should be conducted immediately; this will help to identify any potential perpetrators.
- f. The Principal will notify the HSE Manager as soon as possible; this will allow the crisis management plan to be invoked.
- g. Parents, students and stakeholders will be communicated about the said incident.
- h. An investigation will be initiated gathering all the possible evidence related to the incident.
- i. Counselling support will be provided to those affected.
- j. Review of policies will be initiated.

### **Appendix E - Missing Child**

- a. Immediately close and secure the campus. Do not let (designee) any individuals leave. Limit access to the campus. Do not let unauthorised individuals come onsite.
- b. Immediately notify the police.
- c. Appoint staff to surveillance points, have them note licence plate numbers and look for any unusual activity.
- d. Thoroughly search the school campus.
- e. Have all parties who know the child or have participated in search for the child available for police when they arrive.

### **Appendix F - Structural Failure**

#### **Structural Failure**

In the event of a structural failure or suspected risk of one occurring, the following procedures must be followed:

- a. If safe to do so, immediately evacuate all persons from the area, and provide any immediate first aid care. The principal will determine the severity of the damage and if a whole school evacuation is required.
- b. If a whole school evacuation is required, communication should be conducted via the PA system, with clear instructions given. Escape routes should be away from the incident location.
- c. Contact the emergency services to provide medical and emergency support. The Principal along with the EHS Manager will have a crisis management plan.
- d. Once the location is announced safe for access a full building assessment will be implemented.
- e. An evaluation from a competent person will be conducted to confirm that the structure is safe and can be reopened.

### **Appendix G - Loss of essential service**

Loss of essential services could include, HVAC, water, electricity etc. In the event of such an incident, the following procedures should be followed:



- a. Principal and SLT are to determine the school impact and decide on the appropriate action.
- b. The principal will notify the EHS Manager and will have a crisis management plan.
- c. In the event of such a closure, clear communications must be issued to parents of the procedures to collect their children.
  - i. Students using the bus transport arrangements will be made by bus monitors for early collection. Communication must be made to parents for an early home drop off.
  - ii. Own transport students will assemble at the auditorium.
- d. The Principal will communicate with the Facilities Manager and stakeholders for the issue to be resolved/ repaired/ replaced.

#### **Appendix H - Active Shooter / Intruder / Riots/ Civil Disorders**

- a. If any students are outside, get them inside the school building. If unable to do so, have students lie down and cover their heads.
- b. Once students are in the school building, lock the doors and secure the facility.
- c. Notify the police.
- d. Close all curtains and blinds.
- e. Instruct students to lie on the floor and keep students calm.
- f. Cancel all outside activities.
- g. Care for the injured, if any.
- h. Remain with students until “all clear” is given.

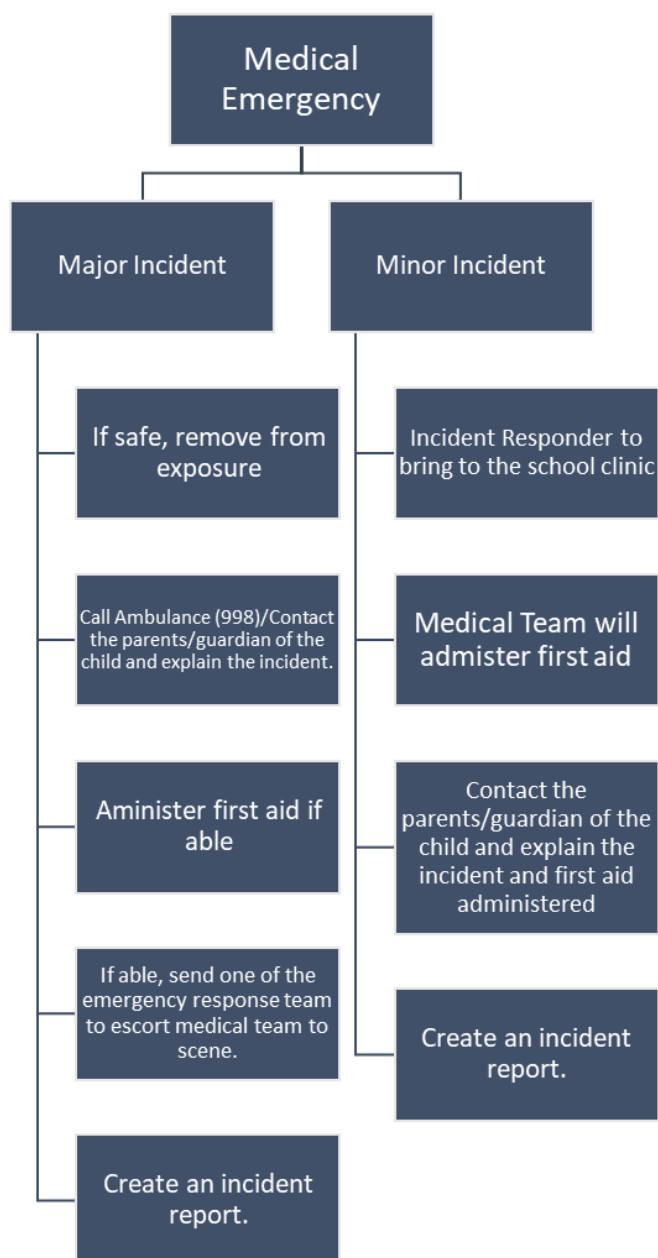
#### **Appendix I - Severe Weather**

Severe weather can include examples such as, excessive rain leading to local flooding, high winds, sand storms, excessive temperatures. In the event of such incidents, the following procedure should be followed as a general rule.

