

Emergency Operations Plan for the International School of Myanmar

Purpose:

To ensure the safety and well-being of all students, staff, and visitors in the event of an emergency or critical incident, this policy outlines the procedures to be followed during emergencies.

The greatest mistake staff make in crisis situations come from not knowing what steps to take, and in what order to implement them. Planning, training and drills will help prevent mistakes. This document provides specific sequential steps to take and how to access emergency resources when needed. These actions are guidelines to inform personnel of the most likely steps that will need to be taken. It is critical that personnel be trained to evaluate rapidly the circumstances of an actual event and determine the most appropriate course of action. Some common incidents have been addressed below to help in an emergency.

- For effective handling an Emergency Response Team must be organized before an emergency occurs. All staff members must be properly trained in order to prepare effectively for maximum safety, efficiency, and communication in the event of an emergency. The emergency response team will comprise of the building principals, building managers, and school director.
- Students and parents must also understand that contingency preparation and procedures are necessary and are conducted for their safety and well-being. Planning, preparation, and training will help staff personnel learn the proper course of action in an emergency. This manual will provide guidelines to help deal with emergencies that may occur. This manual cannot foresee all possible circumstances of an emergency. Staff must be prepared to evaluate all the circumstances and make sound judgments based on the situation.
- This plan shall be reviewed annually by the Emergency Response Team and updated to maintain current procedures.
- Drills will be conducted periodically to test the effectiveness of the plan. A debriefing shall be conducted after each drill to receive feedback from all participants on the effectiveness of the plan. Identified weaknesses will be addressed to strengthen the plan.
- Each classroom will be supplied with a Classroom Emergency Response Guide that provides instructions on how to respond to specific events as determined by the site Emergency Response Team.

Emergency Communications

When an emergency condition exists, the Administrator in Charge (or designee) will notify the necessary personnel to respond to their area of assignment. Notifications will be given in plain language. **Code words shall not be used.** Internal communication will occur using Viber. School administration will use its established communication systems (e.g., text messages, email, phone calls) to notify parents and guardians of emergencies as soon as it is safe to do so.

Emergency Contact Telephone Numbers

Public Safety Agencies	Number
Police	199, 01 549309 (landline)
Fire	191, 01 252011 (landline)
Local Hospital- Nearest Public Hospital YGH(Yangon General Hospital) Ambulance (YGH) Insein General Hospital)	256112. 256123 192. 295133 01 643 167 (landline)
Local Hospital - Nearest International Hospital Grand HanThar Hospital	09 423 423 600, 01 231 7600 (landline)

Evacuation Protocol

Evacuation is the orderly exit of all students, faculty, staff, and visitors from the affected building(s) or facility. This is isolated to the campus under threat and may not be executed at all three campuses unless necessary. It is activated by a steady bell ringing in the hallways with a verbal statement and Viber statement.

In the event of an evacuation, the following shall be executed:

- During an evacuation, all students, and staff will leave the building according to the evacuation map in their area.
- Close all windows.
- Turn off lights, electrical equipment, gas, water faucets, air conditioning, and heating system.
- Close all doors upon leaving, DO NOT LOCK.
- Teachers will take their emergency packet before leaving the building, which includes a student roster.
- Designated school staff will conduct a sweep of each floor in each building checking bathrooms and empty rooms. These will be assigned by the building administrator.
- Attendance must be taken immediately upon reaching the muster point by the classroom teacher. If the evacuation order is given during school break, students will orderly evacuate the building congregating in their assigned spots in the muster area.
- Non-faculty and visitors will congregate in the muster point in the staff section.
- Administrative Assistants will take a folder with all class rosters.
- Medical staff will take an emergency first aid kit (wheel chair) to the muster point in case of medical emergencies.
- Drivers will transport all available school vehicles to outside the gates of the campus under threat in case it is necessary to move students and staff to a different location.
- If the cause of the emergency is not known, school administration will try to determine the nature of the emergency, without putting anyone in danger, in order to decide on the next course of action.

