

# Al Akhawayn School of Ifrane Emergency Handbook



## ASI Mission Statement

ASI prepares and graduates students who are equipped with critical thinking skills, holistic knowledge, and socio-emotional skills necessary to thrive in multicultural environments and access the best universities and post-secondary study in Morocco and the world.

## ASI Vision Statement

By the end of 2022 ASI aspires to be a world class Early Years to Secondary education institution in Morocco driven by excellence in teaching, learning, and extracurricular experiences that empowers our students with the needed skills and intellect to be 21st century global citizens.

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## **LETTER FROM THE DIRECTOR**

Dear ASI Community,

This Emergency Handbook is intended to provide the members of the Al Akhawayn School of Ifrane community with a plan and guidelines designed to ensure the safety and security of our students, faculty and staff.

Security and safety at ASI is a top priority and each of us must be fully aware of our responsibilities contained herein. We will continue to assess the effectiveness of ASI's security plan on an ongoing basis.

We will all work together to ensure, as much as possible, that the ASI community is well informed. Through this approach, it is hoped that we can maintain a safe school.

Director, Al Akhawayn School of Ifrane  
Al Akhawayn University Ifrane  
P.O. Box 104  
Ifrane, 53000 Morocco

## **ABOUT THIS HANDBOOK**

This Emergency Handbook is intended to set up basic procedures and provide a general guideline to follow if an emergency were to arise. It has been developed with the safety of all the students and staff as the highest priority.

Please become familiar with the emergency procedures and keep this handbook in an easy to locate place for future reference. Every emergency situation is different. Therefore, it cannot be expected that we could have a plan for every possible contingency. Our concern is to address and become prepared for the most likely of events and not to hypothesize about what may or may not happen.

### Emergency Services and Assistance

The medical personnel should be kept informed of any events which may require medical assistance.

AUI Heather Center: 2055

Urgence Police: 112

Police: 19

Gendarmerie Royale: 177

Pompiers: 15

## GENERAL CONSIDERATIONS

Should a crisis occur at ASI, there are two main responses. We will either stay where we are, known as “**Shelter in Place**,” or we will **evacuate** the buildings. **Shelter in Place** will consist of students remaining in their classrooms, away from windows, with classroom doors locked. **Evacuating** the buildings could mean going outside a safe distance away from the buildings, as in a fire drill, or it could mean exiting the buildings and leaving a campus via transportation to another site on buses under the direction of the Ifrane Police or Fire Departments.

In the event of a crisis, the first consideration will always be the safety of the students and staff. Once that safety has been assured, the next consideration will be the orderly re-establishment of our daily schedule and the resumption of instruction. However, there may be some events which would result in large numbers of parents coming to the school to retrieve their children. The procedures for the return of students to parents will depend on the location of our students and the severity of the crisis. If our students are on-site in their classrooms, and the flow of parents onto the campus is manageable, we will follow our normal student release procedures. Otherwise, we may pair up some classrooms and use some classroom teachers to help with the release of students or in other capacities.

Once students are secured and safe, a teacher buddy system, in which one teacher will care for his or her own and another teacher’s students in one classroom, will enable some staff members to be free to assist with the release of students or to perform other duties as needed. Because of the young age of their students, teachers in the Nursery building will stay with their own students, but teachers of Kindergarten through eighth grade will be paired with teachers in nearby classrooms, and those teachers designated as being part of the Crisis Team will report to the office or where directed to be informed of their stations and duties.

## EMERGENCY DRILLS

At the beginning of each school year, you will receive information which will include a map detailing your evacuation location and exit route. You should print class rosters for each of your classes and keep them for quick reference. You will also receive a placard with your name. In all drills, you should carry this with you and hold it high so that your students may find you.

There is also an evacuation route map posted near the doorway of each classroom. It is essential that this map remain on the wall near the door. During drills, please evacuate quickly and quietly using the evacuation route which details exit routes to use designated by classroom locations. When you reach your designated location, line students up, take attendance, and keep students quiet.

We have two drill procedures, one for drills that occur during class and one for drills which occur during lunch or break. When a drill occurs during class, you accompany your current group of students to the parking lot and keep them with you. When a drill occurs during a passing time or lunch, you will go to the designated area, hold up your name sign and ensure your students know how to find you.

### Fire/Evacuation Drill

- Sound: Uninterrupted Siren
- Move: To the designated area
  - Close all windows and doors
  - Leave door unlocked
  - Switch off lights

- Move to assigned areas
- Record attendance in assembly area
- Students remain in straight lines/quiet
- All Clear: Verbal communication, re: Announcement “All Clear”

**Stay in Place/Safe Haven Drill:**

- Sound: Long series of longer siren sounds
- Move: Stay in Place
  - Close/lock all windows and doors
  - Close all curtains
  - Switch off lights
  - Position students away from windows
  - Record Attendance
  - Remain together
  - Do not leave the room until all clear announcement is made.
- All Clear: Announcement from Administrators using the words “Eagles Message”

**Bomb Threat:**

- Verbal announcement: “Teachers check your resources”, is a verbal cue this is an explosive device situation.
  - Mobiles Off
  - Do not turn off light switch
  - When instructed go to fire drill procedure

**ADMINISTRATIVE RESPONSIBILITIES**

Position	Responsibilities
Director	Evacuation Organizer Collect all times of evacuations.
HS Principal	Evacuation Supervisor High School Building
MS Principal	Evacuation Supervisor Middle School Area
ES Principal	Evacuation Supervisor Elementary Area
EY Principal	Evacuation Supervisor Early Years Building
Counselor	Evacuation Supervisor Clear all fields and bathrooms.
Nurse Assistant	Evacuation Supervisor Nursing Area also attend to any injured students/staff.
Administrative Assistant	Evacuation Supervisor Ensure all cleaning staff have exited areas and accounted for.
IT Coordinator	Evacuation Supervisor Clear Admin Area
Administrative Clerk	Evacuation Supervisor Alarm Board
Security Staff - Gate	Ensure Emergency Services have been notified.
Security Staff – Off Campus	

