



**EMERGENCY PROCEDURES DOCUMENT FOR
WOODLAND STAR INTERNATIONAL SCHOOL**

Types of emergencies to be reported and the official numbers to call:

- Medical – Ambulance: 0700 395 395 / 0738 395 395, or TOLL FREE: 1199
- Fire: 020 222 2181 / 020 222 2182 / 020 234 4599
- Terrorist Attack: 020 272 4406
- Brackenhurst Reception: 0724 256 721
- Brackenhurst Clinic: 0722 999 664
- Brackenhurst Security (Head): 0716 194 910
- Brackenhurst Gift Shop: 0724 368 874
- **SPEAR: 0720 144 239**

SCHOOL RECEPTION: 0715 741 041

GENERAL INCIDENT PROCEDURES

The Woodland Star School (WSS) office will be the MAIN point of contact and coordination for ALL parties involved in an incident (including lost child or child removed unlawfully from campus). These will not be coordinated solely by the administrators, teachers, other staff, or 3rd parties without the input of the WSS reception office.

EMERGENCY PROCEDURES	WSS SCHOOL RECEPTION
Call emergency numbers above FIRST! Describe situation. SECOND , call WSS reception. Describe situation and await instructions.	Formulate clear plan of action – get advice, help if necessary. Keep in contact with teacher(s).
Stay put until a solid plan has been formulated. Don't change location without instructions from WSS reception or emergency personnel. Emergency contact above, unless it is not safe to do so.	Communicate with administrators to explain action plan.
Keep children informed, calm, safe and hydrated.	Call teachers to explain action plan.
Keep in constant contact with WSS Reception	Call 3 rd party (BKL reception, parent, or family member/contact) to explain action plan
Look for opportunities to enhance/improve the experience and comfort of group/individual	Ensure action plan is being implemented correctly
Proceed with plan once clear instructions have been received from emergency contact above	Look for opportunities to enhance/ improve the experience/comfort of group
	Follow up with what went wrong – after situation is under control

The WSS reception representative must keep in CONSTANT contact with the teachers and other staff to ensure that clear lines of communication are kept open.

MEDICAL INCIDENT PROCEDURES (including road accidents)

The onsite Brackenhurst Clinic will help coordinate medical incident procedures, but emergency situations may necessitate the various departments making executive decisions. The BKL Clinic office will still be the main point of contact for all parties involved in a medically related incident.

ADMINISTRATOR'S PROCEDURES	BRACKENHURST CLINIC
Assess if situation is an emergency	Formulate clear plan of action – get advice, help if necessary. Keep in contact school/department.
<i>If an emergency:</i> implement first aid & call emergency services (ambulance). *see further instructions below OR get to nearest medical facility. Then call BKL Reception office.	Call teacher/school/department to explain action plan and options for group.
<i>If not an emergency:</i> call BKL Reception office, explain situation, formulate plan of action together.	Call 3 rd party (teachers, parents, etc.) to explain any changes to moving locations
Keep group informed, calm, safe, and hydrated.	Ensure action plan is being implemented correctly – follow up with emergency services regarding hospitals etc
Keep in constant contact with WSS Reception office	Look for opportunities to enhance/improve experience/comfort of group
Look for opportunities to enhance/improve experience/comfort of group	Follow up with what went wrong – after situation is under control
Proceed with remainder of incident procedure	

The Clinic office representative must keep in CONSTANT contact with the school administrator/teacher/parent to ensure clear lines of communication are kept open.

FURTHER DETAILS FOR A MEDICAL EMERGENCY

When calling a medical emergency number provide the following information:

- a. Nature of medical emergency
- b. Location of the emergency (address: Brackenhurst - Tigoni, building, room number)
- c. Your name and the phone number from which you are calling
 - Do not move victim unless absolutely necessary
 - Attempt First Aid ONLY if trained and qualified. If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:
 - o Stop the bleeding with firm pressure on the wounds (avoid contact with blood or other bodily fluids)
 - o Clear the air passages using the Heimlich Manoeuvre in case of choking

ARRANGING AN EMERGENCY EVACUATION

Contact: 24hr Emergency Control Centre at Wilson Airport, Nairobi
Tel: 020 699 2299 / 699 2000 / 315 454 / 315 455 / 600 2492
Mobile: 0733 639 088 / 736 035 9362 / 722 314 239
Fax: 020 344170 / 600 0665

Have this information ready when calling the Flying Doctors to enable the quickest response and/or medical advice:

General

- a. Your location and contact at WSS Reception, telephone number
- b. Number of patient(s)
- c. Name, age and sex of patient(s)
- d. Where applicable, state the Flying Doctor's membership number or confirm if a contractual agreement exists
- e. Where applicable ensure that patients are in possession of valid travel documents (e.g. passport)

Medical

- a. General nature of the problem, e.g. car accident, a fever, a collapse, an assault, etc.
- b. Time the event occurred or duration of the illness
- c. Is the patient conscious or unconscious?
- d. Is the patient breathing?
- e. Does the patient have a pulse?
- f. Is the patient confused (do they know their name and where they are)?
- g. Is the patient in pain and where is the pain?
- h. Is the patient bleeding (where are they bleeding and how much)?
- i. Is the patient able to walk (with support or without)?
- j. Does the patient have any obvious deformities caused by accident or assault (legs, arms, etc.)?