Shelter in Place Protocol

The Shelter-in-Place protocol is designed to protect students, staff, and visitors by keeping them indoors during an emergency where leaving the building may pose a greater risk than staying inside. This protocol will be used in situations such as severe weather, environmental hazards, civil unrest, or nearby external threats.

The decision to initiate Shelter-in-Place will be made by the **school administration** or **local emergency authorities** based on the nature of the emergency and communicated to faculty and staff by a paused bell ringing in the hallways with a verbal statement and Viber message.

Sample Message

"Attention: Due to [emergency situation], we are initiating Shelter-in-Place procedures. Please remain in your classrooms or move to the nearest safe area. Ensure all doors and windows are closed. Stay away from windows. More information will follow shortly."

- Individuals in restrooms or other isolated areas should move to their regular class.
- Any visitors inside the building at the time of the emergency will be directed by staff to the nearest safe area. They must comply with all Shelter-in-Place procedures until the "all-clear" signal is given.
- Individuals will remain in the designated shelter areas until notified by the administration or emergency personnel that the situation has been resolved and it is safe to resume normal activities.
- School gates will be locked with no one coming or going except emergency responders until all-clear is declared.

Lockdown Protocol

The Lockdown Protocol is designed to protect students, staff, and visitors from potential threats inside or near the school. Lockdown procedures are implemented when there is an immediate or imminent threat to the safety and security of individuals on school premises, such as an intruder, active shooter, or other dangers. When one campus initiates lockdown protocol, the other two campuses will initiate **shelter in place protocols**.

A lockdown will be initiated by the school administration in response to an imminent threat. An announcement will be made by a paused bell ringing in the hallways with a verbal statement and Viber message signaling the start of the lockdown.

Sample announcement: *"Attention: We are initiating a lockdown. Lock your doors, turn off lights, and remain silent. Stay away from windows. More information will follow shortly."*

- Teachers and staff must immediately lock all doors to classrooms or offices after checking the hallway for individuals and bringing them into their room. Ensure that the door cannot be opened from the outside.
- Lights should be turned off to make the room appear unoccupied from the outside.
- Students and staff must move away from doors and windows, taking shelter in a part of the room that is not visible from hallways or outside.
- All individuals must remain silent and avoid making noise that could attract attention.
- Unless communicating with emergency services, cell phones should not be used to avoid alerting intruders to your location. However, teachers should ensure that they can receive emergency communications. Under no circumstances should students be using cell phones.
- If possible, cover any windows in doors to prevent an intruder from seeing inside the room.
- Individuals in hallways, cafeterias, gymnasiums, or other common areas should move to the nearest classroom or secure location immediately and follow lockdown procedures.
- Students and staff who are outside when a lockdown is initiated should proceed to a pre-designated safe location or follow instructions from staff.
- Individuals in restrooms or other isolated areas should remain in place, lock doors if possible, and remain silent. If it is safe, they may move to a nearby classroom or secure area.
- Visitors on campus will be directed by staff to follow lockdown procedures. They must remain in place until the "all-clear" signal is given.

- Faculty will send a list of missing students and/or extra students to their building administrator via Viber.
- School gates will be locked with no one coming or going except emergency responders until all-clear is declared.

Earthquake Protocol:

The earthquake protocol is to ensure the safety of students, staff, and visitors by providing clear guidelines for actions to be taken during and after the event.

An earthquake is a sudden and violent shaking of the ground as a result of movements within the earth's crust or volcanic activity.

Aftershocks are smaller earthquakes that follow the main event, potentially causing further damage. Myanmar is at moderate to very high risk for earthquakes.

As soon as shaking begins, the following steps must be followed:

Classroom Procedures

- Teachers should instruct students to immediately “Drop, Cover, and Hold On” under desks or tables, keeping away from windows, shelves, and heavy objects.
- If there is no furniture to get under, students and staff should crouch against an interior wall and cover their head and neck with their arms.
- Remain in place until the shaking stops and it is safe to evacuate.

