



**Colegio de San Juan de Letran**

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# **CRISES MANAGEMENT MANUAL**



**CRISES MANAGEMENT COMMITTEE**



יהוה עזי ומגני בו בטח לבי  
ונעזרתי ויעלז לבי אהודנו: ומשירי

"THE LORD IS MY STRENGTH AND MY SHIELD, IN WHOM MY HEART TRUSTS.  
I AM HELPED, SO MY HEART REJOICES; WITH MY SONG I PRAISE HIM."  
(PSALM 28:7)

**A**s with everything, we put GOD (DEUS) first and always, in reverence and recognition of gift and grace, so that our words and works may be consecrated, so that our directions and decisions may be inspired, so that our people and our processes may be led towards the greater good.

In moments of crises, we are called and challenged to rise to rouse the ARRIBA spirit. We come together to draw strength and support from God and from each other. We raise our shield to defend. We rally to righteousness. We pray, we pursue peaceful and positive outcomes always and only.

Let this Crises Management Manual reflect and reinforce our institutional commitment to quality education, to serving and securing our context and community, to preparedness to respond, to readiness to protect, to promoting the Colegio's best interest.

Siempre Arriba! Siempre Letran!

**REV. FR. CLARENCE C. MARQUEZ, O.P.**  
Rector and President



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The ***logo of the Crises Management Committee (CMC)*** is a Knight's Shield. The Knight embodies the Letran community in the face of crises – champions of courage and charity, of grace under pressure, of readiness to act for the cause of good. The Shield symbolizes preparedness to respond and promptness to safeguard the well-being of all.



Colegio de San Juan de Letran has set guidelines and procedures outlined in this Manual, through the leadership of its Rector and other officials, who are responsible for the welfare of the institution's stakeholders, that will be vital for the effective management of any crisis or disaster that might befall itself.

Emergencies, regardless of type, gravity, or proportion, may come with or without warning. This manual is designed to enable immediate response operations and recovery management, and can result to the protection of lives, property, services, community, and environment.

## **PURPOSE**

This Manual applies to all personnel of the Colegio and provides the management structure, key responsibilities, and guidelines that should be followed in the event of an emergency. Specifically, the procedures set will help: protect human life, health, and well-being; minimize damage to environment and to the Colegio's facilities, resources, and operations; manage proper information dissemination; and provide analyses and other information crucial to controlling the situation and preventing future damage and loss.

## **PLAN OBJECTIVES**

### **1. Organization**

This Manual aims to provide easy-to-follow guidelines and procedures for emergency response. It will assign responsibilities and roles to the team in charge. It will also link and coordinate processes, actions, and the exchange of critical information into an efficient response that will alert and inform the Colegio's stakeholders.

### **2. Communication and Information Management**

This will serve as a central point for communication, for both reception and transmission of messages and will provide round-the-clock information exchange services.

### **3. Decision Making**

This will serve as a logical guide that will aid the decision-making process, the level of response, and the extent of emergency control and coordination needed whenever emergencies occur.

### **4. Response Operations**

This Manual aims to utilize the Colegio's resources to supplement the procedures put to action by the emergency response team.

### **5. Recovery Operations**

This Manual will be a basis for the transition of the Colegio's operations into normal, operational state, as able. It will also help provide the National Disaster Risk Reduction and Management Council programs with the data and information it might need in the future.

## EMERGENCY AUTHORITY

### 1. Crisis Management Committee (CMC)

In charge of the Crises Management Committee, as chairperson, is the Vice President for Academic Affairs, and the Director of the Office of Student Welfare and Development (OSWD) as co-chairperson. Other members include the Director of Engineering, Buildings, and Grounds (EBG); the Director of the Office of Alumni and Public Affairs (OAPA); and the Director of the Human Resources Department (HRD).

The roles of the Committee are:

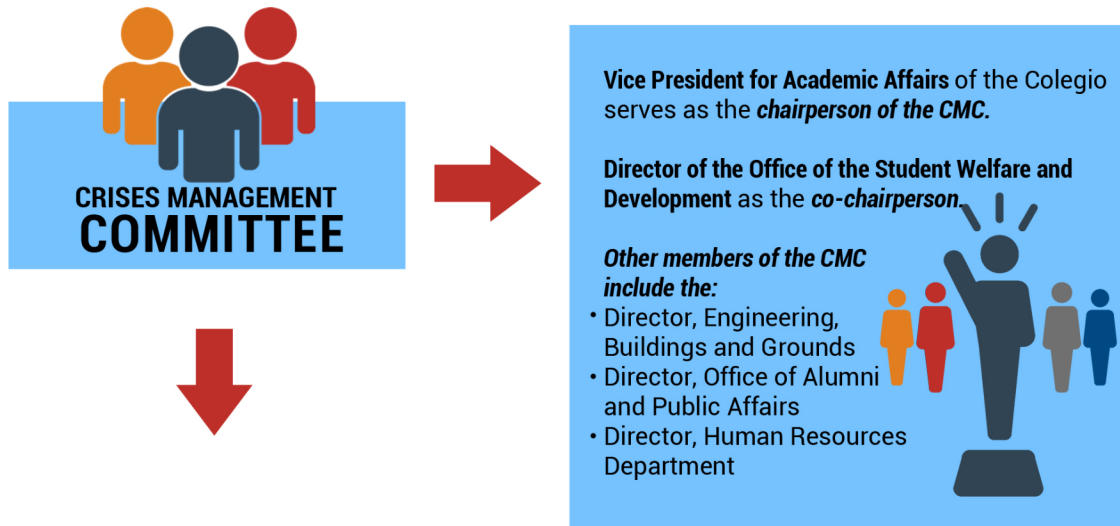
- Define Crisis Policy
- Declare Campus State of Emergency
- Approve overall priorities and strategies
- Communicate with government and private organizations, as needed
- Issue public information reports and instructions
- Determine program closures and resumptions
- Plan and prioritize long term recovery
- Determine the scope and impact of incident
- Prioritize emergency actions
- Deploy and coordinate resources and equipment
- Communicate critical information and instructions
- Monitor and reevaluate conditions
- Implement and monitor recovery operations

### 2. Emergency Operations Satellite (EOS)

The role of the EOS is to serve as the central management center for the CMC. It will coordinate with the CMC in the strict compliance to the guidelines and procedures set forth in this Manual.

The designations that are part of the EOS are the EOS Director, the Operations section, the Planning section, the Logistic section, and the Finance/ Administration section.

## LETRAN EMERGENCY OPERATION AUTHORITIES



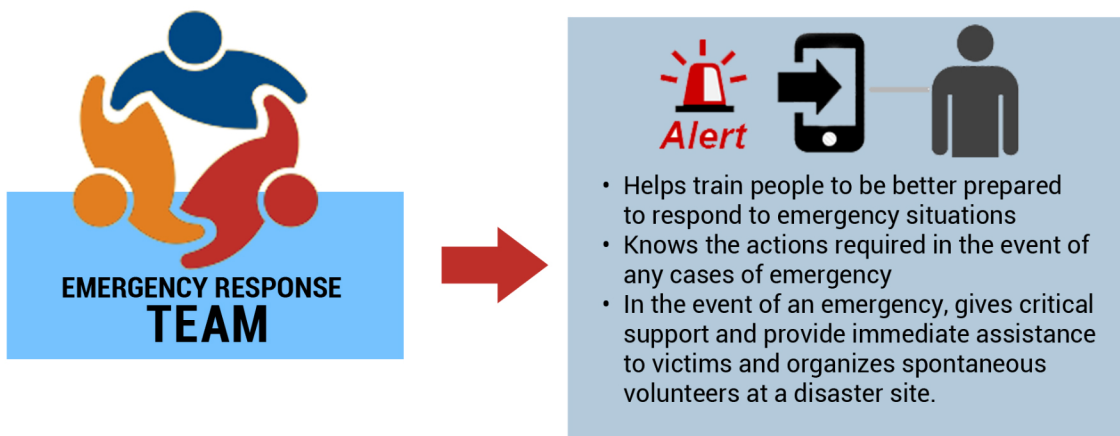
- Publishes, disseminates, operationalizes the Colegio's Manual for Crises Management
- Tasks the conduct crises drills and exercises
- Ensures institutional compliance with quality standards on safety, security and disaster risk reduction
- Declares School State of Emergency
- Approves overall priorities and strategies
- Communicates with government and private organizations, as needed
- Is in-charge in public information reports and instructions
- Determines program closures and resumptions
- Plans and prioritizes long term recovery
- Evaluates the scope and impact of the incident
- Prioritizes emergency actions
- Deploys and coordinates resources and equipment
- Communicates critical information and instructions
- Implements and monitors recovery operations



### **Crisis Management Committee (CMC) CHAIRPERSON**

- During the tremor, decides whether or not to sound the alarm.
- Declares evacuation.
- Immediately proceed at the Emergency Operations Satellite during evacuation.

*During Evacuation, declares "clear signal" or instruction to go back to the building or to go home.*



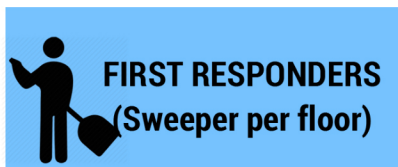




- Assigned as marshals at the exit doors and stairs during evacuation.
- Search and recheck all classrooms and comfort rooms for anybody who might have been left behind or hiding.
- Shut off valves (gas and electric). Shut off circuit breakers.
- Assist in the rescue operation.