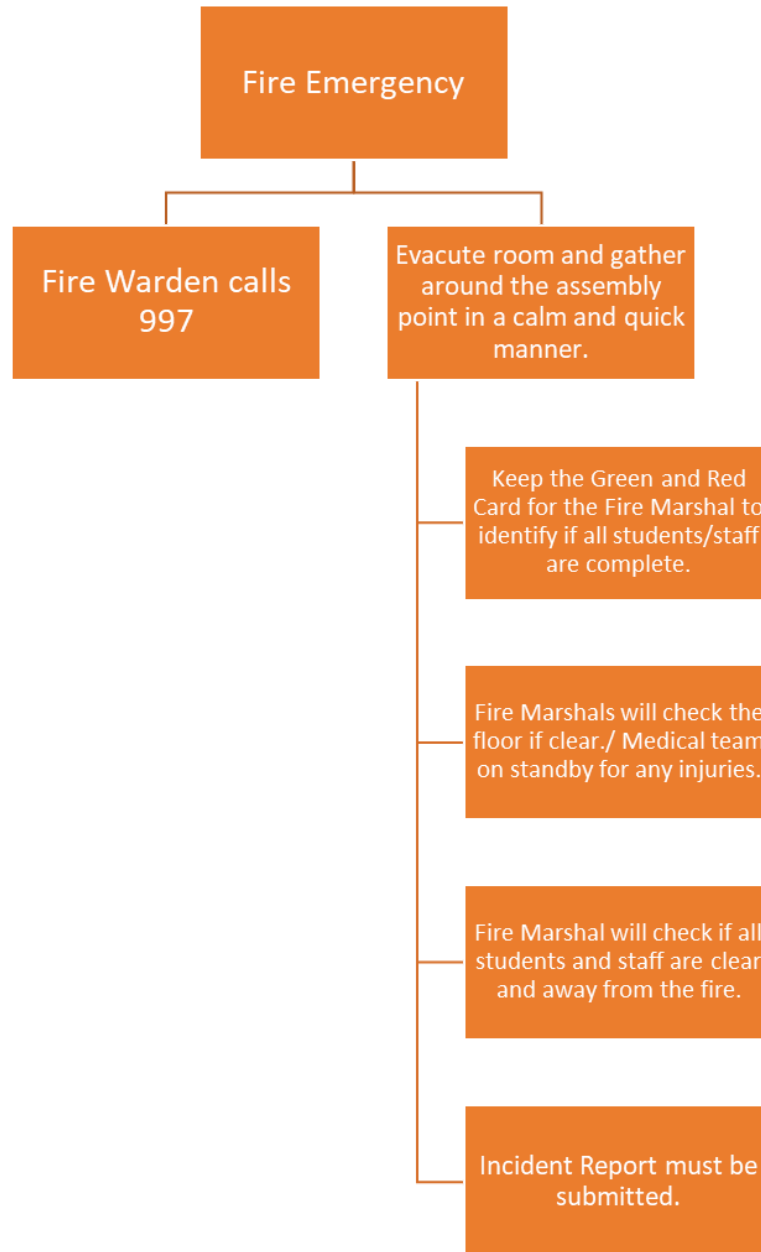
- a. Principal, SLT and Stakeholders are to determine the school impact and decide on the appropriate action. This may be dictated by a regulatory body who instructs schools to close due to the severe weather.
- b. Communications must be issued to parents, students, school transport and employees if a decision to close the school is made.
- c. Students are to be kept in a safe assembly location within the school until pickups can commence. Students must be removed from any areas which are exposed to a

possible risk. All students must be on a safe point until a safe collection of students can be arranged.

## MEDICAL EMERGENCY RESPONSE PLAN



## FIRE EMERGENCY RESPONSE PLAN



## SAFEGUARDING PROCEDURE

*\*Safeguarding Policy*

- Staff identifies a suspected case of concern
- Staff records it on a Safeguarding initial referral form (Google form on Staffroom)
- Staff reports it to the DCPO (In the absence of DCPO report it to any child protection Team member)
- DCPO communicates with the child protection Team and takes further action (Refer Appendix A-2)
- Inform parents unless to do so could place the child at a greater risk of harm or impede investigation

### Dealing with and recording a disclosure

If a student discloses that he or she has been abused in some way, the member of staff should:

- Stay Calm  
Do not over react, however shocked you may be
- Listen, hear and accept  
Take it seriously
- Give time for the child to talk freely  
Don't make assumptions or interpretations, don't give alternate explanations ask questions beginning with - Tell me about, Explain...Describe...Avoid 'wh' question
- Reassure and explain that they have done the right thing in telling  
(Do not promise confidentiality; case may have to be referred to some other professionals)
- Record in Writing as near verbatim as possible and as soon as possible on a Referral form (Refer appendix A-1)  
Record the date, time, place and any noticeable non-verbal behaviour and the words used by the child. Use bodymap to indicate position of injury/bruise. (Refer Appendix B). do not take any photographs. Do not destroy the original notes in case they are needed by court.