**EVACUATION PLAN/MAP (Example)**



## **FACULTY RESPONSIBILITIES**

- Office personnel will ensure that all visitors to the school are safely escorted to the assembly area.
- Office personnel will proceed to the assembly area and provide assistance as required.
- Instructional assistants and volunteers should accompany their supervising teacher to the assembly area and assist with the students.
- Maintenance and custodial personnel will report directly to the Administrative Assistant's office to receive instructions.
- At the sound of an evacuation signal, security personnel will immediately open the main (EY/ES/HS/MS) gates as wide as possible and control traffic through that gate until instructed to close it.
- Ensure that each student in each of your classes is aware of the signals and is prepared to follow outlined procedures.
- Post in each of your classrooms the evacuation route to be used by individuals exiting from that room.
- Post in each of your classrooms a map, clearly indicating the assembly area for students evacuating from those classrooms.
- Be the last person to exit your classroom or teaching area unless directed otherwise by your principal.
- Close all windows and doors for a fire drill, but leave doors unlocked.
- Switch off all electricity at the wall switch.
- Assume responsibility for orderly control of assigned classes. In the assembly area, organize students into straight lines, then take and record attendance. Principals will require an attendance report on site.
- If an evacuation occurs at any time when regular classes are not in session, students will assemble on the main elementary playground according to their home rooms. Homeroom teachers having a preparation period should go to the assembly area and take charge of his / her students. Carry class attendance book with students' telephone numbers to the assembly area.
- At each school, all teachers, if holding a class, must accompany their students to the assembly area and remain with them until the homeroom teacher takes charge.
- Teachers without assigned classes during an evacuation will report directly to the assembly area to provide assistance to other teachers.
- Counselor will check fields and restrooms to ensure that all students, teachers, and staff are clear of the buildings
- Return immediately to classroom when administrative directions to do so are given.

## **STUDENT RESPONSIBILITIES**

- Recognize and appropriately respond to the evacuation signal.
- Know the evacuation route from each classroom to the assembly area.
- Move quickly, quietly and safely to the designated assembly area when an evacuation is required.
- Do not stop at lockers, rest rooms, or for any other reason unless instructed by a teacher to do so.
- In the assembly area, form a straight line with classmates and follow all instructions of the teacher responsible for your class.



## **TRAUMA RESPONSE**

Any critical incident that is sudden, random, violent, and senseless can shatter a person's sense of safety and well-being and temporarily destroy the ability to function normally. This reaction is called the TRAUMA RESPONSE. Although everyone will react with different intensities and recover at varying rates, most people will go through some form of trauma.

Here are some suggestions on how to deal with students:

- Reassure students that their fears and feelings are appropriate and shared.
- Allow for small group discussion to let the students "relive" the critical incident and share their feelings.
- Monitor concern about peer reaction.
- Try to reduce tension, anxieties and feeling of guilt.

Typical Responses to trauma:

- Sleep and appetite disturbance
- Rebellion
- Refusal to do chores or school work
- Poor concentration
- Withdrawal
- Attention seeking behavior
- Physical problems ( headaches, stomach aches, bowel problems, complaints)
- Loss of interest in social activities

Monitor student response and refer students to counselors as necessary if any of the following symptoms of psychological distress appear:

- Hallucinating or hearing voices
- Fear that he/she will commit suicide or hurt others
- Inability to carry out everyday activities
- Inability to make simple decisions
- Self-mutilation
- Disorientation
- Despondence, agitation, withdrawal

### **Debriefing**

In the event of violence in the community, the following steps can help those involved to respond to trauma and begin to function normally again.

Ask students to respond to these questions:

- Describe how you first learned of the \_\_\_\_\_.
- How did you feel then?
- How do you feel now?

Research shows that using this simple but effective method allows students to function more carefully following trauma.

Each classroom teacher may debrief students by doing the following:

- Asking the process questions above and having students jot down their thoughts on index cards.
- Encouraging discussion and sharing
- Ensuring confidentiality
- Providing as much time as is needed
- Making appropriate referrals to counselors when necessary.

## COMMUNICATIONS PLAN

### Director's Office as Control Center

In the event of an emergency incident such as those outlined in this Handbook, this office will serve as the control center. The Director or his/ her designee will remain at this office to monitor all communications both internally and externally. This office will be kept free of students, parents, faculty, and staff, so that effective monitoring of the situation can take place.

### Information Center

The office of the Administrative Assistant's will serve as an information and communication center to keep students and staff informed.

### Descriptions of Duties

- Information Center Personnel
  - Monitor all campus communications: Administrative Assistant
- Information Center Runners
  - On stand-by to relay messages to and from Information Center
- First Aid
  - Assist with potential health injuries
    - AUI Doctor
    - ASI Nurse Assistant
- Main Gate
  - EY/ES/HS/MS Gates
    - Monitor students being picked up as well as incoming traffic:
- Counseling Office
  - Address parents or students in distress.
- Telephone Monitors
  - Operations Manager
  - IT Coordinator
- Administrators
  - Will remain in their respective offices

## EMERGENCY FIRST AID PROCEDURES

The following emergency first aid procedures are aimed at assisting individuals who have not been trained in first aid techniques.

- The Golden Rule of First Aid is "**FIRST DO NO HARM**". Therefore, if you are not sure, **DO NOT**, do it (The Good Samaritan principle may not be valid or protect you).

- Every casualty needs to feel secure and in safe hands. Therefore, although you may not feel it, you must try to appear calm and confident.
- The Aims of First Aid:
  - To preserve life.
  - To limit the effects of the condition/injuries.
  - To promote recovery.

