



## **CRISIS MANAGEMENT PLAN**

**Waukegan Community Unit School District 60  
1201 North Sheridan Road  
Waukegan, Illinois**

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A collaborative project developed by Waukegan Community Unit School District 60, Waukegan Police Department, Waukegan Fire Department, and Baker-Eubanks. Funded By The Illinois Safe to Learn Violence Prevention Grant

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## **PURPOSE**

Waukegan Community Unit School District No. 60 has developed the Crisis Management Guidelines in an effort to protect the safety and well being of the students, staff, visitors, and the members of the community. These guidelines have been developed with the cooperation of local, state and federal agencies. The Crisis Management Guidelines suggest step-by-step items to follow and are only guidelines to serve in managing a crisis. Real life decisions for reacting to an emergency must be guided ultimately by the sound judgment and discretion of involved staff personnel.

The purpose of these guidelines is to provide a process that facilitates organized decision-making at unique times that might otherwise be quite chaotic and to:

- Minimize injury or loss of life
- Focus decision-making on critical issues in a potentially stressful environment
- Provide a flexible response process to a variety of emergencies
- Protect students and staff
- Protect Waukegan Community Unit School District No. 60 property
- Protect public image and confidence in the Waukegan Community Unit School District No. 60

## **THE CRISIS MANAGEMENT TEAM**

### ***Responsibility and Authority***

The Crisis Management Team consists of a small group of district personnel and consultants who have the resources, ability and authority, to do whatever is necessary to resolve a crisis. There is a district-wide team, as well as a crisis team for each school. The basic responsibilities include:

- Directing pre-event contingency guidelines
- Gathering crisis incident information
- Analyzing crisis information
- Developing resolutions, strategies and alternatives
- Making crisis control and resolution decisions
- Communicating information and decisions
- Report to District

In situations where outside emergency agencies, law enforcement or regulatory agencies have jurisdiction in crisis matters, the Crisis Management Team acts as a complimentary support body to preserve the interest of the school district, students and staff. In most other matters, the Crisis Management Team will be the only organization to act and must be prepared to handle all elements of the crisis.

*The Crisis Management Process*

Crisis Management at the school district may be defined as:

“...A management process that develops strategic guidelines and responses to crisis situations by using the existing skills of pre-selected, trained staff (the Crisis Management Team) and pre-identified internal and external resources to manage and minimize injury and death, protect property and ensure the safety and well being of the students, staff, visitors and the community.”

Conditions that produce a crisis are normally uncontrolled and spontaneous; however, steps can be taken to mitigate the effects of the Crisis by:

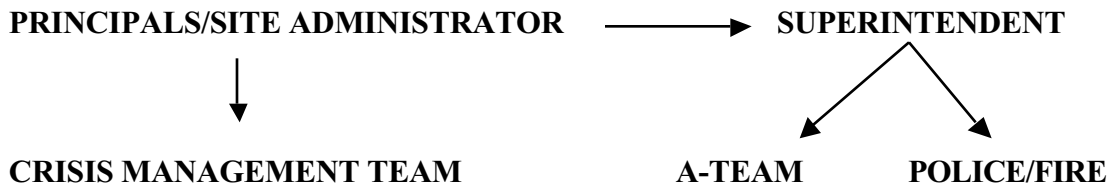
- Anticipating areas of concern
- Establishing response guidelines to these perceived concerns
- Responding in a timely and organized manner

Crisis Management is a process that requires guideline resources, analysis, communications, and decision-making that go beyond a single organizational function. By necessity, it involves a variety of disciplines and expertise. While stressing preparedness, it is essentially a defensive and reactive strategy.

Crisis Management utilizes all organizational capabilities and especially relies on the staff when a crisis occurs.

**DISTRICT LEVEL CRISIS MANAGEMENT TEAM - EMERGENCY ACTION DUTIES**

The District Crisis Management Team, made up of district personnel, is geared toward reaching key decisions in a timely manner. Each school also has an emergency response team that will assist in emergency situations. The following organizational line of authority shall exist in an emergency.



(Refer to the normal organizational chart previously distributed for the line of authority in non-emergency situations.)

