

# Safety and Security Handbook

These security procedures have been designed to meet and exceed local security needs at this time.

## TABLE OF CONTENTS

<b>EMERGENCY PHONE NUMBERS.....</b>	<b>2</b>
<b>ACCESS TO CAMPUS .....</b>	<b>3</b>
<b>Accounting for Students:.....</b>	<b>3</b>
<b>Perimeter Security:.....</b>	<b>3</b>
<b>Entrance to the School Grounds: .....</b>	<b>3</b>
<b>Non-School Hours: .....</b>	<b>3</b>
<b>DROP-OFF AND DISMISSAL.....</b>	<b>4</b>
<b>Morning Drop-Off: .....</b>	<b>4</b>
<b>Afternoon Dismissal: .....</b>	<b>4</b>
<b>Playground After School: .....</b>	<b>4</b>
<b>FIRST AID RESPONSE .....</b>	<b>5</b>
<b>SPECIAL MEDICAL CONDITIONS .....</b>	<b>6</b>
<b>COMMUNICATION DURING A CRISIS.....</b>	<b>9</b>
<b>EARTHQUAKE AND STORM RESPONSE.....</b>	<b>11</b>
<b>BOMB THREAT/EXPLOSION RESPONSE .....</b>	<b>12</b>
<b>CIVIL UNREST/CIVIL DISORDER RESPONSE.....</b>	<b>14</b>
<b>SAFE HAVEN .....</b>	<b>16</b>
<b>SCHOOL CLOSURE.....</b>	<b>17</b>
<b>KIDNAPPING RESPONSE .....</b>	<b>18</b>
<b>BUS SECURITY AND SAFETY .....</b>	<b>19</b>
<b>FIELD TRIPS: HEALTH AND SAFETY CONCERNS.....</b>	<b>20</b>
<b>SAFE AND FREE FROM ALCOHOL, DRUG, SUBSTANCE ABUSE AND VIOLENCE .....</b>	<b>21</b>
<b>APPENDICES .....</b>	<b>22</b>
<b>School Evacuation Maps .....</b>	<b>23</b>
<b>Off-Site Evacuation Map .....</b>	<b>26</b>
<b>Field Trip Form .....</b>	<b>27</b>
<b>Crisis Response Drill Log.....</b>	<b>28</b>
<b>Bomb Threat Checklist.....</b>	<b>29</b>
<b>Incident Log .....</b>	<b>31</b>
<b>EMERGENCY PHONE NUMBERS.....</b>	<b>33</b>



## **EMERGENCY PHONE NUMBERS**

**POLICE 192**

**FIRE 193**

### **MILITARY HOSPITAL**

**Ambulance 3283-435**

**Officer-on-call 3066-455**

**Switchboard 3283-000**

#### **DIRECTIONS:**

From QSI, travel west on Ilindenska Blvd toward 8 September Blvd

Go through the traffic light

Turn at the first left

Hospital is 300 m on the left

### **NEUROMEDICA (PRIVATE HOSPITAL)**

**Vlae 2042-323**

**QBE Bldg 3133-313**

**Center 3130-000**

**Fax 2042-323, 3130-000**

### **REMEDICA (PRIVATE HOSPITAL) 2603-100, 2603-203**

Address 16 MAKEDONSKA BRIGADA 18, ZELEZARA

Fax: 2603-103

**POISON CONTROL (STATE UNIVERSITY HOSPITAL) 3147-635**

## **ACCESS TO CAMPUS**

Parents and visitors are welcome! At the same time, the campus is closely monitored.

### **Accounting for Students:**

- All teachers take roll and report absences to the office.
- Secretary calls parent/guardian of absent and unaccounted for students.
- Students leaving the campus during the day must have a written permission slip from a parent/guardian and/or be signed out directly in the school office.
- Bus loading and unloading will be supervised
- Adults who pick up students must be identified as authorized individuals
- Students who walk home unaccompanied must have written permission on file in the office; parents are encouraged to tell their children not to use street taxis
- No child will be released to a person other than the parent/guardian who does not have written permission, or, in emergency, verbal permission granted directly to the teacher or the office by phone. This includes parents of other children who have organized a play date.
- Drop-off and pick-up of students will be supervised by security staff or homeroom teacher; parents should not drop-off or pick-up students at a distance from the gate

### **Perimeter Security:**

- A security fence encloses the buildings and playgrounds.
- Security guards monitor the entrance and the perimeter area. Electronic perimeter surveillance is monitored by the security guards at the guard post 24 hours a day, 7 days a week.
- After dark the grounds are lighted, and guards are making rounds.

### **Entrance to the School Grounds:**

- During student drop-off and pick-up, two entrances are monitored by security guards.
- During the school day, there is only one entrance to the school grounds, which is monitored by security guards.
- Visitors to the school are screened; visitors must have an appointment, or wait at the security guard post for the availability of the person they wish to see. Visitors may be escorted to the appropriate school building and must sign-in and out.
- Persons entering the school grounds for regular organized activities (i.e. aerobics classes, basketball) must be on a list for the activity, and sign in and out at the guard post.
- Parents entering school grounds during the day must also sign-in and out.

### **Non-School Hours:**

- The campus is monitored 24 hours a day, 7 days a week by security guards.
- Parents may supervise their children on the playground after school until 4:30 pm. After this time, all students and parents must leave the school grounds.
- Access to the campus during non-school hours is monitored. All persons entering the school grounds must check in at the security guard post.
- Access to the Greenhouse Restaurant during non-school hours is by invitation for private parties only.

The Head of security unlocks all emergency exits at 7:30, and locks them at 16:30



## DROP-OFF AND DISMISSAL

To assure the safety and security of all students, please follow the procedure below, as well as any directions from the security staff or other school personnel:

### Morning Drop-Off:

To assure safety and security of all students, the following procedure needs to be followed for drop-off:

- **8:00-8:15:** Student drop-off by car or by foot under supervision of the security staff via the driveway and security gate. Unaccompanied walking students may enter through the front entrance.
- **8:20:** All school gates will be locked, except for the walk-in gate by the security guard post.
- **All students who arrive on campus after 8:20 must be accompanied by parent/guardian and sign-in at the security guard post (not dropped off in the parking lot).**
- To ensure a prompt beginning of the school day, all parents who walk their children onto the campus should leave campus by 8:20, except on Community Time days.