## **CRISIS RESPONSES & TYPES**

### **Alternate School Location**

If the school facility needs to be evacuated, the Director/appropriate security crisis team member will contact the VPAA to plan for transporting students to an alternate location. The alternate location will be as follows:

**Al Akhawayn University**  
**Hassan II Avenue**  
**53000 Ifrane**  
**Morocco**

**Al Akhawayn School of Ifrane**  
**Hassan II Avenue**  
**53000 Ifrane**  
**Morocco**

### **Assault (Physical and or Sexual)**

- If a student has been physically or sexually assaulted:
  - Stay with the student and have someone call the office to notify the Director/Principal/School Culture Coordinator, Ifrane Police Department, and the AUI Health Center.
  - Have an ASI faculty/staff member take names of any witnesses or bystanders. Sequester them until law enforcement has taken statements (If Physical)
  - Have school personnel and Ifrane police conduct an investigation. Provide First Aid if needed.
  - Contact emergency medical assistance (if needed). Notify parent/guardian.
  - If Sexual, verbal/Physical follow mandated reporter protocol

### **Critical Illness or Injury**

- Parents or guardians must be notified when injuries or illness occur on campus or at school activities. In the event a parent or guardian cannot be reached, the following procedures are suggested:
  - If necessary, administer first aid;
  - Notify the AUI Health Center by calling 112 and call an ambulance if necessary;
  - View student health information and follow any directions as needed that are in the best interest and safety of the student;
  - A school employee should accompany the student to the AUI Health Center or hospital with the student's health information;
  - The Director/Principal/School Culture Coordinator will continue to attempt contact to parents or guardians.

## Earthquakes

Because earthquakes can strike without warning, the immediate need is to protect lives by taking the best cover available. Most injuries during earthquakes occur when people are hit by falling objects or when exiting buildings. Have the students and faculty take cover until tremor subsides and begin actions after the earthquake subsides.

- **If Inside**
  - Get beneath a desk, table, or bench. Cover your head with a coat or clothing if possible. If no cover is available, get against an interior wall and cover your head. Stay away from outside walls, windows, and glass. Open doors if at all possible, to keep from getting trapped by jammed doors. Stay put; do not run through a building.
- **If Outside**
  - Move quickly away from any buildings and away from overhead electrical wires. Lie face down on the ground. Take roll of students who are outside and report to crisis management team member as soon as possible. Do not attempt to enter any buildings unless authorized by emergency personnel. Refrain from using lighters or matches and stay away from fallen power lines. Follow directions of emergency personnel.
- **After the Tremor Has Subsided**
  - Check for injuries. Administer first aid as needed; do not attempt to move any seriously injured person unless they are in danger of death or further injury. If you must move someone with neck or back injuries or someone unconscious, stabilize the neck and back before moving him/her. Evacuate the building and move to open areas away from buildings and fallen power lines. Account for all students and report to the Director/Principal/School Counselor. Do not attempt to use any type of open flame. Monitor radio and television for instructions from emergency personnel. Keep students and faculty on-site until you know the availability of transportation and communication systems.

## Explosions

- Pull the Fire Alarm and call 15 as soon as possible;
- If advised by the Director/Principal/School Culture Coordinator, evacuate the building using the fire drill plan with (possible modifications);
- Set up Incident Command Post as needed.
- If situation warrants that students be transported to alternate location, begin communication procedures to notify parents. Information on student pick-up should be supplied by school administration to via email and phone calls and to the University to they can communicate the information to parents.

## Fire

- Pull the Fire Alarm and Call 15;
- Immediately notify the Director/Principal/School Culture Coordinator;
- At the sound of the fire alarm or leader in commands directive, students and staff must walk as rapidly as possible into the hall and out the exit nearest their rooms without crowding and running;

- Teachers will check to see that all students are out of the rooms and will close the doors;
- The teacher should take the class list, emergency numbers contained, and a cell phone if available;
- The first students outside must move away from the building so that the exit is not blocked for those following;
- Designated persons will need to check restrooms;
- Teachers are responsible to see that students move well away from the building, crossing the street when necessary to remain clear of the area;
- When a designated location is reached, the teacher takes roll to account for all students;
- Teachers are responsible for students so that they remain out of the emergency vehicle zones;
- Designated persons are stationed at entrances to prevent any unauthorized persons from entering the building;
- Students will continue to be monitored in the event they need to move to an alternate location if requested by emergency personnel.

## **First Aid**

### **With the Highest Priority**

- Immediately support the individual experiencing a high priority first aid event and send a second adult to call the ambulance and/or AUI doctor. High priority first aid events include, but are not limited to:
  - Airway and breathing difficulties;
  - Uncontrolled or severe bleeding;
  - Severe head injuries;
  - Open chest or abdominal wounds;
  - Shock;
  - Open Fractures/Closed fractures
  - Burns;
  - Back Injuries
- Injuries that are minor in nature can be handled either at the AUI Health Center, or by an adult on either campus with access to the many first aid kits.

### **Responses to First Aid Incidents**

- **Airways**
  - Open the person's airways by using the head-tilt, chin-lift maneuver;
  - If the person is not breathing or not breathing normally, you should begin CPR.
- **Bleeding**
  - Place sterile compress of clean cloth directly on the wound and apply pressure;
  - If compress becomes soaked DO NOT REMOVE. Apply additional compresses and continue to add pressure and elevate the limb above the level of the heart;
  - When bleeding slows or stops, place pressure bandage over the compress, wrap around the limb, and tie a knot over the compress;
  - Keep the limb elevated and continue to monitor.

## Burns

- **Major burns**
  - will require the affected area to be wrapped with a sterile of clean cloth and someone to monitor the person from signs of shock.
- **Minor burns**
  - will require the affected area to be held under cool running water or immersed in water. Clean the burn with mild soap and pat dry with a soft cloth. Cover the wound with a sterile bandage. **DO NOT USE ICE.**

## Choking

- **Heimlich Maneuver**
  - Stand behind a person and wrap your arms around the person's waist. Form a fist with one hand, placing the thumb side against the central abdomen, midway between the navel and the sternum tip. Clasp your fist with the other hand. Using quick, inward and upward thrusts, press your fist into the person's abdomen. Continue performing the maneuver until the object is expelled. If the person is pregnant, do not apply the maneuver.

## Dislocations

- Place the person in a comfortable position;
- Immobilize the affected part using a splint or a sling. Do not change the position from which the area/part was found.

