



# Administrator on Call-AOC

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## Procedures and Guidelines

### **Safety/Crisis Management**

The Administrator on Call (AOC) Guide is part of the Emergency Operations Plan and the District Emergency Response Procedures and Communication. This Guide provides roles, responsibilities and processes for District Emergency Response.



## **Administrator on Call Guide**

### **(324-7911)**

The purpose of the Administrator-On-Call (A.O.C.) is to provide a designated District Administrator to facilitate making key decisions during emergency or after-hour situations. The A.O.C. may be contacted by district personnel or community officials during a crisis or emergency situation 24 hours a day and 7 days a week and will rotate according to a predetermined plan. Contacting the A.O.C. will be facilitated by assigning a cell phone number specifically for this task (956-324-7911).

The following are guidelines for the Administrator-On-Call (A.O.C.)

**Note:** A.O.C. shall be called for emergencies ONLY!

#### **Administrator on Call:**

- Superintendent's Designee

#### **Purpose:**

- To provide a Superintendent designated district level administrator authority to make crucial decisions during a crisis or emergency situation
- To facilitate and streamline communication during crisis event
- Designate single phone number to contact during an emergency or crisis
- To provide campus administrators a secure and dependable way to directly tend to an emergency situation while pertinent administrative personnel and procedures are activated

#### **Scope of Authority:**

- To provide guidance to the campus during a crisis situation
- The A.O.C. has the support as the authority by the Superintendent to make crucial decisions during crisis event at campus
- May activate the Administrative Level Emergency Response Team (A.L.E.R.T) as per Superintendent/Designee approval
- Works in conjunction with Incident Commander (Usually Chief of Police)
- Decides and contacts any and all individuals necessary to handle the emergency situation
- Keeps Superintendent abreast of situation through Director of Communication/Ex. Director of Plant Facilities

- Communicates with Director of Communications during crisis event
- Acts as the District Liaison with all emergency responders during crisis event
- Communicates with Executive Director of Plant Facilities if serious/severe crisis event

**Contact Information:**

- A cell phone will be designated for the Administrator-On-Call (A.O.C.)
- The cell phone will always be with the A.O.C.
- A list of important contacts and information will be provided to the A.O.C.

**Schedule:**

- Each selected administrator will be on-call for 7 days beginning every Monday at 8 a.m.
- If a designated administrator will be out-of-town, another designee will handle AOC as needed

**Selection:**

- The Superintendent of Schools will select the Administrator-On-Call

**Crisis Response Guide:**

- Determine what immediate action, if any, should be taken and implement Immediately. *Please follow LISD Crisis Response Guide*

**Follow Campus Crisis Flip Chart**

- Lockdown
- Tornado/Severe Weather
- Shelter In Place
- Site Evacuation
- Building Evacuation
- Others: Lost Student, Student Runner, Suicide/Death of student/staff, Belligerent visitor/person, Medical Emergency, etc...

**Example Situation 1: Bomb Threat**

Action: Principal of school (**Reference: Bomb Threat Brochure**)

- If caller called to campus, call 911/police for assistance
- Call the Administrator-On-Call
- Tend to the situation on a campus level
- Evacuate building to safe holding location
- Wait for police/emergency responders to arrive and investigate
- Be prepared to communicate with all administrators/CERT on campus in case of external emergency and need of reverse evacuation or needed dismissal home

### **Administrator-on-Call**

- Arrive to campus/department and gather information and assure all necessary resources have been contacted and advised
- Contact Director of Communication/Ex. Director of Plant Facilities whom will advise Superintendent
- Assist campus administration by ensuring proper and necessary internal support such as CERT and external support such as Transportation/Maintenance/etc... are activated
- Contact necessary support such as: LISD Police, Police Chief, Director of Communications, Director of Counseling, Director of Maintenance, etc...
- Continue to keep Executive Director of Plant Facilities and Support Services and Director of Communications abreast of issue until resolved

### **Example situation 2: Lost Student**

Action: Principal of School (**Reference Lost Student Brochure**)

- Activate Campus Emergency Response Team (CERT) at campus level
- Activate Lost Student Action Plan
- Locate current picture of student for reference to all parties in search
- Contact Police
- Call the Administrator-On-Call
- Contact Parents of Student to inform
- Tend to the situation on a campus level
- Ensure CERT is searching for lost student
- Stay in communication with parents

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## **AOC: Steps of Crisis Management**