### Afternoon Dismissal:

To assure safety and security of all students, the following procedures need to be followed for dismissal:

- No child will be released to a person other than the parent/guardian who does not have written permission, or, in emergency, verbal permission granted directly to the teacher or the office by phone. This includes parents of other children who have organized a play date.
- **15:00:** Bell rings for students to move from 7<sup>th</sup> period to Homeroom
- **15:15:** Bell rings to dismiss students from Homeroom; students go with teachers to the secure dismissal area in front of the second building. Students with **on-site** after-school activities (e.g., Basketball, Arts and Crafts, Dance, Computer Club) must report to the appropriate classroom. Students walking home unaccompanied must have a written permission from the parent/guardian on file.
- **15:15:** Car and bus pickup begins: cars may enter campus via driveway to pick-up children under supervision of security personnel and other school staff from the dismissal area; bus-riders go to the bus and bus leaves when all students are on board.
- **15:20:** Drive-through is closed to cars/walking pickup begins: parents who pickup their children by foot enter campus via security gate to pick-up children from the secure dismissal area. Students with **off-site** after-school activities (i.e. tennis) are picked up to go the activity by the designated adult.
- **If a child is not picked up by 15:20, he/she will remain under supervision of the school staff, and the parents will be called by the school office.**

### Playground After School:

- Parents/guardians may stay on campus for free community play until **16:30**.
- Parent/guardian is responsible for supervision of his/her child(ren).
- Children may not go inside the school buildings without being accompanied by the parent/guardian (i.e., using the toilet, going to speak to a teacher).
- **16:30:** All parents and students should leave; school grounds are monitored by security personnel and cleaning/maintenance staff begins work.



## FIRST AID RESPONSE

### MINOR INJURY

Adult on duty assesses the injury  
Perform First Aid  
Consult with School Doctor as needed  
Record in Incident Log  
Communicate to parents

### MAJOR INJURY (Person can be moved)

Adult on duty assesses the injury  
School doctor responds  
Perform First Aid  
Transport via school vehicle to medical facility  
  
Communicate to parents  
  
Record in Incident Log

### MAJOR INJURY (Person CANNOT be moved)

Adult on duty assesses the injury  
School doctor responds  
Perform First Aid  
  
Call hospital for ambulance transport  
Military Hospital 3283-435  
Officer on call 3076-455  
Switchboard 3283-000  
  
Communicate to parents  
  
Record in Incident Log



## **SPECIAL MEDICAL CONDITIONS**

The most common special medical conditions of concern in the school setting would be asthma, severe allergies to bee sting or other insect, severe allergies to food, or diabetes. These conditions may involve the emergency administration of prescribed medications, and in these cases the medications should be made available to the school, along with specific instructions as to their use.

### **Awareness:**

- All students' health information records must be up-to-date and available in the school office.
- Students with special health concerns should be "red-flagged".
- The student's health care provider must write clear guidelines regarding the circumstances under which emergency medications should be administered.
- The school doctor, office staff, and all teachers of "red-flagged" students should be provided with details of the health condition, and appropriate actions to be taken in case of emergency.
- On field trips, list of "red-flagged" students and information and supplies regarding appropriate actions to be taken in case of emergency should be carried.
- All parents should be made aware that health information changes must be reported to the school.

Ambulance emergency services might be the most appropriate solution for emergency response.



## CRISIS RESPONSE TEAM

The head of the Crisis Response Team is the School Director. The team shall also include members to represent the following concerns:

- School doctor
- School security
- School administration
- School teaching staff (Including one alternate team leader)

### BEFORE THE FIRST DAY OF CLASSES:

- **Prepare/update emergency contact list:**
  - US Embassy RSO
  - Police
  - Fire and rescue
  - Ambulance
  - Medical services
  - Insurance companies
  - Hospitals
  - Trauma facilities
  - Physicians
  - Burn facilities
  - Bomb squad
  - Poison center
- **Prepare/update standing items necessary during an evacuation:**
  - Back-up tapes for financial records and OBE records
  - Cash from safe
  - Mobile phone
  - Two-way radio
  - First aid kits
- **Make courtesy calls:**
  - Police
  - Fire Authorities
  - Hospital(s)
  - US Embassy RSO

### BY SEPTEMBER 15:

- **Prepare/update additional items necessary during an evacuation:**
  - Class lists
  - Telephone Tree/Directory

### ANNUALLY:

- Update contingency plans
- Update evacuation maps
- Inspect emergency equipment (fire extinguishers, smoke detectors, etc.)
- Schedule crisis response drills (one per quintile)
  - **Fire Drill:** evacuation to school parking area
  - **Earthquake Drill:** indoor first response plus evacuation to school parking area
  - **Bomb Threat Drill:** special communications concerns plus evacuation to off-site safe haven, as deemed appropriate
  - **Civil Unrest/Disturbance:** evacuation to school indoor safe haven or off-site safe haven, as deemed appropriate



- Schedule teacher inservice training
- Schedule training for guards, bus drivers

**DURING A CRISIS:**

- Assume leadership
- Establish Communications Center
- Evaluate the nature of the crisis and its extent
- Use the appropriate Crisis Response Plan
- Account for the presence of all students and staff
- Direct evacuation of the school, if necessary
- Oversee contact with school chaperones if an emergency has occurred on or during a school-sponsored field trip
- Dispel rumor
- Contact next of kin, where appropriate

**AFTER A CRISIS:**

- Communicate to school community as necessary
- Deal with trauma by using psychological services as needed
- Re-open the school if it was closed
- Deal with physical/financial damage that may have been done to the school



## COMMUNICATION DURING A CRISIS

### Communications within the School:

- Public address (PA) system voice messages are usually used to avoid confusion.
- Alarms will sound for evacuations (electric or battery-operated)
- During a bomb threat, person-to-person verbal communication and/or hand-held loudspeaker will be used because electronic devices may be a detonator.
- Carefully worded pre-written messages are practiced during drills.

### Communications to and from the School:

- The telephone is the primary means of communication, backed up by mobile telephone and the US Embassy two-way radio located in the school office.
- The school will be notified and assisted by the US Embassy (and other embassies) in the event of an existing or potential security threat.
- Telephone tree communication to families is a high priority.
- Efforts will be made to keep the school switchboard open to receive incoming calls.

### Telephone Tree Procedure:

- The official school contact person, normally the School Director:
  - writes a message, which he/she will communicate to each person called
  - begins the Telephone Tree
- After the Telephone Tree is activated, keep school phone lines open
- Within 20 minutes, level 2 people will report that they reached all on their list
- The Telephone Tree should have both landline and mobile telephone numbers

It is important to have people of the same nationalities communicate with one another. The best English speaker is the first contact in that section of the tree.