## Fractures

- If the fracture is accompanied by a wound, treat the wound before splitting the fracture;
- Splint fractures before moving the person. Use a book, magazine, etc. if a splint is not available. Pad the splint and place it so that it supports the joints above and below the fracture. Elevate the limb injured;
- Use ice packs on the area if available. **DO NOT** place directly on the skin. Place a cloth between the person's injury and the ice pack.

## Head and Neck Injuries

- Immobilize the head and the neck, avoiding movement of the head;
- Keep the person comfortably warm and dry and handle him/her gently. Give nothing by mouth;
- Closely watch the person until medical help arrives;
- Keep the person lying down and treat him/her for shock;
- If necessary to control bleeding from the head, lightly place gauze over the injury.

## Heart Attack

- Call 112;
- Have the person immediately stop activity and sit or lie down. Calm the person;
- Be prepared to administer CPR and Automated External Defibrillator (AED);
- Ask if the person is in possession of any heart medication and assist with administration if appropriate.

## **Heat Stroke Symptoms & Treatment**

- Hot/Dry skin;
- Absence of perspiration High body temperature Rapid breathing;
- Dizziness, weakness, or nausea;
- Confusion, seizures, unconsciousness;
- Place person in a shaded/cool area;
- Rapidly cool the person by whatever means are available (wetting skin with cool water, fanning, etc.);
- Continue cooling efforts until temperature drops below 102 degrees.

## **Shock Symptoms & Treatment**

- Anxiety, weakness, paleness, sweating, or thirst;
- Pulse is rapid and weak;
- Person may become dizzy and pass out;
- The more severe the injury or illness, the more likely shock will occur. Shock can and often does result in death if not rapidly treated;
- Call 112;
- Gently handle the person and only when necessary. If conscious, place the person on his/her back;
- If unconscious, roll the person on his/her side if no neck injury is suspected;
- Except in the case of a head injury or suspected neck fracture, elevate feet approximately fifteen inches so as to increase the flow of blood to the brain;
- Make sure that there are no broken bones before straightening out the person;
- Protect the person from becoming cold, especially from the ground below his/her body. Keep the person calm as possible if they are conscious.

## **Sprains**

- Splint injured limb and elevate above the level of the person's heart to help reduce swelling and pain;
- Apply ice packs to the area for twenty minutes each hour, using a cloth between the skin and an ice pack.

## **Inclement Weather**

This means weather conditions are favorable for a dangerous weather to occur, especially impacting travel. If inclement weather is declared, be prepared to follow early dismissal procedures quickly and be alert for special instructions.

### **Inclement Weather Warning:**

- This means inclement weather has been verified and, depending on which kind, wind, snow, rain, etc..., the Director/appropriate security crisis team member will issue an appropriate response.

### **Precautions**

- Follow drill procedures bringing all students in from the outside and from windows and open plan roofs.

- If weather is threatening the structure of the building, get beneath heavy furniture when possible. If there is nothing available to get under, crouch face down, head covered, along the wall of an interior class wall or room.
- Avoid The Commons, gyms, or areas with wide, free, high roofs.

**After Any Inclement Weather Has Occurred Threatening the Building:**

- If a building is hit, check for injuries and administer first aid as needed.
- If building is hit, set up Parent Communication and Parent Reunification Site. Beware of contaminated water, ruptured gas lines, and electrical danger areas.
- Have students return to classrooms after determination is made of building safety. Begin

**Kidnapping**

- **Preventive Measures**
  - Student information should be inputted into the school Learning Management System with identifying names of parents and/or guardians who will be allowed to pick up that student.
  - Before releasing a student to anyone other than those designated for pick-up, get approval from parents or guardians. Document the date and time of the phone call and quickly note what was said. Check a picture ID to verify a person’s identity if necessary.
  - When a parent or guardian telephones that a student be released from school, confirm the identity of the caller before permitting the student to leave. Call back in all cases! The message and phone number should be written down and a return call should be made after cross-checking the phone number with those on file on the student information card.
- **If A Kidnapping Occurs**
  - If abduction was not witnessed, verify that the child is missing. Have buildings and grounds searched;
  - Call parents and call the police;
  - Do not release any information to the press. Refer all questions to the Director. Work with emergency personnel to provide all pertinent information to assist in their investigation.

**Hostage – If You Are a Hostage or Your Class is Being Held Hostage**

- Move very slowly. Keep your distance. Attempt to keep some form of obstacle between you and the person with the weapon. In hostage situations, front line negotiators do not put themselves in visible contact with the hostage taker. They talk around the corner or through the door. If already visible, keep constant contact.
  - NEVER argue with them; ask questions and be agreeable. Listen;
  - Ask them to relax and reassure them that you know they really do not want to hurt anyone;
  - Make no quick, sudden, or unannounced moves. If you are going to move, let them know before you move;
  - Do as they ask;
  - Do not promise something that cannot be delivered. This will only anger them and they will see that as breaking trust and thinking that they are “stupid.”
  - Ask them if it is okay for the students to leave. Try to do everything possible to calm the students and keep them calm;



- Maintain a non-threatening position. Keep your hands at your sides and do not make any sudden movements;
- Continue talking with him/her and listen to him/her. At some point, talk to him/her about no one getting hurt and how that will help him/her;
- Buy time. Communicating is an effort to buy time until trained personnel arrives. Once trained personnel arrive, do exactly what they advise you to do.

### **Lost/Runaway Child**

- When a student does not arrive at school and has not been reported as absent by the parent/guardian or if a student is suspected of running away, the following procedures are recommended:
  - School staff contacts parents/guardians;
  - Attendance clerk (ASI Data Manager) alerts Director/Principal/School Culture Coordinator and AUI counselor if parents cannot verify student's whereabouts;
  - Contact Ifrane Police Department;
  - Director is to keep in contact with the parent if the parent is unable to come to the school;
- If a Student Runs Away From School:
  - Have an adult follow the student and maintain visual contact if possible. Contact AUI security department and/or Ifrane Police Department;
  - Director contacts parent/guardian.