### **1. Verification and Initial Assessment**

- After receiving call from campus or department, gather information and make decisions based on facts
- Ensure emergency services have been called if necessary
- Ensure that proper emergency response procedures have been activated if necessary such as lockdown, building evacuation, etc...
- Ensure students and staff are safe
- Ensure parents of student (s) have been called if necessary
- Ensure campus police are at scene if necessary
- Ensure that CERT has been activated if necessary
- Obtain accurate description of what, who, how many, where and when
- Report to campus to assist if necessary
- Contact Director of Communications to advise
- Contact Executive Director of Plant Facilities and Support Services if crisis is serious
- Contact surrounding campuses to advise if necessary such as in case of lockdown, evacuation, surrounding danger, etc...
- Contact District Main Office at District Emergency Line to advise so that incoming calls can be addressed correctly
- Contact any support services such as Division of Operations, Transportation, for any repairs, power/water outage, etc...
- Stay in communication with Ex. Dir. of Plant Facilities for updates and until resolved
- Activate Crisis Counseling/Nursing teams if necessary
- Activate Reunification sites if necessary
- Activate Mass Bus pick-up if necessary
- Ensure Campus Principals debriefs CERT
- Plan for parent community meetings if necessary

### **Shall report to campus to offer support if:**

1. Missing child or runner
2. Child abduction or attempt
3. Auto/Pedestrian accident with student
4. School shooting or other violent act
5. Suicide attempt
6. Belligerent Parent/Visitor
7. Power/water outage
8. Any emergency or crisis type event as needed

## **2. Notification of Emergency Services for Life Threatening Situation**

*If there is a threat to safety or indications of escalation, the first responsibility is to obtain assistance from the appropriate emergency services:*

- Call 911 (if appropriate) **if not already contacted**
- Call LISD PD Emergency Line at 795-3493
- Ensure that campus is in lockdown or has evacuated if necessary

## **3. Activate CERT or ALERT**

- The District Level Administrative Level Emergency Response Team (ALERT) shall be activated when a crisis event becomes a serious concern and with approval of Superintendent and District Incident Commander (Chief of Police)
- The ALERT team will meet and gather at District Command Center
- The CERT is activated when the Principal or AOC activates a warning system - example- activation of fire alarm or severe weather 3 x's
- Each Campus/Department shall establish a phone tree in case event happens after school or on weekend

## **4. Assessment of Situation and Planning with CERT**

- Review facts to determine how the school and community will react
- Decide if additional personnel from the outside sources are needed
- Ensure student accountability
- Ensure that all student data is assessable for all students including class schedules and phone numbers
- Ensure medical records for all students is available
- Ensure efficient communication with Director of Communication via media services including LISD communication, local radio and television resources

## Campus/Department Crisis Management Checklist

### Campus Administration Shall:

1. Once situation has been identified, report to situation to ensure efficient and quick action
2. Determine the facts surrounding the crisis event, level of crisis and potential impact
3. Contact emergency services: 911, LISD Police and AOC
4. Ensure Student/Campus Safety
5. Initiate Lockdown or Building Evacuation if necessary
6. Assemble and brief CERT if necessary
7. Ensure campus nurse/police/counselor, etc... is on hand to assist with situation while emergency responders arrive
8. Ensure student accountability
9. Request student data including photo of student, contact information, medical information, counseling data, etc... if necessary.
10. Contact parents to notify of situation immediately
  - a. Home visit may be necessary if phone contact is not made
11. Designate CERT member to wait for responders outside and lead them to emergency location
12. Designate Campus Administrator to report to gate during lockdown to keep control and assure calmness with awaiting parents, guest, students, etc... if safe to do
13. Designate rooms for counseling and crisis coordination if necessary
- 14. Debrief within 24 hours with all CERT and key district administration including AOC, Police, etc... Mandatory**
15. Plan for parent community meetings if necessary



## **AOC Emergency Numbers**

City of Laredo Police/Ambulance	<b>911</b>
LISD PD Emergency Line (7:30am-5pm)	<b>795-3493</b>
LISD PD Officer on-Call (5pm-7:30am)	<b>225-5454</b>
LISD PD Dispatch (Non-Emergency)	<b>273-1446</b>
LISD PD Dispatch (Non-Emergency)	<b>273-1447</b>
LISD PD Chief Palomo	<b>225-5486</b>
LISD Lt. Medina	<b>225-5475</b>
Child Protective Services (CPS)	<b>800-252-5400</b>
Poison Emergency Control	<b>800-222-1222</b>
Administrator on Call (AOC)	<b>324-7911</b>