**Superintendent or Designee**

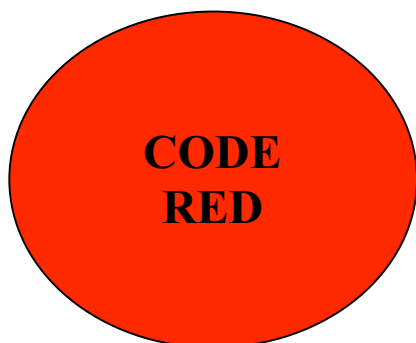
1. Coordinates assistance and maintains communication with any district school affected by an emergency or disaster.
2. Assigns central office personnel to duties in the emergency headquarters, specific district facilities, or to school sites as necessary.
3. Maintains communication with the news media and the Board of Education.
4. Responsible for coordinating the district response to critical incidents as advised by the Waukegan Police.
5. Provide direction to individual school sites and maintains communication with the A Team, principals and the District Community Relations Office.

**Waukegan Police and Fire Department**

1. Establishes and maintains communication with the appropriate emergency services and forwards information and direction to the sites affected.
2. Dispatches appropriate Police personnel to the site of the emergency or disaster to assume responsibility for directing action.
3. Contacts the Superintendent as necessary.
4. Coordinates the efforts of the various community agencies and other individuals working in the emergency or disaster.

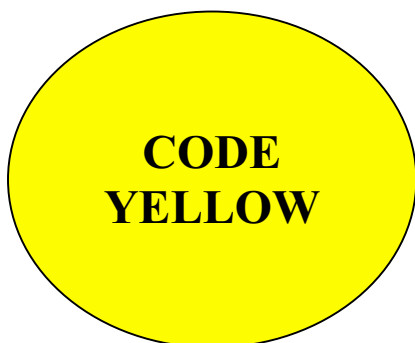
# WAUKEGAN PUBLIC SCHOOLS

## SAFETY CODES



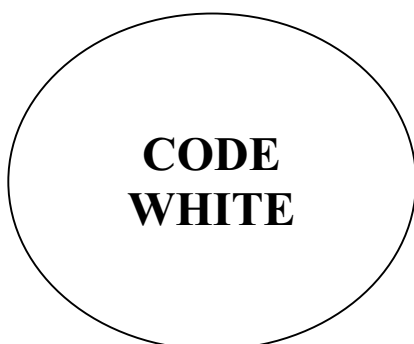
### DANGEROUS SITUATION

- Go immediately to the nearest classroom Or office.
- **Lock All Doors!**
- Wait for instructions. If located in the cafeteria, remain there under the tables!
- **Ignore all bells!**



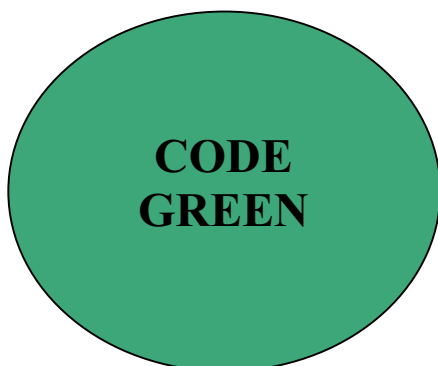
### EVACUATE THE SCHOOL

- Close each interior door after the room is clear. Teachers are to evacuate their class in an orderly manner and keep intact in a safe area outside.



### DANGER EXISTS IN THE COMMUNITY

- All exterior doors will be locked and monitored until the emergency subsides.



### ALL CLEAR

- Resume normal activity when this code is announced.

### **Communications Consultant**

Acts as the designated spokesperson for all related information as requested by the Superintendent and site principal. Information for the press should be handled exclusively by the Superintendent's office. The duties of the Communications Consultant may include preparation of press releases, communication with parents, establishment of on-site rumor control/information post, and other related duties.

### **Associate Superintendent of Business**

Plans and provides transportation services as needed by school sites to transport students home or to assist in evacuation of students and staff.