## FIRE EVACUATION RESPONSE

### Evacuation:

- Crisis Response Team assumes leadership
- A building map indicating the nearest safe exit(s) is posted in each hall in the school.
- Students line up quickly and quietly and prepare to exit.
- Teachers close, but do not lock doors. Teachers or support staff close windows.
- Teachers lead students through safe exits to safe havens.
- Crisis Response Team sweeps the building to make sure students have moved out.
- Teachers take attendance immediately upon arrival at the safe haven and report missing children to the administrator on duty.
- Crisis Response Team accounts for all staff and visitors.
- Crisis Response Team will sweep the school to locate any persons unaccounted for.
- Administrative and support staff will hand-carry items if conditions warrant:
  - Telephone Tree and Emergency Contact List
  - Master class list
  - First aid kits
  - Mobile phone
  - Two-way radios
  - Cash from safe
  - Back-ups of financial records and OBE records

### Communications:

- Fire Department will be contacted, if necessary.
- Parents will be contacted via the Telephone Tree, if necessary.
- Crisis Response Team will maintain communication with the staff and students about the status of the crisis.
- Other necessary local authorities and embassies, and QSI Headquarters may be contacted, if necessary.

### After the Crisis:

- Crisis Response Team evaluates the situation and decides whether and when to resume normal activities.
- After the crisis, parents will be informed as to the nature of the incident.



## EARTHQUAKE AND STORM RESPONSE

Although very different crises, precautions taken to lessen their severity are similar:

### Immediate Response:

- If indoors, students and staff will shield their heads with their hands and elbows
- Move away from windows, bookshelves or other heavy objects that may fall
- If in a hallway, move to an inside wall, kneel along the wall and shield your head
- If outdoors, move to an open space away from buildings
- If in a car or bus, the vehicle will pull over and passengers will remain seated

### Evacuation:

- After the initial quake, a signal (alarm or verbal announcement) will alert staff to move with students to the school parking lot area (or other clear area).
- Crisis Response Team assumes leadership
- Crisis Response Team sweeps the building to make sure students have moved out.
- Teachers take attendance immediately upon arrival at the safe haven and report missing children to the administrator on duty.
- Crisis Response Team accounts for all staff and visitors.
- Crisis Response Team will sweep the school to locate any persons unaccounted for.
- Administrative and support staff will hand-carry items if conditions warrant:
  - Telephone Tree and Emergency Contact List
  - Master class list
  - First aid kits
  - Mobile phone
  - Two-way radios
  - Cash from safe
  - Back-ups of financial records and OBE records

### Communications:

- Fire Department will be contacted, if necessary.
- Parents will be contacted via the Telephone Tree, if necessary.
- Crisis Response Team will maintain communication with the staff and students about the status of the crisis.
- Other necessary local authorities and embassies, and QSI Headquarters may be contacted, if necessary.

### After the Crisis:

- Crisis Response Team evaluates the situation and decides whether and when to resume normal activities.
- After the crisis, parents will be informed as to the nature of the incident.



## BOMB THREAT/EXPLOSION RESPONSE

Although more than 90% of all written or telephoned bomb threats turn out to be pranks and hoaxes, the school takes each threat seriously because of the real potential for death and serious injury. An individual who makes a bomb threat could face legal action.

### Immediate Response:

- If by phone, the Bomb Threat Checklist is filled out during the call
- The person who receives the threat notifies the School Director or other member of the Crisis Response Team which assumes leadership
- Important agencies are notified, but the threat is still generally confidential:
  - US Embassy ARSO: 311-6180 x2192
  - Police: 192
  - Bomb Squad
- The Crisis Response Team makes an evacuation decision based on:
  - Caller evaluation using the Bomb Threat Checklist information (appendix)
  - Other threats received at the school
  - Current international or local trouble/unrest
  - Advice from the US Embassy RSO or other local authorities

### Evacuation:

- If evacuation is decided upon:
  - DO NOT use the fire alarm as it could trigger a sensor on the bomb—administrative staff/Crisis Response Team should notify teachers personally
  - DO NOT use walkie-talkies, two-way radios, cellular phones, or pagers
  - DO NOT switch off lights since the switch could be a detonator
  - Students may take coats if they are in the classroom or immediate vicinity
- A building map posted in each hall indicates the nearest safe exit(s).
- Students line up quickly and quietly and prepare to exit.
- Teachers and staff quickly scan assigned room for suspicious objects.
- Teachers lead students through safe exits to safe haven.
- Crisis Response Team sweeps the building to make sure students have moved out.
- Teachers take attendance immediately upon arrival at the safe haven and report missing children to the administrator on duty.
- Crisis Response Team accounts for all staff and visitors.
- Crisis Response Team will sweep the school to locate any persons unaccounted for.
- Administrative and support staff will hand-carry items if conditions warrant:
  - Telephone Tree and Emergency Contact List
  - Master class list
  - First aid kits
  - Mobile phone
  - Two-way radios
  - Cash from safe
  - Back-ups of financial records and OBE records

### After Evacuation:

- Trained personnel (possibly security staff, RSO staff, Bomb Squad, police):
  - “scan” or search for suspicious objects or packages
- Crisis Response Team evaluates the situation and decides whether and when to resume normal activities.
- After the crisis, parents will be informed as to the nature of the incident.



**Risk Reduction, Prevention and Intervention:**

- School administration staff have a checklist by their phones to guide their actions if they receive a threat over the phone
- All storage areas and miscellaneous spaces are locked when not in use
- On a daily basis custodians and security guards secure each area as it is cleaned
- Windows and glass doors are protected with MYLAR blast resistant coatings
- A perimeter fence protects the campus



## CIVIL UNREST/CIVIL DISORDER RESPONSE

Civil unrest includes events ranging from strikes, riots and terrorist events to armed intruder on the campus. Civil unrest of any sort can quickly lead to unpredictable, volatile situations.