Hallway or Common Area Procedures

- Move away from doors, windows, and heavy objects.
- Crouch down, cover your head and neck, and hold onto any stable objects if available.
- If in a gymnasium or large open space, move to an interior wall away from windows and drop, cover, and hold on.

Outdoor Areas

- Move to an open space away from buildings, power lines, trees, and other hazards.
- Drop to the ground and cover your head and neck with your arms.
- Remain in place until the shaking stops.

Restrooms and Isolated Areas

- If inside a restroom, move against an interior wall, drop to the ground, cover your head and neck, and hold on.

Post Earthquake

- After the shaking has stopped, the school administration will initiate the evacuation if deemed safe to do so according to the **evacuation protocols (see above)**.
- Teachers will check for injuries before preparing students for evacuation. Injured individuals who cannot move should remain in place, and help will be sent. If possible, a staff member will stay with the injured individual.
- Evacuate the building in an orderly manner using predetermined evacuation routes. Do not use elevators.
- Assemble at the muster point, away from buildings, power lines, and other potential hazards.
- Aftershocks may follow the initial earthquake. If an aftershock occurs, repeat the “Drop, Cover, and Hold”.

Bomb Threat Protocol

This protocol provides a clear procedure for staff members to follow if they receive a bomb threat via phone. The objective is to gather as much information as possible while ensuring the safety of students, staff, and visitors.

- **Remain Calm and Professional**
 - Stay calm and do not panic. Keeping a clear head will help you gather critical information.
 - Listen carefully to the caller and do not interrupt.
- **Keep the Caller on the Line**
 - Try to prolong the conversation as much as possible to gather detailed information.
 - If possible, signal another staff member to notify the school administration or law enforcement immediately.
- **Ask Key Questions**

Use the following questions to gather crucial information from the caller. If possible, write down the responses word-for-word:

- When is the bomb going to explode?
 - Where is the bomb located? (Building, floor, room, etc.)
 - What does the bomb look like?
 - What kind of bomb is it?
 - Why did you place the bomb?
 - Who are you? (Try to keep the caller talking without being confrontational.)
- Document the Caller's Responses
 - Write down every detail from the conversation, including the caller's exact words, tone of voice, and any background noises you hear.
 - Pay attention to specific details, such as:
 - Voice characteristics (male/female, young/old, accent, speech patterns)
 - Background sounds (traffic, machinery, people talking)
 - Emotional state (calm, angry, nervous)
 - Observe Caller ID
 - If your phone has caller ID, note down the number and any other identifying information about the caller.
 - Keep the Line Open
 - After the caller hangs up, do not hang up the phone if possible. Keeping the line open may assist law enforcement in tracing the call.
 - Notify School Administration and Authorities
 - Immediately alert school administration who will take further action.
 - The administration will contact law enforcement

Evacuation Decision

- School administration, in consultation with law enforcement, will decide whether an evacuation is necessary based on the details of the threat.
- If an evacuation is ordered, follow the school's **evacuation protocol (stated above)** to safely and calmly escort students and staff to a designated safe area.
- Only trained professionals or law enforcement should conduct searches for suspicious devices. Do not attempt to locate the bomb or tamper with any suspicious objects.

Faculty Specific Protocols

The safety and well-being of faculty members are of paramount importance, especially in the context of ISM, where diverse cultural, political, and social dynamics can create unique challenges. During periods of civil unrest or political instability, our obligation is to protect staff.

This section provides guidelines designed to ensure the safety of faculty members during civil unrest. These protocols emphasize clear communication, crisis management, and precautionary measures to safeguard the ISM faculty and staff.

Shelter in Place

The Shelter-in-Place protocol is designed to protect staff at the school residences due to environmental hazards, civil unrest, or nearby external threats.