- Clear all exit routes (back gates, front and side gates)
- Assist and conduct traffic during evacuation.
- May call nearest emergency hotlines, CMC members, and or school officials.
- Communicate with floor captains for any injured person.
- Secure and clear the perimeter guide responding authority (Philippine National Police PNP, Firefighters, etc)



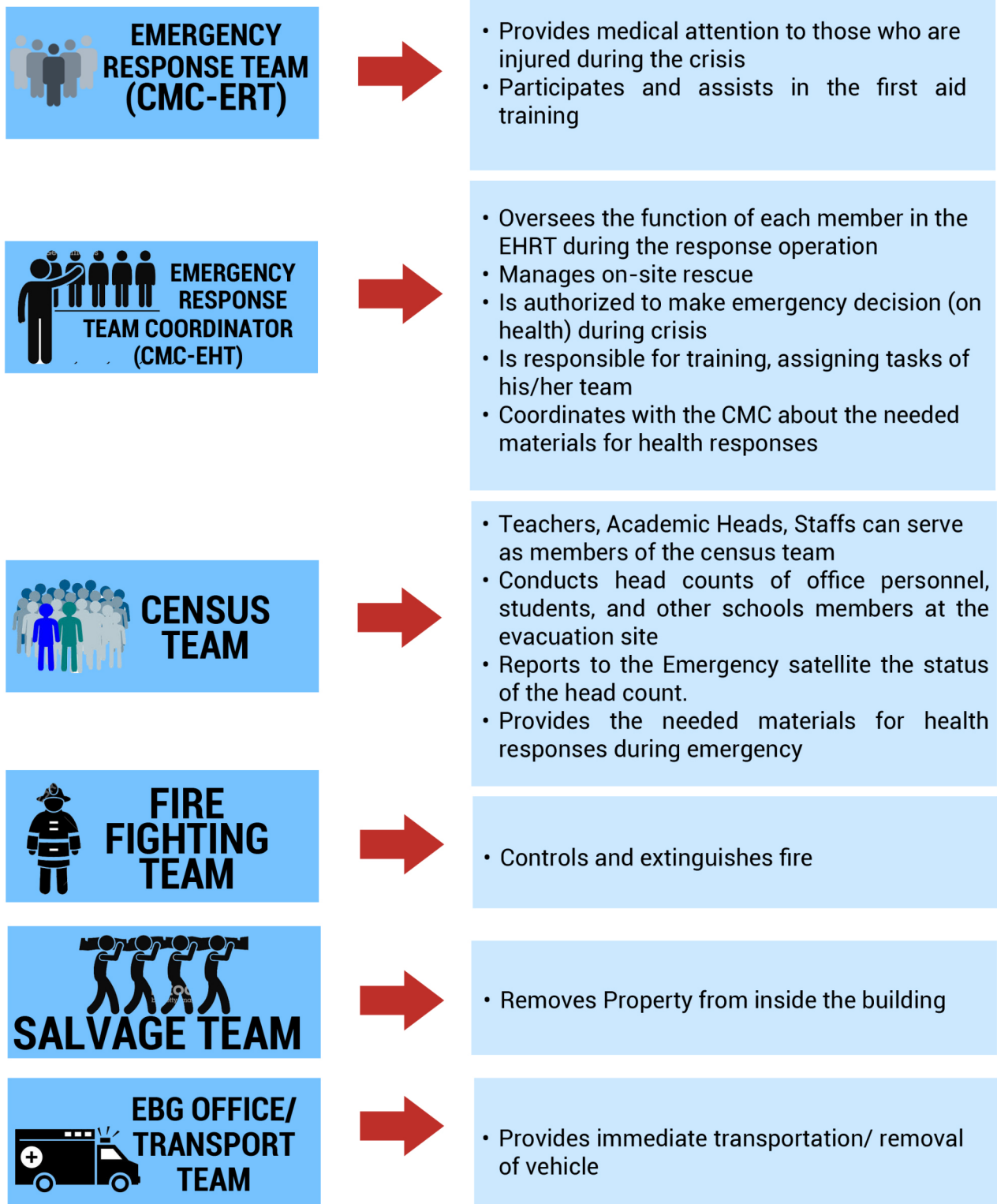
- During the evacuation, in charge of actual evacuation per floor
- Maintain and direct the smooth flow of traffic of people going towards the exits.
- Verify if all rooms contain green sticker. If it is RED, then there is a problem in the room that needs assistance.
- After the evacuation, report to the Emergency Operations Satellite (at the Salon de Actos) for the status per floor.



- Assigned to declare in the evacuation site "**clear signal**" using **Green Flag** or "remain in the evacuation site" using **Red Flag**.



- Designates a trained individual (this could be the Director of Office of Alumni and Public Affairs) as a media spokesperson to coordinate all communication
- Controls, monitors and regulates media releases, Facebook, Twitter and other social media feeds.
- Is responsible in the announcement of emergency codes through the Public Announcement (PA) System as advised by the CMC chairperson



## TYPES AND LEVELS OF CRISIS

### LEVEL 1. Limited Crisis

A limited crisis is any incident, potential or actual, which would have minimal effect on the overall functional capacity of the Colegio. Level 1 can be resolved and handled within the affected department while in other cases, might require the aid of the Philippine National Police (PNP) or other external emergency response groups. Examples are localized fire, water leak, or minor lab chemical spill, and elevator failure.