### ***Risk Management***

Assists in establishing district emergency procedures, assists in updating district plans annually, monitors safety compliance, assists administration in loss prevention and emergency management, and coordinates with Facilities Planning to assess cost of damage. Provide supplies for emergency care and shelter needs and contact the insurance company as necessary.

### ***Food Services***

Oversees the proper storage, preparation and delivery of food to the various sites as necessary. If the extent of the disaster dictates that schools become emergency shelters, works with other community and government agencies to ensure that adequate water and food supplies are made available at each shelter.

### **Director of Operations**

Assigns maintenance personnel to school sites as necessary in order of highest to lowest priority. Assist custodial staffs at schools sites as necessary, ensuring that all gas, water and electricity is shut off or provided under safe conditions. Provides crew immediately following a disaster to assess and completely clean and repair damages. Ensures that there is a telecommunication plan to facilitate communication between the central office and the affected sites in the event that the regular telephone system is disrupted by the conditions of the disaster or emergency.

**Director of Pupil Personnel Services**

Mobilizes and coordinates the departments of school psychology and social work to provide counseling and Critical Incident Stress Debriefing to students and staff in the aftermath of a crisis. Coordinates efforts with outside agencies that are available to provide additional counseling resources.

***Nursing Services***

Coordinates nursing services and works with school nursing personnel to assist with health needs of students and staff. Administer first aid, triage the injured, and keep a record of who is injured and where they are transported, and serve as a liaison between the school and hospital personnel.

***Guidance, Counseling and Special Services***

Coordinates school counseling services. Activates the Regional School Counseling Intervention Teams for crisis services with students and parents.

## **SCHOOL CRISIS MANAGEMENT TEAM**

The Board of Education of Community Unit School District 60 recognizes the need to adopt a plan to assist students and staff should a crisis occur in the school setting or in the community.

All or parts of this plan will be implemented in the event of an extraordinary crisis or trauma situation, which affects the students and/or staff's ability to carry on their usual day-to-day activities. Examples of crisis situations include, but are not limited to the following: a suicide, a suicide threat, death of a student or staff member due to chronic or contagious diseases, deaths or injuries due to fires/explosives, drowning bus/automobile accidents, sports-related deaths, gang wars, drive-by shootings or any situation which poses a significant threat to the school population such as a bomb threat, gas leak, power failure, weather-related disaster or community disaster.

Crisis intervention plans will be implemented in accordance with District 60's "**Guidelines for Crisis Intervention**" with the understanding that some flexibility may be needed contingent upon building logistics, personnel and student population.

In the wake of more violence in schools, the following teams should be established in each building of Community Unit School District 60:

### ***Elementary School***

Principal  
 Head Secretary  
 Social Worker  
 Psychologist  
 4 teachers (1 kindergarten, 1 primary,  
 1 intermediate and 1 special education)  
 School Crisis Management Team  
 Head Custodian  
 Community Resources (as needed)  
 Parent

### ***Middle School***

Principal  
 Head Custodian  
 Head Secretary  
 Assistant Principal  
 Social Worker  
 Guidance Counselors  
 Psychologist  
 4 teachers (1 for each grade and  
 special education)  
 School Crisis Management Team  
 Head Custodian  
 Community Resources (as needed)  
 Police Liaison  
 Parent

*Ninth/Upper Grade Center*

Principal  
Head Custodian  
Head Secretary  
Assistant Principal  
Social Worker  
Guidance Counselors  
Psychologist  
4 teachers (1 for each grade and  
for special education)  
School Crisis Management Team  
Head Custodian  
Community Resources (as needed)  
Dean  
Police Liaison  
Parent

*Lincoln Center*

Director of Pupil Personnel Services  
Associate Superintendent of Business  
Director of Safety and Security  
Director of Operations  
Social Worker  
Health Services Coordinator  
Director of Language Programs  
Special Education Coordinator, ABDSSC  
Student Discipline Coordinator  
3 Principals  
Assistant Principal  
Dean  
Waukegan Police Department  
Waukegan Fire Department  
Parent

EMERGENCY TELEPHONE NUMBERS

**List of District Crisis Management Team Members and Individual School Crisis Management Team Members with Alternates. This needs to be provided by the district and schools.**

## **MEDICAL PRECAUTIONS**

Universal precautions are to be used to decrease the potential for transmission of contagious diseases through exchange of bodily fluids. Classrooms are equipped with a kit to be used for universal precautions. This kit includes gloves, paper towels and 2 disposable washcloths in a plastic bag for disposal including directions for universal precautions. **Kits are to be located in the right hand top drawer of each desk.** See custodian for body fluid clean ups. Training in Blood Borne Pathogen procedure is provided annually by the Health Services Office.