### During the Crisis, the Crisis Response Team Will:

- be assembled immediately and assume leadership
- establish a communications center
- evaluate the nature of the crisis and its extent:
  - the US Embassy RSO's situation analysis is the primary means of determining the seriousness of the crisis and the appropriate reaction
  - the advice of other agencies (local police, etc) will be considered

Threat Level	Situation	Response
Phase I	Anticipated protesters near school	Contact US Embassy RSO, other appropriate local authorities
Phase II	Protesters in area, disrupting operations	Contact US Embassy RSO, other appropriate local authorities; cancel field trips, change bus routes; temporary closure if necessary
Phase III	Threat to facility; facility breached	Lockdown; evacuation to safe haven if possible
Phase IV	Facility unsafe	Evacuation to safe haven; school closure
Phase V	City unsafe	School closure; possible evacuation of expatriate families and staff

### Options for Immediate Response:

- If students are not in school (e.g., nights or weekends), Crisis Response Team will activate the Telephone Tree.
- If students are in school when the crisis begins, appropriate responses may include:
  - Continue classes—if crisis is short, students may be safest in school
  - Early dismissal
  - Remain in classrooms, in protective posture (on floor, away from windows, doors closed)
  - Evacuate to on-campus safe haven—Lockdown
  - Evacuate to off-campus safe haven—see *Safe Haven* plan

### Options for Long-Term Situations:

- Strikes, riots, *coup d'etat*, may be prolonged; appropriate responses may include:
  - School remains open, but no busses, field trips or after-school activities
  - Short-term closure, and resume classes in a few days
  - Closure of more than one week may be supported with on-line home learning programs
    - **BLACKBOARD:**  
<http://coursesites.blackboard.com/webapps/portal/frameset.jsp>
    - **MOODLE:** <http://moodle.org/>
  - Long-term decisions are made after consultation with QSI Headquarters, the Advisory Board, the US Embassy RSO and other important agencies



**Considerations If School Remains Open Long Term:**

- Cancellation of outdoor activities
- Request for police protection
- Variance of daily start and end times
- Transportation changes (e.g. no school busses)
- Establishment of “check-in” times with the US Embassy
- Securing of doors, windows, gates
- Preparation of safe havens
- Hiring of more security personnel



## **SAFE HAVEN**

Safe havens are used to provide temporary protection until help arrives. The school has both on and off-site safe havens. Some staff members will accompany the students to the safe haven. Students will be kept at the safe haven until parents can come and pick them up, or it is safe to transport them home, or resume normal school activities. The Crisis Response Team headed by the School Director will provide leadership.

### **On-Site Safe Haven:**

Depending on the nature of the event, the weather, etc., our On-Site Safe Havens are:

- Outdoors: the back parking lot area (behind the fence)—used during fire drill, bomb threat drill; earthquake drill
- Indoors: the gymnasium—possibly used during bomb threat drill, civil disturbance/unrest drill

If students are moved to an On-Site Safe Haven because of an incident of Civil Disturbance/Unrest, the building will be secured by locking all exterior doors and gates, closing all windows and curtains, blinds or shutters. Safe haven doors will not be opened unless there is a confirmed “all clear” signal from the US Embassy, or other appropriate agency.

### **Off-Site Safe Haven:**

An Off-Site Safe Haven is a place to go when the school has become a dangerous place (e.g., during a bomb threat) Off-Site Safe Havens are close enough to walk to yet distant enough to be out of harm’s way. Our Off-Site Havens are:

- Outdoors: parking area in the City Park behind the school, accessible by foot from the school; accessible by car from September 8 Boulevard (Aleksandar Palace road). See map in the Appendix.
- Indoors: to be announced, as appropriate
- In very serious situations, the Crisis Response Team may choose an alternate safe and confidential location.

### **Moving to a Safe Haven:**

- The following items will be carried along conditions permitting:
  - Class lists
  - Mobile phones
  - Two-way radio
  - Emergency contact list
  - Telephone Tree
  - Emergency kits
  - First aid kits
  - Emergency Medications
  - Flashlights
- Teachers and Crisis Response Team will take roll. All students and staff must be accounted for.
- After arrival at the Safe Haven, the Crisis Response Team will ensure the sweep of the school to locate unaccounted for persons
- Parents will be contacted via the Telephone Tree
- Local authorities, Embassies and QSI Headquarters will be contacted



## SCHOOL CLOSURE

### Short Term Closure:

See *Civil Disorder/Unrest Response* section of this handbook

### Long Term Closure Considerations:

- Notify local authorities and Embassies associated with the school of the decision to close
- *Force majeure* describes an event that cannot be anticipated or controlled. It is an emergency that will close the school for four or more consecutive weeks.
- *Force majeure* causes evacuation of expatriate school families and school staff
- The QSI **Force Majeure Policy**:
  - in the event of *force majeure*, which causes a student or students to be withdrawn from the school, the fee already paid in full for the school year will not be refunded, or if unpaid, will be due. This policy is necessary to protect the school's financial interests with a view to continuing operations after the *force majeure* event has passed. Any appeals resulting from the application of the policy will be resolved by the Advisory Board of the school
  - The QSI Headquarters will declare a *Force Majeure* situation after consultation with the School Director, the US Embassy RSO, the Advisory Board, and the Office of Overseas Schools.

### **Force Majeure Action Plan:**

- A skeleton staff including the School Director may stay in country to manage the school.
- QSI Headquarters may establish an out-of-country office to manage the school.
- The following items will be transported to the out of country office:
  - Back-up tapes for financial records and OBE records
  - Cash from the safe and school credit cards may be evacuated depending on circumstances
  - Out-of-country addresses, telephone and fax numbers, and e-mail addresses of all school families and staff families
  - The names, addresses, telephone and fax numbers of all Embassies and other contacts necessary to aid in the logistics of an emergency closure
  - The educational program will continue through on-line home learning programs like *BLACKBOARD*:<http://coursesites.blackboard.com/> or *MOODLE*:  
<http://moodle.org/>
  - The school offices will remain open if possible.

### **Reopening:**

Closing down the school in an efficient manner will greatly facilitate its reopening as soon as possible after verification of the safety and stability of the host country by reliable sources in the country.



## KIDNAPPING RESPONSE

Preventative measures are effective against kidnapping. Kidnapping is most likely to occur in or near school drop-off areas, or in front of the school at times when students are dropped or picked up.

### Immediate Response:

- Crisis Response Team is assembled immediately and assumes leadership
- Crisis Response Team alerts:
  - Child's parents/guardians or emergency contact person
  - US Embassy RSO, if appropriate
  - Other embassy, if appropriate
  - Local agencies, such as police, if appropriate
  - QSI Headquarters

### Kidnapping Prevention:

- Follow procedures for *Access to School* in this handbook
- School teaches preventive measures, e.g. "never accept a ride with a stranger"
- Bus loading and unloading will be inside the school perimeter in a secure area
- Bus loading and unloading will be supervised
- Pedestrian and car-riding students
  - Drop-off and pick-up of elementary students will be supervised by security staff or homeroom teacher
  - Parents should not drop-off or pick-up students at a distance from the gate
  - Parents are encouraged to tell their children not to use street taxis
  - Adults who pick up students must be identified as authorized individuals
  - Students who walk home unaccompanied must have written permission on file in the office
- No child will be released to a person other than the parent/guardian who does not have written permission, or, in emergency, verbal permission granted directly to the teacher or the office by phone. This includes parents of other children who have organized a play date.