Location of the Patient

- a. Where is the patient located?
- b. If medical personnel is at hand, request the medical person in charge to talk directly to or get a medical report for the airlift squad (diagnosis, general condition, vital signs, treatment)
- c. If any, explain what First Aid treatment has been given and by whom?

Flying Doctors can assist in arranging hospital accommodation, but are NOT responsible for hospital bills.

A ground ambulance will also be provided by AMREF Flying Doctors in Nairobi and is included in the cost of the response.

FIRE EMERGENCY

When fire is discovered:

- a. Activate the nearest fire alarm
- b. Notify the local Fire Department by calling (020 699 3399), or 0711 042 000 G4S Firefighting (our private fire-fighting service provider)
- c. *Fight the fire ONLY if:*
 - The Fire Department has been notified
 - The fire is small and is not spreading to other areas
 - Escaping the area is possible by backing up to the nearest exit
 - The fire extinguisher is in working condition and personnel are trained to use it
- d. *Upon being notified about the fire emergency, occupants must:*
 - Leave the building using the designated escape routes
 - Assemble in the designated area (specify location)
 - Remain outside until the competent authority (Designated Official or designee) announces that it is safe to reenter
 - Disconnect utilities and equipment unless doing so jeopardizes his/her safety
 - Coordinate an orderly evacuation of everyone
 - Perform an accurate head count (using class lists) of everyone reported to the designated area
 - Determine a rescue method to locate missing people
 - Provide the Fire Department personnel with the necessary information about the facility
 - Perform assessment and coordinate weather forecast office emergency closing procedures
 - Assist all physically challenged persons in emergency evacuation.

SEVERE WEATHER AND NATURAL DISASTERS

Earthquake

- Stay calm and await instructions from the Emergency Coordinator or the designated official
- Keep away from overhead fixtures, windows, filing cabinets and electrical power
- Assist people with disabilities in finding a safe place
- Evacuate as instructed by the designated official

Flood

If indoors:

- Be ready to evacuate as directed by the designated official
- Follow the recommended primary or secondary evacuation routes

If outdoor:

- Climb to high ground and stay there
- Avoid walking or driving through flood water
- If vehicle stalls (e.g. on field trip), abandon it immediately and climb to a higher ground

Cyclone

- The nature of a Cyclone provides for more warning than other natural and weather disasters. A Cyclone warning is issued when a cyclone becomes a threat to a coastal area.

Once a cyclone warning has been issued

- Stay calm and await instructions from the Emergency Coordinator
- Continue to monitor local TV and radio stations for instructions
- Move early out of low-lying areas, at the request of officials
- If you are on high ground, secure the building, moving all loose items indoors and boarding up windows and openings
- Collect drinking water in appropriate containers
- Be ready to evacuate as directed by the designated official
- Leave areas that might be affected by storm tide or stream flooding
- Remain indoors and consider the following
 - Small interior rooms on the lowest floor without windows
 - Hallways on the lowest floor away from doors and windows
 - Rooms constructed with reinforced concrete, brick, or block with no windows

TERRORIST ATTACK

To minimise your risk from terrorism:

- follow media reporting about the country and region
- be vigilant in public areas and places that attract tourists - always being aware of your surroundings
- be vigilant around significant religious occasions (including the holy month of Ramadan) and public holidays; terrorist groups sometimes call for attacks around these times
- look out for anything suspicious and if you see anything report it to the local police immediately
- think about the routes you use and plan of action in the event of an incident
- keep your mobile phone charged and with you, with emergency numbers programmed in
- consider the extent to which you might stand out from the 'crowd'

What to do if a terrorism event occurs:

- Remain calm and be patient
- Follow the advice of local emergency officials
- Listen to your radio or television for news and instructions
- If the event occurs near you, check for injuries. If certified, give First Aid and get help for seriously injured people
- Do not light matches or candles or turn on electrical switches. Check for fires and fire hazards. Sniff for gas leaks. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Shut off any other damaged utilities

If you receive a Bomb Threat:

- Ask the caller the following questions:
 - When is the bomb going to explode?
 - Where is the bomb right now?
 - What kind of bomb is it?
 - What does the bomb look like?
 - Why did you place the bomb?
 - Where are you calling from?

- Record the exact time and length of the call
- Write down the exact words of the caller
- Listen carefully to the caller's voice and background noise
- After you hang up, call (020 272 4406) immediately from a hard-wired telephone (do not use cell phones to report a bomb threat)

RUN and/or HIDE

- Escape if you can
- Consider the safest options
- Is there a safe route? RUN, if not, HIDE
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you
- Leave belongings behind
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls
- If you can see the attacker, they may be able to see you
- Cover from view does not mean you are safe, bullets go through glass, brick, wood etc.
- Be aware of your exits
- Try not to get trapped
- Be quiet, silence your phone and turn off vibrate
- Lock/barricade yourself in
- Move away from the door