### **Parent/Student Reunification Checklist**

To be used when students have been evacuated to an alternate location or students who have been missing have returned to school.

- Student(s) should be grouped with an ASI employee. The ASI employee should have a list of students on a roll sheet with a space for the parent/guardian to initial in order for the student to be released to that person; or
- Students will be with assigned faculty member
- Parents/Guardians will be required to show a picture ID to an ASI employee responsible for their children before the student will be released to them if the parents/guardians are unknown to the employee;
- Parents/Guardians will be required to sign for the release of the student if unknown to the teacher/administrator;

Any questions should be directed to the Crisis Team which will be available at a designated area at the alternate location. Any student that is not accounted for by name should be immediately reported to a member of the Crisis Team.

### **Shelter in Place**

A "Shelter in Place" indicates that all classroom doors, as well as all entrances to buildings, will be locked immediately following its issuance. Students are to return immediately to the nearest classroom. The purpose of lockdown is to prevent a perpetrator from having access to our students, staff, or visitors while allowing AUI security and or law enforcement to quickly contain movement of the dangerous person.

- Remain calm;

- Visually sweep hallways and order all students into the closest room of safety that is manned by an adult;
- Lock all classroom doors immediately after issuance of the code;
- Stay away from windows, kneel facedown, head covered, along the interior wall of the classroom;
- Student roll is to be taken taking in to account any student missing from your room or additional students in your room;
- Rooms with red in the window will receive immediate attention; rooms with green in the window will receive attention after any safety issues have been corrected. Slide Red or Green construction paper under door to hallway to notify status of class.
- Green: All occupants of the classroom are safe and accounted for;
- Red: Notifies security of someone missing, injured or classroom is in need of assistance;
- Students are to remain quiet, position themselves as low to the floor as possible and behind anything that can protect them;
- The office will contact each room for student accountability;
- No one is to be admitted into a classroom once the doors have been secured. Do not allow anyone to leave the classroom;
- No outside activities should be allowed to continue; all persons must get to a secure, inside area. All visitors or guests are to remain in classrooms as well;
- No one should be admitted to the school except for AUI security and law enforcement or other necessary emergency personnel;
- Be prepared to remain in “Shelter in Place” for extended periods of time. Buckets are provided in classrooms with snacks and water.
- “Shelter in Place” will cease once the designated person gives the “all clear.”

### **Suicide – Suicidal Student**

#### **Legal and Moral Responsibility**

- Any verbal reference by a student to suicide, to dying, or ending his or her life must be reported to administration immediately.
- Stay with the student. Maintain constant visual contact with the student until a crisis team members arrive to escort the student for evaluation;
- Never delay reporting. This includes reporting a third party reference such as a student making you aware of concerns for another student who has mentioned suicide to them;
- Inform parents;
- Do not allow the student to leave at any time unless they are accompanied by someone. Refer to outside source for opinion.
- Follow-up with student and family to see if they have had a visit to or scheduled an appointment to an outside source for help. This should be done the day following the incident.

#### **Suspicious Package or Envelope – Unopened**

- Do not shake or empty the contents of any suspicious package/envelope;
- Do not carry the package/envelope, show it to others, or allow others to examine it. Immediately move students or staff away from the suspicious package/envelope;
- Isolate the package/envelope;
- Wash your hands with soap and water only.

- Leave the room and close the door. Prevent anyone from having access to the area. Turn off ventilation system if possible;
- Immediately notify the Director/Principal/School Culture Coordinator. Director/Principal/School Culture Coordinator or appropriate security crisis team member;
- Make a list of any persons who were in the room or might have had contact with the package/envelope.
- The appropriate Administrator will call the AUI security or police.

### **Suspicious Package or Envelope – Opened**

- Do not try to clean up the powder or contents. Cover the spilled contents immediately with anything (cloth, paper, trashcan, etc.) and do not remove the cover;
- Move students or staff away from the area and lock the door to the space if possible. Notify the Director/Principal/School Culture Coordinator immediately;
- The appropriate Administrator will call the AUI security or police;
  - Turn off any fans and/or ventilation system in the area if possible. Secure the area and make sure no one is allowed to enter the room;
  - Wash hands with soap and water;
  - Remove contaminated clothing as soon as possible and place in a plastic bag or container that can be sealed. Give bag to emergency responders;
  - Shower with soap and water as soon as possible;
  - Make a list of all people who could have contacted the envelope;
  - Initiate Shelter in Place procedures if necessary and follow direction of emergency personnel.

### **Suspicious Package – Identification of**

A suspicious Package is an unexpected package or from someone unknown or is addressed to someone not at the school address and is an excessive postage weight. Other characteristics may include:

- Handwritten or poorly typed addresses Incorrect information on package;
- Misspelled words
- Oily stains, discolorations, or strange odors;
- No return address, excessive weight;
- Out of shape envelope;
- Presence of wires or aluminum foil;
- Excessive tape or string on outside of package;
- Ticking sound;
- Marked with restrictive statements such as “personal” or “confidential”;
- Shows a place of origin that does not match the return address;
- Marked “do not handle”;

### **Weapon – In Use**

Notify the Director/Principal/School Culture Coordinator. Provide accurate information. Call Ifrane Police. Do not assume someone will do this!

- Initiate school-wide Shelter in Place. Move students/staff as far away from the classroom entrance as possible if the incident is not in your classroom.

- If the incident is in your classroom/area, move everyone as far away from the perpetrator as possible.
- Monitor access points so no one other than emergency personnel will be able to enter the area.
- If the person/student with the weapon is in your classroom/area, try to have open communication with police so that they can give you directions.
- Do everything possible to help students remain calm.
- Stay calm and answer questions with short, factual statements.
- Do not try to negotiate; only speak to person/student with weapon when they allow you. Remain as quiet as possible. Be cooperative.
- Do not release anyone from the classroom/area until directives are given by the Director/appropriate security crisis team member.

### **Weapon – In Student Possession, But Not In Use**

You become aware that a student may have a weapon either on his/her person, in a school bag, desk, or locker- If the student does not know that you know he/she has a weapon, do not make them aware that you do know.