## BUS SECURITY AND SAFETY

### Bus Security:

- Parents are provided with vehicle identification information for the bus, and a contact number for the English-speaking bus coordinator.
- Parents provide the bus coordinator with contact information, including emergency contact telephone numbers, name of authorized person to accept the child, and directions to the home. Parents must update this information as needed.
- Parents will be provided with a route and schedule of pick-up and drop-off.
- Drivers are required to wear an identification badge.
- Drivers are required to ensure that an authorized person takes charge of the child; if an authorized person is not available at the home, the driver will wait two minutes, then proceed with the route and return the child to the school. The school will contact the parent/guardian for further arrangements.
- In case of an accident or any other incident, the bus driver will notify the school via mobile phone and remain with the students.
- The safety and supervision of the children will be the first priority.
- Special permission is needed for non-contracted students to ride the bus for any reason.
- Notification is required for any requested change to the pick-up or drop-off arrangements.

### Bus Safety Rules:

- Seatbelts must be worn
- Driver opens and closes doors
- No leaning out the windows
- Throwing objects is forbidden
- No glass or dangerous objects
- No eating or drinking
- No littering
- No improper or loud language
- Damage to the vehicle may be the responsibility of the student involved
- Repeated unsafe behavior may result in suspension of bus service for the student involved



## **FIELD TRIPS: HEALTH AND SAFETY CONCERNS**

- Trip organizers fill out a trip-planning document and submit it to the School Director. The planning document insures that proper safety precautions are planned for the trip (e.g. adult: child ratio; adult: vehicle ratio; mode and identification information of transportation; contact information for target location; contact numbers for adults in charge; timeframe of outing).
- Two or more adults must accompany any trip, so one can stay with the group while another is available to go with an ill or injured student. If several vehicles are used, there must be at least one adult in each vehicle in addition to the driver.
- A mobile phone and Emergency Contact List is carried to contact the school, hospital or parents in case of emergency
- A first aid kit is carried (along with special supplies and instructions for a student with a special health concern)



## **SAFE AND FREE FROM ALCOHOL, DRUG, SUBSTANCE ABUSE AND VIOLENCE**

A safe and drug-free school environment is essential for student success; therefore, the school takes measures to ensure that all students will be educated in learning environments that are safe, drug-free, and conducive to learning. QSI teachers believe that setting a good example is a most effective way to teach behaviors and do not smoke in school or out of school.

The following school practices address alcohol, tobacco, other drug use, and violence within the school, on school sponsored trips, or whenever a student is under the care and responsibility of a school staff member.

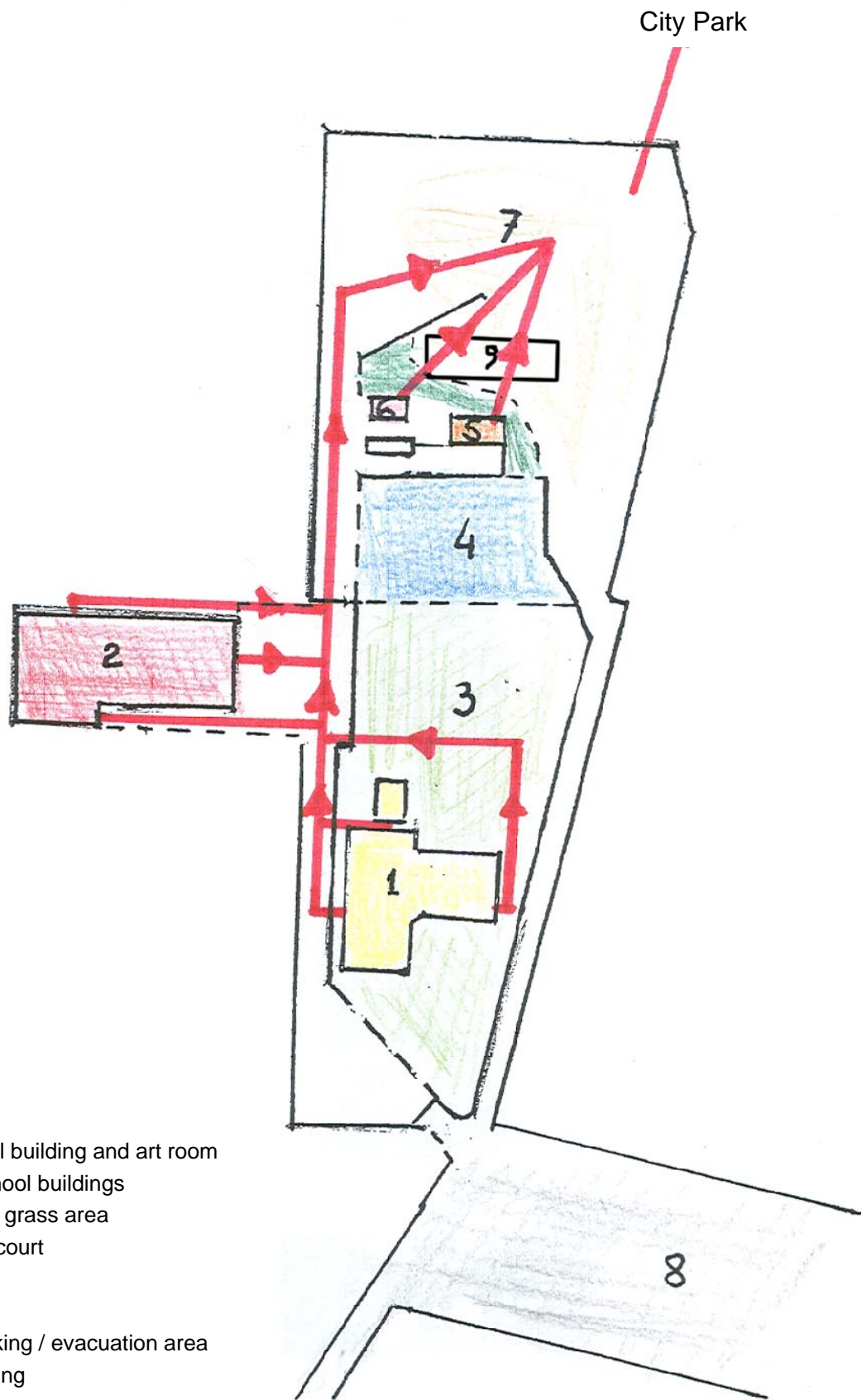
- It is important that the effects of tobacco, drugs, alcohol, other substances, and violence be discussed and taught at all age levels.
- Tobacco, drug, alcohol, and substance abuse education are parts of the QSI Health curriculum
- No tobacco, alcohol, drugs, illegal substances, or violence are allowed during school hours.
- Weapons are not allowed at school. Weapons include, but are not limited to, firearms, fireworks, other explosives, and most knives.
- The school maintains the right to test students for illegal drug use.
- The school maintains the right to inspect students' bags, lockers, vehicles, etc., for tobacco, weapons or illegal drugs or drug paraphernalia.
- The school maintains the right to suspend and expel students for tobacco, alcohol, drug, substance abuse, or violent behavior.
  - A first instance of tobacco use or fighting will result in suspension for a period of time to be set by the School Director
  - A first instance of alcohol or drug abuse will result in suspension for a period of time to be set by the School Director, or expulsion.
  - A second instance and/or continuing instances of tobacco use, alcohol use, drug use, or violence will result in more severe consequences including expulsion
  - A suspended student cannot re-enter the school until one or both parents/guardians and the student have met with the School Director
  - The penalty for possession of firearms is immediate expulsion from the school.
  - In all cases of very serious behavior problems, the parents will be notified.