### LEVEL 2- Issue-Driven Crisis'

This type of crisis revolves around issues or slowly developing situations that negatively impact the Colegio and may cause damage or interruption to its operations. This level may require the CMC to convene to ensure coordinated responses. Examples are unscheduled or planned protests, civil disturbances, utilities outages, flooding, among others.

### LEVEL 3- Major Crisis

A major crisis poses maximum risk towards Colegio personnel, students, visitors, or resources. Should such crisis or emergency occurs, the Colegio might declare a campus-wide state of emergency. The highest level of emergency which may require help from external emergency response teams, Philippine National Police (PNP), and even the Intramuros Administration (IA) and Manila City Hall. Examples of a major crisis are active shooting, infectious disease, fire, earthquake, bombing, major civil disturbance, or acts of terrorism, among others.

## EMERGENCY CODES

The school may use codes that signal a particular type of emergency and instructions on what to do. An announcement should be made the OAPA office over the Public Announcement System (PA system) based on the following CODES:

**CODE RED** : It means there is an imminent danger within or outside the school. Evacuation from the building is necessary (following emergency evacuation plan A/B)

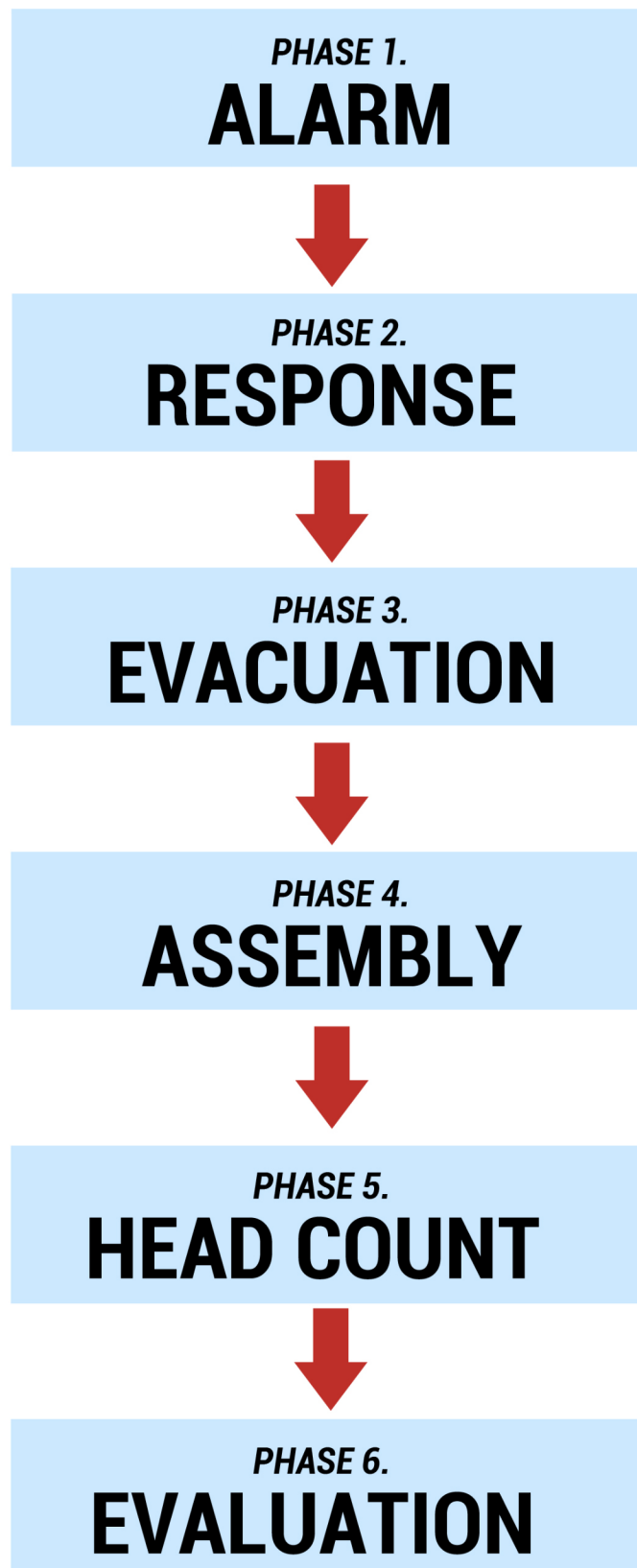
**CODE BLUE** : It means that medical emergency exists and a response is required.

**CODE WHITE** : Locked Down. Stay at the Building.

**CODE BLACK** : It means there is a bomb threat. Students may or may not be evacuated depending on the information given to the Crises Management Committee.