- Notify the Director/Principal/School Culture Coordinator; Director/appropriate security crisis team member will issue a Shelter in Place;
- Director/appropriate security crisis team member will designate personnel to monitor access to the location of the student so no other staff or students walk into the situation.
- When AUI Security/Police arrive at the school, let them make the decision as to how the student with the weapon will be approached.
- Never ask a student to hand over a weapon. Never attempt to have the student give up the weapon in the presence of others. To attempt to remove the weapon in the presence of others could trigger the student to use the weapon. Always attempt to isolate the student in a non-threatening way.

### **Stakeholder Checklists**

#### **Checklist – Head of School or Designee**

- Verify incident;
- Establish an Incident Command Post as needed for incoming and outgoing communications;
- Provide teachers with a prepared statement;
- Identify teachers requesting assistance with announcement;
- Provide phone receptionist with a prepared statement for callers. Communicate to teachers when to read the prepared statement;
- Communicate with parents/guardians of the student(s) involved in the incident;
- Meet with “most exposed” students to incident;
- Assess and intervene with high risk students;
- Update information as necessary throughout the day;
- Establish if an evening meeting needs to be held for parents. Prepare letter to parents and send home with students;
- In case of death, prepare for memorial service, funeral, and times for collecting personal items;
- Take immediate action with disruptive students (send home if necessary). Continue communications as necessary to cut down on rumors;
- Set up an area for counselors to work with faculty and students. Meet with all staff members after school to de-brief.

### **Checklist – Teacher/Advisors**

- Have a printed class roll available at all times;
- Be sure your emergency backpack always has accurate rosters and emergency forms;
- Be familiar with Emergency Response Plan and have plan in designated area of desk or classroom;
- Provide some instruction for students in regard to emergency preparedness;
- Talk with students to re-assure them that the school is prepared for emergencies;
- Be prepared to provide leadership to students if an emergency situation arises, especially if it requires confinement or alternate location transfer;
- Be prepared to work with students under stressful conditions;
- Be knowledgeable of your campus Shelter in Place procedures, evacuation procedures, and inclement weather procedures;
- Do not leave students unattended;
- Be familiar with minimum first aid procedures.

### **Checklist – School Director and University Executives**

- Be familiar with the Emergency Response Plan and have it where it can be easily accessed.
- Ensure that each teacher has a copy of the plan and they have it in a designated area (desk drawer or filing cabinet, for example).
- Determine where your Incident Command Post will be located, and if there is access to a television or radio.
- Assign a written chain of command in your building so that if an emergency occurs the proper personnel are contacted.
- Have a first aid kit with instructions readily available in designated areas of your building. Conduct mock drills.
- Be clear on communication procedures if an emergency occurs.
- Designate a person to carry out of the building with him/her: 1) roll sheets for all students and 2) health information for all students.
- Director/Principal/School Culture Coordinator will be the Incident Commander on campus until relieved by another designated school official or by emergency personnel.
- Have the Crisis Management Team Members in place to check vacant rooms, restrooms, locker rooms, secluded areas of the school, and portable buildings.
- Be sure procedures are clear for releasing students in the event students need to be taken to an alternate location.
- Ensure that parents are notified in writing in all cases for which a crisis or trauma has occurred. Ensure that a system is in place to account for all students.

### **Checklist – Operations Manager**

- Be familiar with campus protocol during critical incidents;
- Be familiar with all electrical, water, and gas shutoffs;
- Be familiar with all drills and procedures;
- During a critical incident, report to the Incident to the appropriate crisis management team member to offer help as needed;
- Assist faculty and students as needed.

## **Checklist: Bomb Threat Response Actions**

### **IF A SUSPICIOUS ITEM IS FOUND: DO NOT TOUCH THE ITEM.**

- Report the item to the Incident appropriate crisis management team member and/or Call 19;
- Secure the area where the item is located; stay away from the item. If possible, open doors and windows around the item;
- Notify staff of the situation and prepare for evacuation;
- Select evacuation routes and assembly areas away from the suspicious item;
- Communicate all necessary information to emergency personnel;
- Once evacuation is complete, law enforcement and emergency personnel will assume control;
- When evacuating, do so verbally; any signal could set off the bomb;
- Follow all procedures as necessary after evacuation of the building.

### **Emergency Incident Report Form**

Emergency Incident Report (Please visit [link](#) to complete online).

Your Name \_\_\_\_\_.

Date \_\_\_\_\_.

Student(s) involved (please list first and last name). \*

Description of Incident \*

## Bomb Threat Report Form

When you receive a call that contains a bomb threat, remain calm, speak clearly, keep caller on the phone as long as possible, and record the following information.

Time: \_\_\_\_\_ Date: \_\_\_\_\_ Gender of caller (circle one): M or F

Phone number if Caller ID available: \_\_\_\_\_

Any background noises:

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

Voice characteristics of caller:

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

Questions to ask:

When is the bomb going to detonate? \_\_\_\_\_

Where is the bomb? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What does the bomb look like? \_\_\_\_\_

Why did you plant the bomb? \_\_\_\_\_

What is your name? \_\_\_\_\_

Exact wording of the threat: \_\_\_\_\_

\*After you hang up, check caller ID and call police.

Notify Director.

Notify Police and Fire Department

Evacuate building as needed

Students remain in designated areas until the "all clear" command is given by staff to re-enter the building.

Brief all staff members with updated information.

## COVID 19 EMPLOYEE'S GUIDE (Al Akhawayn University/Human Resource Office)

### Introduction

In accordance with the University's commitment to put the safety and health of its community as its top priority, this guide is meant to help Al Akhawayn University's faculty and staff take necessary measures aligned with the university efforts to face the Covid 19 contamination risk. It includes what AUI employees should expect in different situations related to their work at AUI.

The guidelines mentioned in the document will evolve according the pandemic situation, the constraints imposed on the institution and measures taken by the Moroccan authorities.