# APPENDICES

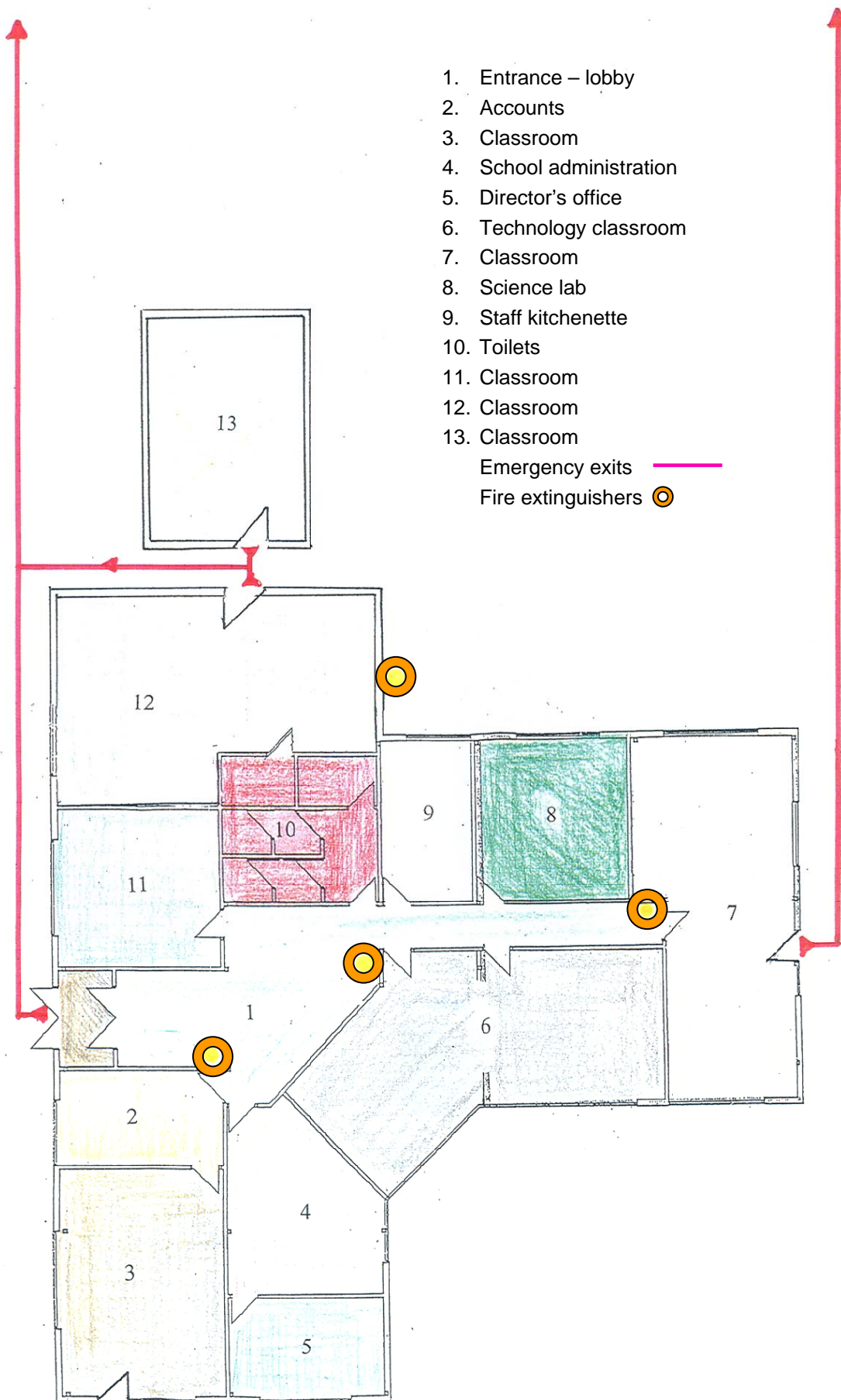


### SCHOOL CAMPUS MAPS





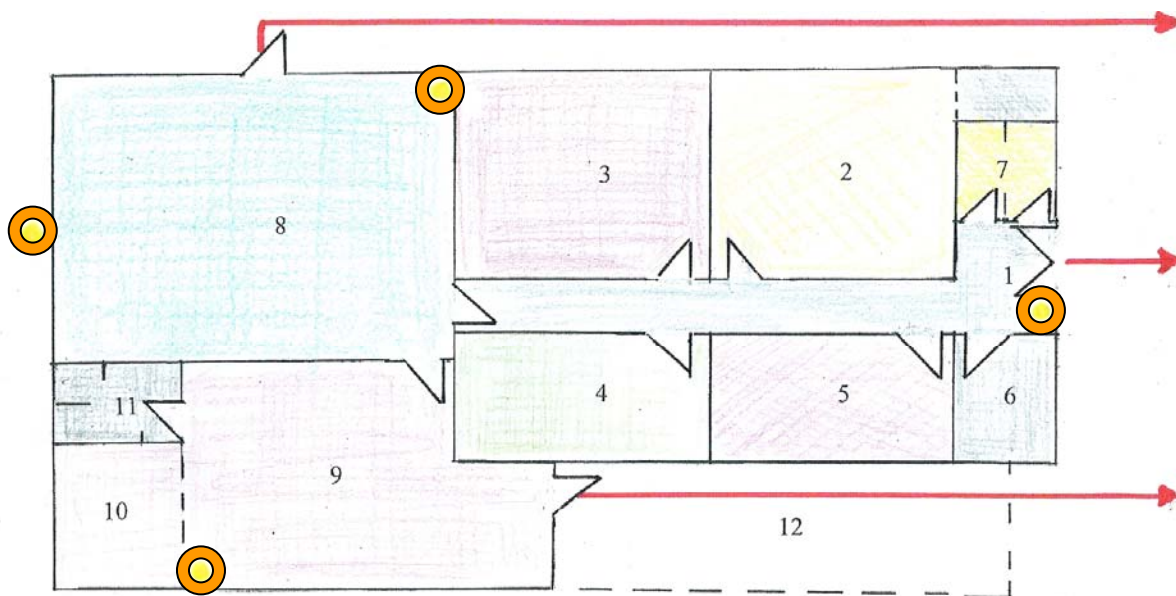
### SCHOOL BUILDING 1



- 1. Entrance – lobby
  - 2. Accounts
  - 3. Classroom
  - 4. School administration
  - 5. Director's office
  - 6. Technology classroom
  - 7. Classroom
  - 8. Science lab
  - 9. Staff kitchenette
  - 10. Toilets
  - 11. Classroom
  - 12. Classroom
  - 13. Classroom
- Emergency exits ———
- Fire extinguishers ○

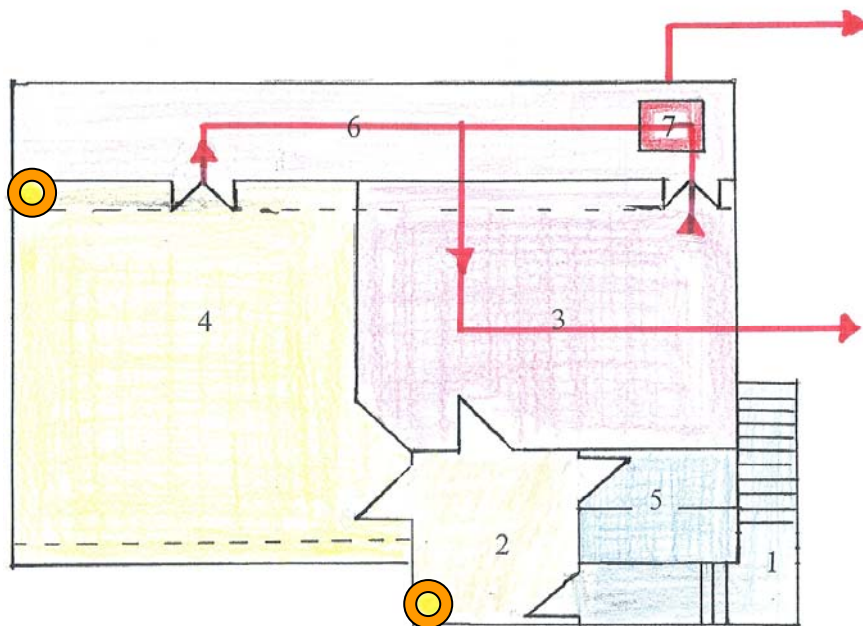


### SCHOOL BUILDING 2 – GROUND FLOOR



- |                  |                        |                    |
|------------------|------------------------|--------------------|
| 1. Entrance      | 7. Toilets             | Emergency exits    |
| 2. Classroom     | 8. Gym                 | Fire extinguishers |
| 3. Classroom     | 9. School cafeteria    |                    |
| 4. Classroom     | 10. Kitchen            |                    |
| 5. Classroom     | 11. Toilets            |                    |
| 6. Pull out room | 12. Outdoor diner area |                    |