The decision to initiate Shelter-in-Place will be made by the **school administration** or **local emergency authorities** based on the nature of the emergency and communicated to faculty using the Emergency phone tree and may not affect both residences. The message will be conveyed that it is recommended that staff stay in the residence with the reason for the action. Staff can make their own decision on whether or not they will follow this advice. If it is for multiple days, ISM will make every effort to have supplies delivered to the apartments using school transport or other methods.

Country Evacuation Order

Evacuation Decision and Communication Protocol

The decision to evacuate staff members will be based on several critical factors, including:

- **Government Advisories:** Official recommendations from the host country's government or home country embassies advising evacuation due to escalating civil unrest.
- **Security Assessments:** Input from local authorities, international organizations, and private security services regarding the safety situation.
- **School Administration Evaluation:** A comprehensive evaluation by school administration in consultation with local embassy officials or consular services to assess the overall threat to staff safety.

Upon reaching a decision, the **Emergency Communication Plan** will be activated. This includes utilizing the emergency phone tree to ensure all staff are promptly informed.

Any staff members who are not reached during the initial round of calls will continue to be contacted through alternative methods until communication is confirmed.

Staff Preparedness and Personal Emergency Kits

All staff members should maintain a **personal emergency kit** containing the following essential items:

- **Important documents:** Passport, visa, work permits, and copies of these documents.
- **Emergency contact information:** Up-to-date contact details for family members, embassies, and school administration.
- **Cash:** It is strongly recommended that overseas staff maintain at least \$2,000 USD in cash for emergency use.
- **Medications:** Any essential prescription medications or medical supplies.

Additionally, all staff must register with their home country's embassy or consulate upon arrival in Myanmar to facilitate support and evacuation if necessary.

Administrative Support During Evacuation

The **ISM Administration** will assist staff by:

- Facilitating communication with embassies.
- Assisting in booking flights and securing hotel accommodations at the evacuation point.
- Organizing school transportation (if safe and feasible) to the airport or designated evacuation site.

Every effort will be made to ensure a smooth and coordinated evacuation, prioritizing the safety and well-being of all staff members.

Division Specific Instructions

Elementary School Emergency Procedures

Instructions:

1. The alarm will go off and will ring continuously.
2. Students should leave all belongings and remain silent until they return to the classroom. Ideally, they should put their shoes on before leaving if they are barefoot and if there is time.
3. Teachers are to take the Emergency Packet, which is located next to the classroom door.
 - o The packet contains:
 - A class list(s) with contact information
 - Papers for writing emergency notes
 - A pen
 - A laminated red/green card
 - Emergency numbers and phone tree
4. Two lines on each stairway are allowed while classes proceed down the stairs. The class, however, must walk in a single file as we always do.
 - o No running is permitted. Everyone must walk.
 - o No students are permitted to travel up the stairs.
5. One adult must be at the head of the line to ensure the route is safe to travel. If a second adult is available, they will take a position at the back of the line. If no teacher is available, instruct a trustworthy student to be at the back of the line.
 - o Instruct the last person leaving the room to turn off the lights and close the door behind them
6. All support staff, cleaners, office staff, cafeteria workers, and teachers who are not in class, are to evacuate the building with students with the exception of the sweepers.
 - o Teachers not in a class should proceed to designated exits to assist with evacuation
7. Teachers will proceed with their students to the front of the building where they will line up with their class as outlined in the evacuation map.