### Al Akhawayn University's Health Measures

AUI endeavored to establish a support action to ensure the health, safety and well-being of students, faculty, staff and their families. AUI put in place procedures and protocols to monitor and respond to the evolving pandemic, in partnership with health and other local authorities.

Thus, AUI:

- Established the AUI COVID-19 Taskforce to centralize information and communication relative to all COVID-19 related issues and foster mutual responsibility among students, faculty, staff and community members in support of the AUI Covid-19 support action. The AUI COVID-19 Taskforce will also communicate and encourage the promotion of safe dining, housing and social interaction standards.
- Designated AUI Health Center as the single point of contact to monitor and provide medical oversight of all health aspects related to pandemic management and other health-related issues, including identifying vulnerable members of the campus community, contact tracing and follow up with individuals who may have had any type of exposure to COVID-19.
- Established The COVID-19 Task Force to lead AUI 's response to coronavirus while building and sustaining the capability to mitigate, prepare for, respond to and recover from this threat. It will also be tasked with implementing safe space guidelines in classrooms, residential units, dining facilities and other shared facilities; and defining policies for the use of face masks and other protective equipment. Finally, The COVID19 Campus Response Team will also enforce measures, policies and address compliance issues.
- Continuously monitoring the situation and taking action as needed.
- Developing awareness in all community members
- Regulating access to the campus and enforcing strict measures (monitoring temperature at the Main Gate, requiring protective measures such as wearing masks, physical distancing, etc.) • Redesigning all common learning and campus spaces to ensure physical distancing.
- Redesigning shared offices and employee interaction with clients (students, parents, faculty, staff) as COVID-19 pandemic continues to disrupt the office setting.
- Equipping all classrooms with cameras to enable faculty to hold classes both physically and online.
- Utilizing continuous disinfection and cleaning of common areas.

### General Safety Guidelines

- Before coming to work, the staff member is advised to abide by the following:
- **Clean your hands**. Washing your hands often for 20 seconds will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub with at least 60% Ethyl Alcohol;



- **Avoid close contact.** Avoid close contact with people mainly those who are sick. If you are sick, keep your distance from others;
- **Avoid touching your eyes, nose or mouth.** Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth;
- **Cover your mouth and nose.** Cover your mouth and nose with a tissue when coughing or sneezing to prevent those around you from getting sick;
- **Practice other good health habits.** Use regular household cleaning spray or wipe to clean and disinfect frequently touched objects and surfaces at home; Wear a facemask;
- **Stay home when you are sick.** Stay home from work, when you are sick to prevent spreading your illness to others;

### **Transportation**

- Wear face masks. Not wearing a face mask is a violation;
- If you are car-pooling, the limit is 3 passengers;
- If you live in Ifrane and rely on public transportation, try to use other means of transportation like cycling or walking whenever possible;
- Avoid using public transportation during peak times;
- If using AUI vans, respect the indicated capacity & maintain the maximum distance from other passengers.

### **Accessing AUI/ASI:**

- Upon arrival to AUI/ASI, you should abide by the following:
  - Wear your face mask. Not wearing a face mask is a violation;
  - Have your temperature taken;
  - Maintain a minimum distance of at least one meter from others;
  - Avoid gathering in large groups;
  - Get your vehicle disinfected

### **At Work on Campus:**

- Clean and disinfect your shoes at the entrance of your Building/Office;
- Use an alcohol-based hand sanitizer;
- Avoid using others' phones, desks, offices, or other work tools and equipment, when possible;
- Open windows and doors whenever possible to make sure the offices/buildings are well ventilated;
- Maintain a minimum distance of one meter in open spaces and 1.5 meters in learning spaces and other indoor areas;
- Avoid gathering in large groups in common areas inside buildings;
- Utilize distance communication tools such as Teams.
- Wear face masks in all shared environments on campus (e.g., elevator in B 39, common areas, hallways), including on University-provided transportation.
- Use the Cafeteria services when needed and respect the indicated capacity at all catering services. Only take-away meals are allowed;
- Avoid sharing utensils,
- Avoid sharing meals with others.
- Take temperature tests whenever needed;
- Consult the health center if you feel sick

- Report any suspected case;
- For faculty, please abide by the institutional teaching measures meant to protect you and protect students from any contamination risk (distance teaching, number of students in class, masks...)
- Limit your movement on campus to professional and necessary needs.

### **Working Remotely**

With the aims of maximizing productivity in response to special conditions of staff during this Covid pandemic, namely for the infected, suspected, contact, or vulnerable cases, this remote work policy is developed.

### **Policy:**

Remote work is encouraged during these special pandemic circumstances. A staff member may request to work remotely subject to approval of his/her unit head, and a specially appointed committee. Unless institutionally instructed to all or part of staff, the committee examines the submitted requests, subject to final approval of the president. This permission is granted for a limited period and may be extended if the conditions are met.

### **Procedure:**

- Unit heads must submit a complete file to the HRA department. The file must include:
  - Reason for requesting the remote work such as confinement, contamination, suspicion
  - Tasks to be accomplished with the staff member to work remotely;
  - Objectives set to the staff member to work remotely;
  - Ways of monitoring the completion of these tasks (reports, dashboards...);
  - Ways assessment will be conducted (deliverables, respect of deadlines, KPIs
  - The period for which the request is submitted (depending on the case)
- Faculty are invited to abide by the institutional teaching measures meant to protect themselves and protect students from any contamination risk as indicated by the VPAA.