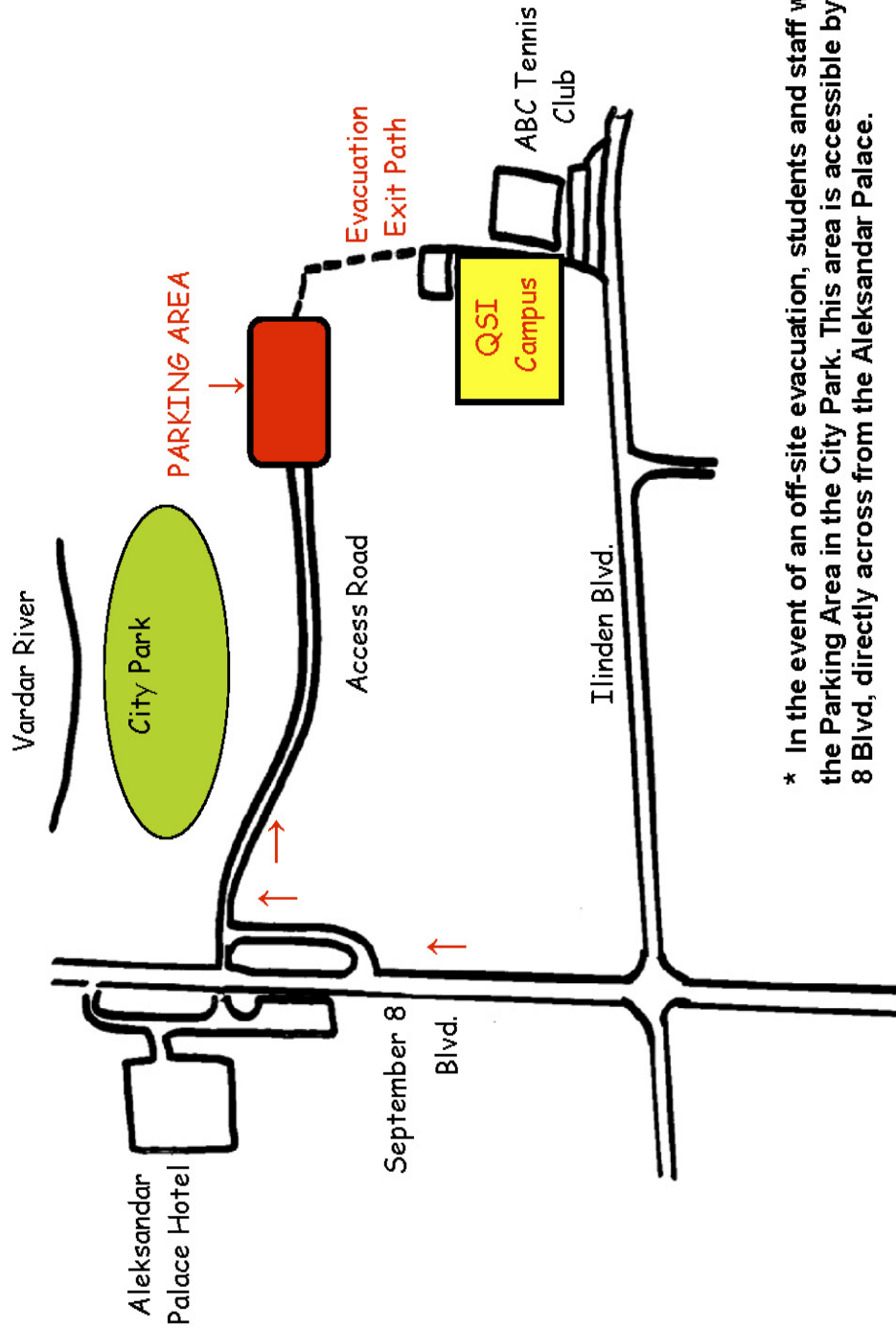
### SCHOOL BUILDING 2 – TOP FLOOR



- |                   |                    |
|-------------------|--------------------|
| 1. Stairs         |                    |
| 2. Entrance       |                    |
| 3. Classroom      |                    |
| 4. Classroom      |                    |
| 5. Toilets        |                    |
| 6. Storage area   |                    |
| 7. Emergency exit |                    |
|                   | Fire extinguishers |



OFF-SITE EVACUATION MAP



\* In the event of an off-site evacuation, students and staff will travel by foot to the Parking Area in the City Park. This area is accessible by car from September 8 Blvd, directly across from the Aleksandar Palace.



**Safety and Security Handbook**

### Field Trip Form

Teacher in charge \_\_\_\_\_

Today's date: \_\_\_\_\_

Where? \_\_\_\_\_

Explain how this is directly related to your curriculum

\_\_\_\_\_

Number of Students \_\_\_\_\_

Teachers/Chaperones Names:

**Substitute/Duty Coverage for all staff members involved**

Activity	Class	Time	Teacher	Substitute		L Plan

Money needed \_\_\_\_\_ When? \_\_\_\_\_

I have pre-arranged the following cafeteria adjustments

\_\_\_\_\_

I have pre-arranged into the following transportation needs

\_\_\_\_\_

In charge of first aid kit, cell phone, emergency Information

Director Approval \_\_\_\_\_

Comments \_\_\_\_\_

Alex: \_\_\_\_\_

**CRISIS RESPONSE DRILL LOG**

<b>TYPE OF DRILL</b>	<b>DATE</b>	<b>REMARKS</b>
Fire Drill-primary exit		
Fire Drill-secondary exit		
Earthquake Drill		
Bomb Threat Drill- to off-site safe haven		
Civil Unrest Drill- To on-site safe haven (gym)		
Civil Unrest Drill- To off-site safe haven with parent pickup		
Telephone Tree/ Emergency Contact Drill		
Two-way Radio Check		
Secure Access to Campus Check		



**Safety and Security Handbook**

**Bomb Threat Checklist**

Place this sheet under your telephone and activate Phone Recording System, if possible.

**Questions to ask:**

- When is the bomb going to explode?  
\_\_\_\_\_
- Where is it right now?  
\_\_\_\_\_
- What does it look like?  
\_\_\_\_\_
- What kind of bomb is it?  
\_\_\_\_\_
- What will cause it to explode?  
\_\_\_\_\_
- Did you place the bomb?  
\_\_\_\_\_
- Why?  
\_\_\_\_\_
- What is your name?  