## PHASES OF PROCEDURE IN HANDLING EMERGENCY DISASTERS



## BUILDING EVACUATION PROTOCOL

Continuous sounding of the alarm or announcements from the Public Address System (PA system) shall be the signal for immediate evacuation from the building based on the emergency codes.

1. Evacuate the building according to the evacuation route.
2. Stop what you are doing and walk; do not run, to the main and service stairs. Do not use the elevators. If the power fails, you may become trapped in the elevator. During fire and earthquake, elevators are taken out of service and returned to the ground floor.
3. Students, teachers and employees must follow the emergency exit route based on the school emergency plan.
4. Close all doors if all the occupants of the room have been evacuated but do not lock.
5. Teachers and office in-charge shall ascertain that no student remains in the classroom by placing the RED or GREEN sheets found in the Crisis Folder (i.e. green meaning all clear in the classroom and red meaning there is an emergency in the classroom). The crisis folder contains emergency directory, red and green alert sheets, evacuation plan.
6. During the evacuation, stay together using the buddy system; quickly and quietly evacuate following the evacuation rule.
7. Do not push the person in front nor overtake the person ahead of you.
8. Do not lag behind or return to your room to get your personal belongings
9. Proceed to your designated evacuation area.

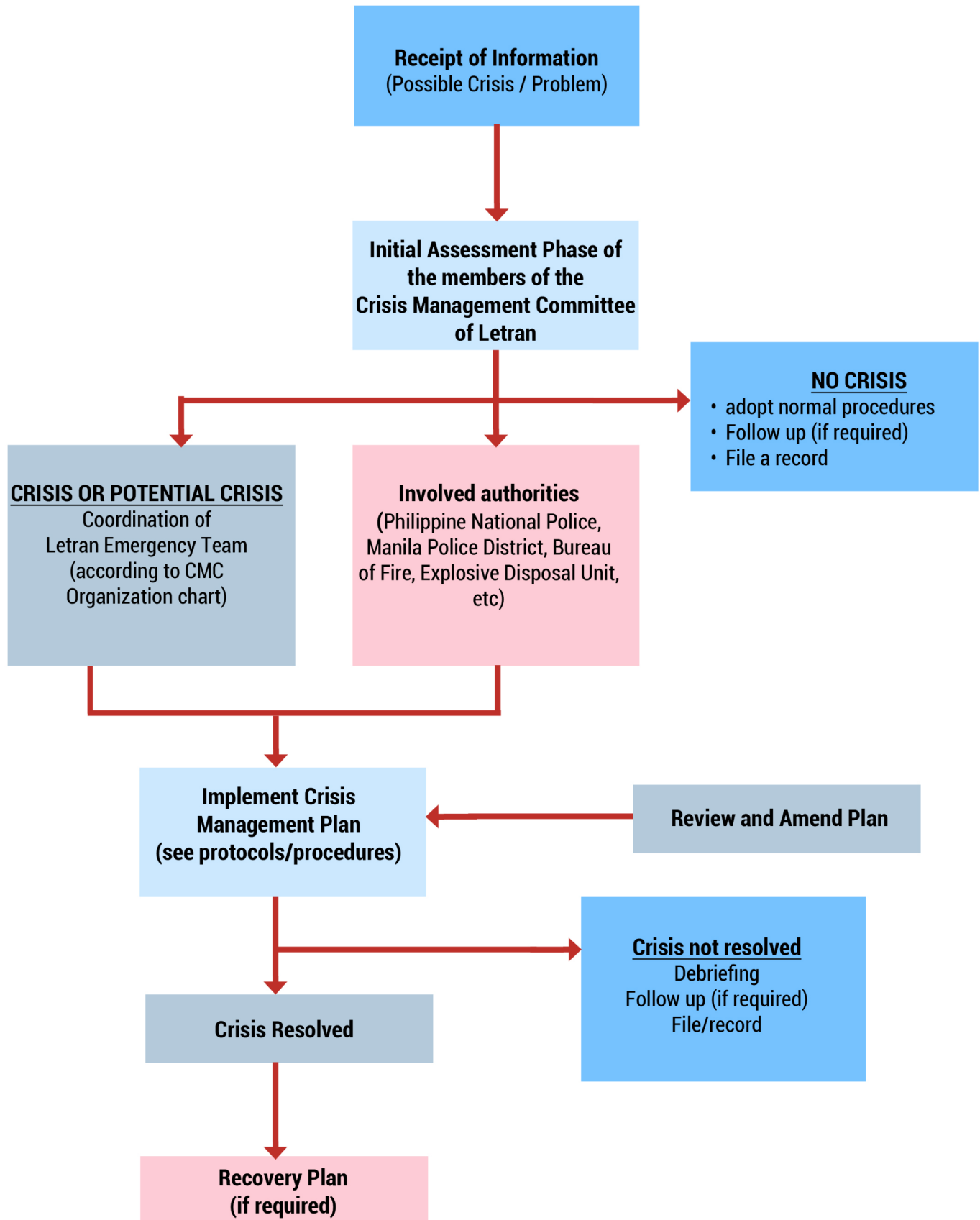
## AT THE EVACUATION

1. The teacher/staff can also report to the emergency operations satellite (at the SALON DE ACTOS) for any injured person for proper transmittal.
2. A roll call should be made by the teacher. Once cleared, it should be reported to the assigned **evacuation site person- in- charge (ESP)**.
3. Nobody is allowed to leave the evacuation area until given the "clear signal" or instructed to go home or return to their classes.