### **Special Cases:**

#### International Travel:

- International travel should be restricted to essential travel only;
- Inform your hierarchy. The latter will inform the AUI Doctor & HRA;
- Once back inform your hierarchy, who will inform the AUI Doctor & HRA;
- Submit a negative PCR test of less than 48 hours;

#### Travelling inside Morocco:

- Business Trip:
  - Inform your hierarchy. The latter will inform the AUI Doctor & HRA;
  - Once back, consult the Health Center;
- Personal Trip:
  - Report any personal trip to cities or regions at risk to the AUI Doctor;
  - Take all necessary safety measures;
  - Once back, consult the Health Center;

Staff who commute:

- Use a face mask throughout the trip;
- Face away from each other as much as possible;
- Share the journey with the same individuals & with the minimum number of people; recommended capacity is 3 for a standard-size car.
- Maintain good ventilation;
- Disinfect your vehicle before and after the trip.
- If you commute from cities or regions at risk (as defined by Moroccan authorities), if you use public transportation or if you live in an at risk neighborhood, you may request from your manager permission to work remotely subject to the published Remote Work procedure.
- Personnel unable to work remotely will have to take the following additional safety measure:
  - Make sure they are wearing their masks at all times
  - Take all necessary safety measures.
  - Limit their contact with other staff and students to a minimum
  - Make sure their workspace is safely distanced from other colleagues

### **Contact Identification and Classification**

Employees with flu-like symptoms:

- For staff required to work on campus:
  - Report your case to your hierarchy, the AUI Doctor before coming to work. If outside Ifrane, please consult with your local doctor and report your case to your hierarchy.
  - Avoid contacting colleagues and use face mask;
  - Send your medical certificate to HRA.
  - If you have flu-like symptoms anywhere on AUI premises, report to the AUI Health Center and, inform your immediate supervisor.
  - If you have been in contact with a family member at home or a friend who is experiencing flu-like symptoms, whether you have symptoms or not, do not come to campus, call your immediate supervisor and the AUI Health Center.
  - All cases should be reported AUI Health Center at 2057 or through the hotlines 0675400013/ 0675400014.
  - If you have had an active COVID-19 infection, please obtain a medical clearance from health authorities or a negative PCR or Serological test prior to returning to campus.
  - The medical clearance/required evidence must be approved by the Health Center before returning to campus.
- For staff working remotely:
  - Report the case to your hierarchy, the AUI Doctor & HRA.
  - Coordinate with the University Doctor to carry out a medical check-up where you are,
  - Send to HRA your medical certificate.
  - The AUI Doctor will decide if it's a Covid related case and ensure the follow up with you.
  - HRA should be kept informed in a timely manner.

### **Employee in contact or close contact with an infected person:**

- A contact employee is defined as:
  - At the workplace: prolonged close contact with an infected employee without sufficient protection and as confirmed by the University Doctor.
  - Outside the university: defined by local authorities (evidence to be send to the AUI Doctor).

- Contact tracing involves the following steps:
  - If you suspect that you came in contact with a confirmed case, please inform immediately your hierarchy and the AUI Doctor,
  - Coordinate with the University Doctor to carry out a medical check if needed in your place of residence;
  - You may be asked to be confined, work remotely according to the procedure and follow the protocol for medical treatment (as defined by health authorities). The University Doctor then informs the Covid19 Task force chair.

**Infected Employee:**

- Notify immediately your hierarchy and the AUI Doctor The latter will then inform the task force chair then HRA;
- Submit medical evidence from the public health authorities or accredited lab (PCR or Serological result) to the AUI Health Center;
- Send to HRA your medical certificate.
- You will be contacted by the AUI Health Center with instructions about confinement and the protocol for medical treatment (as defined by health authorities).

**Insurance and Salary:**

In case of contamination by the new Coronavirus at the workplace, the University will provide its faculty and staff with health coverage and will keep their salaries throughout their health hardship.

Please note that the insurance covers only screening tests and medication in case of infection. Thus, medical insurance claims (déclarations de maladie) meant clearly to prevent against Covid 19 are not covered (Including screening tests with negative results).

**Recovery and Safe Return Procedure:**

Infected cases will not be allowed to return until they are examined by the Health Center physician who will certify that they have completed their treatment and their period of confinement, and can safely return to work.

If outside of Ifrane, they need to bring a recovery certificate from their local health authorities. At the end of the treatment and upon confirmation from the treating doctor and the University doctor, the

Covid-19 Task Force Chair will notify by email the hierarchy, HRA and the Main Gate;

**Enforcement:**

- Violation of any of the above guidelines may lead to administrative and disciplinary measures.

**Update of definitions of SARS-Cov-2 and Covid-19 cases and of the management protocol**

Case definitions

- Suspected case: Anyone presenting:
  - Signs of acute respiratory infection (Cough, sore throat, difficulty respiratory ... etc.) with or without fever; Or

- A fever of 38 ° C not explained by another obvious etiology, accompanied by myalgia or headache; Or,
- Severe acute respiratory infection requiring hospitalization.
- Probable case: Any suspected case with one of the following 3 criteria:
  - Evocative epidemiological context:
    - Contact with a probable or confirmed person of Covid-19; OR
    - Epidemiological link with a cluster; OR
    - Health professional working in a health structure; OR,
    - Healthcare professional working in a laboratory where samples of Covid-19.
  - CT images very suggestive of Covid-19.
  - Anyone presenting abruptly and without obvious etiology two clinical signs strongly in favor of SARS-CoV2 infection, namely the loss of smell or taste.
  - Any death without an obvious cause is also considered "Possible case", after respiratory distress syndrome and having been in contact with a probable or confirmed case or having an epidemiological link with a cluster
- Confirmed case: Anyone who has been infected with SARS-CoV-2 confirmed by a molecular diagnostic technique (RT-PCR or other assimilated technique).

**Clinical classification of cases of SARS-CoV-2 infection:**

Case classification	Definition
Asymptomatic	No Clinical Manifestation
Benign	Symptoms suggestive of COVID-19 without signs of pneumonia
Moderate	Pneumonia, without sign of severity <b>or</b> mild case with one or more risk factors
Severe	Signs of seriousness requiring hospitalization in intensive care without respiratory support
Critical	Need for respiratory assistance (invasive or non-invasive)

**Basic principle for processing for all cases requiring therapeutic management,**

- The treatment should be prescribed according to the recommended protocol;
  - The treatment should be started as soon as possible, without virologic confirmation for probable cases and before receipt of the PCR result for contacts with co-morbidities;
  - Wait for the result of the RT-PCR to start the treatment, only does:
- Increase the risk of complications;
- Increase the probability of death;
- Extend the time the virus spreads.