8. Classes will line up as they arrive, estimating where to stand (we won't have signs on the floor).
 - o Classes do not have to line up in any specific order as long as they are in the right area.
 - o Specialists traveling with a particular class must stay with that class until the teacher arrives and then may go to their designated area.
9. Teachers are to make sure their students line up quietly and in an orderly fashion. Teachers may decide to have students sit down.
10. Teachers take attendance using the class list in the evacuation folder.
 - o If all students are present, teachers are to hold up the GREEN side
 - o If any students are missing or unaccounted for, the teacher is to hold up the RED side
 - The ES Admin Assistant will go to the teacher and get the name and report to the Principal and Facilities manager
 - A sweeper will be sent to the building to look for the missing person
11. Once all students, faculty, and staff are accounted for, everyone will remain in their designated areas until the all-clear is given by the ES principal (or counselor in the absence of the Principal).
12. At the end of the drill, classes will be dismissed in an orderly manner by the ES principal and will return to classrooms and resume class.
 - o Please remember to return the evacuation folder to its original location in each classroom
13. During a lockdown, the pre-designated safe location is the ES Clinic.
 - o Students and staff who are outside when a lockdown is initiated should proceed to the ES Clinic or follow instructions from staff.

Additional information:

1. All students, faculty and staff are **REQUIRED** to exit the building. No one will be permitted to re-enter the buildings until the all-clear is given.
2. Students who were given permission to be in a different location than their classroom, shall meet up with their teacher and class upon arriving at their designated area.
3. The sweepers (on each floor) are assigned the responsibility of confirming that everyone has evacuated.
 - o Maintenance staff will be assigned a floor to sweep and will report to the facilities manager when their floor is clear. The facilities manager will report clear floors to the principal as they are cleared by the sweepers.
4. When teachers leave campus for any reason they are required to sign out at reception. This procedure will assist the administration in verifying that everyone on campus has been accounted for.

Middle School Evacuation Drill / Emergency Procedures

An evacuation drill is designed to secure the safe evacuation of students, personnel, and any visitors from school buildings in an orderly manner. Please review this fire drill/emergency procedures plan and the evacuation route with all of your classes. Use the designated evacuation route which is posted on a map near the door in each classroom. Review the fire drill/emergency procedures plan with your students on a quarterly basis. There will be an evacuation drill within the first two weeks of each academic year, and at least one drill during each quarter during the school year.

If an evacuation/fire drill is needed the **hallway bell** will be rung continuously until all persons have safely exited the building.

1. The teacher takes the list of students along with the green and red “all students/not all students present” cards that are with their evacuation map. Windows should be closed and the last person to leave the room turns off the lights and closes the door - leave door **unlocked**.
2. Teachers instruct students to exit the classroom **silently** in a single file line, and will lead students to the designated building exit. If the designated exit is blocked, the teacher shall immediately redirect students to the closest alternate exit.
3. Students must maintain SILENCE from when they hear the alarm bell until dismissed from the soccer field.

4. The teacher walks their class to the Soccer Field. Teachers will then assist students to line up by **Homeroom** (see chart below). ***The reason for lining up by homeroom is that homerooms have the most accurate daily attendance records.***
5. Homeroom teachers will account for all students by checking their homeroom roster. After the teacher accounts for their homeroom students, they will hold up the green card if their homeroom students are all present or hold up the red card if any of their students are not present. An administrator or designee will check with each homeroom teacher who is holding up a green card. The MS Administrative Assistant or designee will check with each homeroom teacher holding up a red card to cross reference the daily attendance report for students being identified as not present. These individuals shall then confer to determine that all students are accounted for.
6. Administrative/support staff will check his/her area of responsibility to confirm that all students/staff/visitors have exited the building.

OTHER GATHERING AND ATTENDANCE POINTS:

1. All international and local teachers with no homeroom assignment will assist on the soccer field with the students. The Principal or designee will check attendance.
2. All first floor personnel and other staff will gather at the back end of the soccer field. The HR Director or designee will take attendance and share it with the office staff.

LOCKDOWN

During a lockdown, the pre-designated safe location is either the MS Cafeteria or Admissions Office (whichever is closest).

Students and staff who are outside when a lockdown is initiated should proceed to the closest pre-designated safe location or follow instructions from staff.