<b>EMERGENCY EVACUATION PLAN A</b> <b>Evacuation from the Building</b>	
<b>BUILDING</b>	<b>EVACUATION SITE</b>
St. Vincent Ferrer Building	ST. THOMAS GROUNDS
St. Thomas Building	ST. THOMAS GROUNDS
St. Raymond of Peñafort (High School Building)	HIGH SCHOOL GROUNDS /COLLEGE GROUNDS
St. Albert the Great Building (Student Center Building)	In front of the GYM (in front of the Boy Scout Monument)
St. John the Baptist Building (Administration Building) St. Dominic de Guzman Building (College Building)	Baluarte de San Gabriel
Blessed Antonio Varona Gymnasium	In front of the GYM (in front of the Boy Scout Monument)

<b>EMERGENCY EVACUATION PLAN B</b> <b>Evacuation from the School Buildings and Grounds</b>	
<b>BUILDING</b>	<b>EVACUATION SITE</b>
St. Vincent Ferrer Building	Baluarte de San Gabriel along Magallanes Drive
St. Thomas Building	In front of the GYM (in front of the Boy Scout Monument)
St. Raymond of Peñafort (High School Building)	Baluarte de San Gabriel along Magallanes Drive
St. Albert the Great Building (Student Center Building)	In front of the GYM (in front of the Boy Scout Monument)
St. John the Baptist Building (Administration Building) St. Dominic de Guzman Building (College Building)	Baluarte de San Gabriel
Blessed Antonio Varona Gymnasium	In front of the GYM (in front of the Boy Scout Monument)

# GENERAL CRISES MANAGEMENT FLOWCHART



# PROTOCOLS DURING EMERGENCY DISASTERS

(MAN MADE OR NATURAL)

## A. EARTHQUAKE

### EMERGENCY POLICIES

ON FIRST ALARM (USING MANUAL BELL FOR 30 SECONDS) OR ON FEELING THE TREMORS:

1. Stay Calm.
2. At the sound of the alarm, everybody should stop whatever they are doing. Do the "Drop, Cover and Hold"
3. Stay away from windows and mirrors.
4. If in danger, get under a table, desk or strong doorway. Do not run outside.
5. Follow orders and instructions. After the alarm prepare to evacuate.
6. After the tremors (manual bells will be tolled if there is a need for evacuation)



### AT THE EVACUATION



1. The teacher/staff can also report to the emergency operations satellite (at the SALON DE ACTOS) for any injured person for proper transmittal.
2. A roll call should be made by the teacher. Once cleared, it should be reported to the assigned evacuation site person-in-charge (ESP).
3. Nobody is allowed to leave the evacuation area until given the "clear signal" or instructed to go home or return to their classes.

### PROCEDURES OF EVACUATION

1. Prepare to evacuate.
2. Students, teachers and employees must follow the arrow for emergency exit route based on the school disaster plan.
3. Close all doors if all the occupants of the room have been evacuated. The teacher should be the last to leave the room.
4. Teachers shall ascertain that no student remains in the classroom by placing the RED or GREEN sheets found in the Crisis Folder (i.e. "green" means all clear in the classroom and "red" means there is an emergency in the classroom). The crisis folder contains emergency directory, red and green alert sheets, evacuation plan.
5. During the evacuation, stay together using the buddy system, quickly and quietly evacuate following the evacuation rule.
6. Do not push the person in front nor overtake the person ahead of you.
7. Do not lag behind or return to your room to get your personal belongings
8. Teachers should report to the responder per floor that everybody in the room has already evacuated.
9. Nobody is allowed to leave the evacuation area until given the "clear signal" or instructed to go home or return to their classes.

### IF YOU ARE OUTSIDE THE BUILDING

1. If you are outside the school building when you feel the shaking, move away from buildings and electrical wires/posts. Go to an open space doing the "drop, cover and hold on" until the shaking stops.





## SECTION 1

# COMMAND AND RESPONSIBILITIES

### JANITORS

1. Assigned as marshals at the exit doors and stairs during evacuation.
2. Search and recheck all classrooms and comfort rooms for anybody who might have been left behind or hiding.
3. Shut off valves (gas and electric), Shut off circuit breakers.
4. Assist in the rescue operation.