\_\_\_\_\_
- What is your address?  
\_\_\_\_\_

Report call immediately to:

**Local Police Department**

Phone: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Position: \_\_\_\_\_

**Regional Security Office-U.S. Embassy**

Phone: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Position: \_\_\_\_\_

**Exact wording of threat:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Threat Language:**

- Well-spoken  Read by Threat Maker
- Foul  Irrational
- Incoherent  Taped
- Other: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Caller's Voice Was:**

- Calm  Angry  Excited
- Slow  Rapid  Soft
- Loud  Laughing  Crying
- Normal  Distinct  Slurred
- Nasal  Stuttering  Lisped
- Raspy  Deep  Ragged
- Disguised  Whispered  Accented
- Familiar—if so, who did it sound like?  
 \_\_\_\_\_

**Sex of caller:**  Male  Female

**Background Sounds:**

- Crockery  Voices  Music
- PA System  Clear  Static
- House  Office  Motor
- Animal  Street  Factory
- Local  Phone booth

**Other:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Was able to record the call  Yes  No





**Safety and Security Handbook**

**INCIDENT LOG**

DATE	WHAT HAPPENED	ACTION TAKE N	ADULT IN CHARGE	FOLLOW UP

**Pharmacies**

(The following are provided as a courtesy reference and are not necessarily recommended by the school)

**ZEGIN** (numerous pharmacies around town)

24-hour pharmacy located in the basement of the Macedonian National Theatre (MNT)

Phones: 3136-280  
3117-614  
3131-314

**REPLEK** (numerous pharmacies around town)

Phones: 3062-422  
3163-202  
3144-549

**EFEDRA** (behind the American Embassy, opposite Veranda Restaurant)

Phone: 3067-500

**EMERGENCY PHONE NUMBERS**

**POLICE 192**

**FIRE 193**

**MILITARY HOSPITAL**

**Ambulance 3283-435**  
**Officer-on-call 3066-455**  
**Switchboard 3283-000**

**DIRECTIONS:**

From QSI, travel west on Ilindenska Blvd toward 8 September Blvd  
Go through the traffic light  
Turn at the first left  
Hospital is 300 m on the left

**NEUROMEDICA (PRIVATE HOSPITAL)**

**Vlae 2042-323**  
**QBE Bldg 3133-313**  
**Center 3130-000**  
**Center 3227-000**  
Fax 2042-323, 3130-000

**REMEDICA (PRIVATE HOSPITAL) 2603-100, 2603-203**

Address 16 MAKEDONSKA BRIGADA 18, ZELEZARA  
Fax: 2603-103

**POISON CONTROL (STATE UNIVERSITY HOSPITAL) 3147-635**