High School Evacuation Procedures

1. The alarm will ring continuously.
2. Students should leave all belongings and remain silent until they return to the classroom. All windows should be closed.
3. Teachers are to take the evacuation folder, which is located on the window next to the classroom door.
 - A. The folder contains:
 - i. Evacuation procedures, routes, and general information
 - ii. A class list for each block that uses that room
 - iii. A red rectangle
 - iv. A green circle
4. Only one line of traffic on each stairway is permitted while classes proceed down the stairs.
 - A. No running is allowed
 - B. No students are allowed to travel up the stairs
5. One adult must be at the head of the line. If a second adult is available they will take a position at the back of the line. If no teacher is available, instruct a trustworthy student to be at the back of the line.
 - A. Instruct the last person leaving the room to turn off the lights and close the door behind them. Leave the door unlocked.
6. All support staff, cleaners, office staff, cafeteria workers, teachers, and visitors are required to evacuate the building with students.
 - A. Teachers not in a class should proceed to designated exits to assist with evacuation or assist by being the second adult at the rear of a class
7. Teachers will proceed with their students to the soccer field where they will line up with their class as outlined below.
 - A. Faculty or staff will assist with directing teachers and students to line placement on the field
8. Classes will line up as they arrive – the first class to arrive from each building will begin lining up at the middle of the field. Subsequent classes will line up either side of the classes that are already lined up.
 - A. Classes do not have to line up in any specific order

- B. If a teacher and their students arrive from Building A, line up to the left of the middle line; if a teacher and their students arrive from Building B, line up to the right of the middle line
9. Teachers are to make sure their students line up quietly and in an orderly fashion and remain in a line and remain silent.
10. Teachers take attendance using the class list in the evacuation folder.
 - A. If all students are present, teachers are to hold up the GREEN CIRCLE
 - B. If any students are missing or unaccounted for, for any reason, the teacher is to hold up the RED RECTANGLE
 - C. A counselor or staff member will walk the line and record which students are missing and report these names to the HS Principal's Administrative Assistant
11. Once all students, faculty, and staff are accounted for, everyone will remain on the field until the all-clear is given by the HS Principal or designee.
12. At the end of the drill, classes will be dismissed in an orderly manner by the HS Principal and/or designee and will return to classrooms and resume class.
 - A. Please remember to return the evacuation folder to its original location in each classroom

Evacuation Routes:

Building A:

- **Floor 1:** All teachers, staff, and students should evacuate down the main hallway and through the double doors at the field end of the hallway and enter the soccer field through the first gate. Line up as outlined above.
- **Rooms 201, 203, 301, 303, 401, 403:** All teachers, staff, and students should evacuate down the back stairs (near the cafeteria) and down to the first floor main hallway. Exit the building at the double doors (adjacent to the soccer field) and enter the soccer field at the first gate. Line up as outlined above.
- **Rooms 202, 204/5, 302, 304, 305, 402, 404, and 405:** All teachers, staff, and students should evacuate down the main stairs (adjacent to the soccer field), exit through the double doors at the base of the stairs, and enter the soccer field at the first gate. Line up as outlined above.

· **Cafeteria:** All teachers, staff and students in the cafeteria should exit through the first floor main hallway. Exit through the double doors at the field end of the hallway, and enter the soccer field at the first gate. Line up as outlined above.

Building B:

Exit the building via the closest stairwell and through the main doors. Enter the soccer field at the closest gate. Line up as outlined above.

Additional information:

1. All students, faculty, and staff are **REQUIRED** to exit the buildings and evacuate to the field. No one will be permitted to re-enter the buildings until the all-clear is given.
2. Students that were given permission to be in a different location than their classroom, shall meet up with their teacher and class upon arriving on the field.
3. If an alarm is sounded outside of class hours, students should meet and line up with their A block teacher upon arrival on the soccer field.
4. Teacher assistants or other staff (on each floor) are assigned the responsibility of confirming that everyone has evacuated.
5. When teachers leave campus for any reason, they are required to sign out at reception. This procedure will assist the administration in verifying that everyone on campus has been accounted for.
6. During lockdown, the pre-designated safe locations are: Room 104 Building 1 and Staff Room 103B in Building 2.