### SECURITY

1. The teacher/staff can also report to the emergency operations satellite (at the SALON DE ACTOS) for any injured person for proper transmittal.
2. A roll call should be made by the teacher. Once cleared, it should be reported to the assigned evacuation site person- in- charge (ESP).
3. Nobody is allowed to leave the evacuation area until given the "clear signal" or instructed to go home or return to their classes.

### CRISIS MANAGEMENT COMMITTEE (CMC) CHAIRPERSON

1. During the tremor, decides whether or not to sound the alarm.
2. Declares evacuation.
3. Immediately proceeds at the Emergency Operations Satellite (EOS) during evacuation.
4. In the evacuation, declares "clear signal" or instructs to go back to the building or to go home.

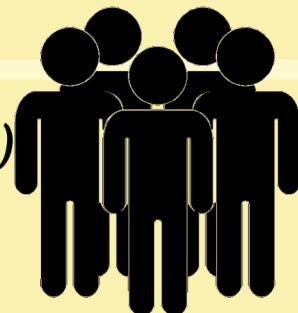


### FIRST RESPONDERS (Sweeper per floor)

1. During the evacuation, in-charge of actual evacuation per floor
2. Maintain and direct the smooth flow of traffic of people going towards the exits.
3. Verify if all rooms contain green sticker. If it is RED, then meaning there is a problem in the room that needs assistance.
4. After the evacuation, report to the Emergency Opeartion Satellite (at the Salon de Actos) for the status per floor.

### CRISIS MANAGEMENT COMMITTE (CMC MEMBERS)

1. Assigned to declare in the evacuation site "clear signal" using Green Flag or "remain in the evacuation site" using Red Flag.



# PROTOCOLS DURING EMERGENCY DISASTERS

(MAN MADE OR NATURAL)

## B. SEVERE WEATHER CONDITION

### DURING A SEVERE WEATHER:

1. Remain **CALM** but alert.



2. Listen for additional information from your local weather networks.



3. The OAPA and EBG will monitor weather information from local radio and television stations.



4. An announcement over the PA system should be made on the possible cancellation of classes.



5. In case of flooding, students and employees will be instructed to proceed to the designated place (halls and auditorium) until further announcement.

6. Do not walk on the flooded area.



7. If heavy flood is expected:



#### • Inside the campus

The Engineering, Buildings and Grounds (EBG) should instruct maintenance personnel to shut off power and electrical lines.

#### • Outside the Campus

The Engineering, Buildings and Grounds (EBG) will make a call to request the power suppliers to shut off the electrical lines.







# PROTOCOLS DURING EMERGENCY DISASTERS

(MAN MADE OR NATURAL)

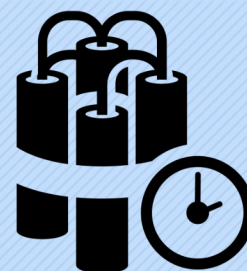
## C. BOMB THREAT

A bomb threat is generally defined as a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death or injuries, whether or not such a device actually exists.

Most of these threats are made with the intent of disturbing normal business. However, every bomb threat must be considered real until investigated to ensure the safety of building occupants. Normally, the call will be very brief, but if you do get a call, attempt to keep the caller on the line:

### WHEN YOU RECEIVE A CALL:

1. Attempt to keep the caller on the line. Keep calm.
2. Try to get as much information as possible.
3. Use the Checklist (see appendix 3) as a reference on what to ask the caller.
4. Upon hanging up, immediately notify your immediate superior that a bomb threat has been received. To reduce the possibility of panic, use a confidential manner of communication.
5. Next, notify the chairperson of the Crises Management Committee about the call. If the CMC chairperson is not available, then contact the next available person in this order:
  - a. Co-chair of CMC
  - b. Members of the CMC
  - c. Security Personnel
  - d. First responders
6. The chairperson of the CMC or his/her designate, will immediately inform the Manila Police Department (MPD) about the situation and the Explosive Disposal Unit (Bomb squad). (see appendix ---for contacts)
7. The CMC will then initiate the following:
  - a. Instruct the Security personnel and maintenance personnel to:
    - Make a quick visual sweep of all the area for any unusual items (rooms, hallways, comfort rooms, etc.)
    - Check the garbage bins and pull-out the trash bags from the bins.
  - b. Advise the Vice-President for Academic Affairs to:
    - Instruct the teachers and support staff to conduct searches of their area for suspicious items.
8. The teachers, support staff, administrators, etc. as facility users are most familiar with what does and does not belong, and therefore are best equipped to recognize what is and is not suspicious where public safety officials are not that familiar with the school and individual classrooms.



### WHEN AN UNUSUAL ITEM IS FOUND:

1. Prior to the arrival of the Explosive Disposal Unit, cordon the area.  
Avoid using electronic device near the suspicious item (it might trigger detonation)
2. Do not touch or move anything.
3. Evacuate the students and employees (ideally 300 meters away from the site).
  - a. The chairperson of the CMC, in consultation with its members, makes the decision whether to evacuate the building. The decision to evacuate the building or the school depends on the CMC's perceived reliability of the threat. The CMC consult an advice from the explosive disposal experts and directing authorities.
  - b. The chairperson or his/her designate will inform the Office of the Rector and President of the situation.