### *Universal Precautions*

**Avoid Contact:** Use Latex Gloves when dealing with body fluids.

**Create Barriers:** Use towels.

**Kill Germs:** Disinfect area with a solution of 1:10 bleach in water; wash hands with soap for 30 seconds, then use hand cream.

**Dispose of Waste:** Double bag all waste products.

***SAMPLE NOTIFICATION LETTERS***

***Sample #1: Notification Letter***

(Mailed or given to students at the end of the school day)

Dear Parent,

It is with great sadness that we inform you of the death of *John Doe*. As many of you know *Mr. Doe* was *the Day School's storyteller* and has been a member of our community for *17 years*. The students were informed of this loss by *the Principal*, in *an assembly* this afternoon. Students were given time to process their feelings in class before the end of school. As you know different individuals may have a range of responses to this information. Please allow your children time to express how they feel and ask questions about what happened.

Within the school our CASE support staff, social worker and learning specialty staff, and administrators, are available for consultation and assistance.

We are enclosing information, which may be helpful for your child.

**Sample #2: Notification Letter**

(Mailed or given to students at the end of the school day)

Dear Parent,

As many of you know a small fire broke out on the roof of the School this afternoon requiring evacuation of the building. No one was injured and the fire department quickly extinguished the fire. The fire was due to ignition of roofing materials during a routine repair on the synagogue roof. Our faculty did an amazing job of keeping our students safe and calm during this ordeal.

Our entire community convened for a brief assembly following the event, so students would know what happened and be able to see that their school community was intact. School then proceeded as usual. Teachers will be checking in with students to assure they are coping with this experience.

This event was very upsetting for a number of our students. It may be helpful to provide them with time to talk at home, and to reassure them that they and their teachers handled this situation well and were able to assure their safety.

Within the school any member of the CASE support staff, social worker and learning specialty staff and administrators, are available for consultation and assistance.

We are enclosing information, which may be helpful for your child.

**EMERGENCY SERVICES PHONE NUMBERS****I. Emergency Services**

Emergency Police/Fire/Ambulance	911
Non Emergency Numbers	
WAUKEGAN Police	599-2500
WAUKEGAN Fire	249-5410
GURNEE Police	244-8640
GURNEE Fire	244-8631
NORTH CHICAGO Police	578-7798
NORTH CHICAGO Fire	578-7735
BEACH PARK Police	549-5200
BEACH PARK Fire	662-2642
Lake County Sheriff's Police	360-5830
Lake County Office of Emergency Management	360-5992
CRISIS CARE (24 hr.)	377-8088

**II. Food and Shelter**

DCFS	249-7800
P.A.D.S. of Lake County	689-4357
Salvation Army	662-7730
Waukegan Township	244-4900
Lake County Human Services	252-8636
Connection Resource Services	689-1080
Catholic Charities	782-4000
Community Crisis Center	697-2380
Lake County Emergency Shelter/Little Friends, Inc.	
Community Pantry C.O.O.L	662-1230
Mutual Ground	
American Red Cross	688-5676

**III. Hospitals and Medical Care**

VISTA Victory Hospital	860-8000
PROVENA St Teresa Hospital	249-3900
Condell Medical Center	362-2900

**IV. Mental Health/Counseling Services**

Lake County Health Department	377-8000
Lake County Mental Health Department	360-6700
	(Crisis 377-8088)
Lake County 24-hour Crisis Intervention	
Lake County Youth & Family Counseling	
District 60 Employee Assistance Program	

**V. Miscellaneous**

Lake County Crisis Line	377-8088
Human Services Information & Referral	
Lake County Information & Referral	