## **WHEN TO EVACUATE THE BUILDING:**

1. *Before the announcement, the CMC will direct in advance a group of security personnel to sweep and check the evacuation areas for any unusual item to reduce the risk of potentially exposing the evacuees to additional explosive devices that might have been hidden in the area.*
2. *An announcement should be made over the Public Announcement System (PA system) based on the following CODES:*

**CODE RED** : Evacuation from the building (following emergency evacuation plan A)

**CODE BLUE** : Full Evacuation from the School Buildings and Grounds (emergency evacuation plan B).  
The emergency exists and a response is required.

**CODE WHITE** : Locked Down. Stay at the Building.

**CODE BLACK** : It means there is a bomb threat. Students may or may not be evacuated depending on the information given to the Crises Management Committee.

**//** *May I have your attention please? An emergency has been reported. We are on CODE \_\_\_\_\_. Please evacuate the building by proceeding to the nearest stairways and exit the building." (this may depend on the CODE announcement) //*

## **DURING EVACUATION:**

1. *Everyone must follow the Building Evacuation Protocol (See appendix B)*
2. *All bags and carry on items should be brought during evacuation so as to avoid any unusual packages unattended.*
3. *The Crises Management Committee will gather at the Salon de Actos for:*
  - a. *Report on the status of the evacuation*
  - b. *Wait for the Manila Police District (MPD) and Explosive Disposal Unit to arrive.*
  - c. *Receive instructions and briefing from the said authorities.*
4. *The First responders will assist in the evacuation process (see tasks of the first responders)*

## **AT THE EVACUATION:**

1. *See Building Evacuation Protocol*
2. *In case of class suspension, CMC members will be in-charge of transportation procedures (contact to school buses, etc) and reunification of families through the department heads.*
  - a. *Do not re-enter the school building until the ALL CLEAR signal is given by the CMC chairperson after the search and briefing of the MPD and Explosive Disposal Unit.*
  - b. *The Office of Alumni and Public Affairs or OAPA will be solely in-charge of giving and receiving information through the social media to get accurate information from parents, the media, staff and students.*
  - c. *CMC must provide an incident report*





# PROTOCOLS DURING EMERGENCY DISASTERS

(MAN MADE OR NATURAL)

## D. FIRE EMERGENCIES

### D.1 PROCEDURES:

1. All students and employees of Letran should be familiar with the locations of Fire extinguishers and fire alarm stations.
2. Respond to an emergency by informing the appropriate personnel about the condition of the fire.
3. The personnel should immediately notify the CMC chairman on the status of the emergencies.
4. The CMC chairperson will declare the CODE of the Emergency through a megaphone or the Public Address system if the power has not been shut off.
5. An announcement should be made over the Public Announcement System (PA system) based on the following CODES:

**CODE RED** : Evacuation from the building (following emergency evacuation plan A)

**CODE BLUE** : Full Evacuation from the School Buildings and Grounds (emergency evacuation plan B). The emergency exists and a response is required.

**CODE WHITE** : Locked Down. Stay at the Building.

**CODE BLACK** : It means there is a bomb threat. Students may or may not be evacuated depending on the information given to the Crises Management Committee.

**“** May I have your attention please? An emergency has been reported. We are on CODE \_\_\_\_\_. Please evacuate the building by proceeding to the nearest stairways and exit the building.” (this may depend on the CODE announcement) **”**

6. Follow the Emergency Evacuation Plan based on the Emergency Codes
7. CMC members and responders follow Command and Responsibilities (See Section 1)
8. Do not re-enter the school building until the “ALL CLEAR” announcement is given by the CMC chairperson after the declaration from the fire fighting department on site.

### D.2 CONSIDERATIONS FOR USING THE PORTABLE FIRE EXTINGUISHER:

- If it is a small, contained fire (e.g., wastebasket).
- If the decision is to use the fire extinguisher, follow these operating instructions by remembering the PASS word:

**Pull** the pin

**Aim** extinguisher nozzle at the base of the fire (approach no closer than 8 feet from the fire)

**Squeeze** trigger while holding the extinguisher upright

**Sweep** the extinguisher from side to side, covering the area of the fire with extinguishing agent.

- If unable to extinguish in 15 seconds, leave the area

### **D.3 IF A FIRE IS DISCOVERED INSIDE THE BUILDING:**

*Anyone can:*

1. **Activate** a fire alarm pull station (see map location of the fire alarm per building). Do not attempt to fight a fire before activating the fire alarm pull station.
2. Call the **fire department** (see appendix on emergency hotlines). Give exact location (building name, address, floor, etc.).
3. **Evacuate** the building following the Emergency Evacuation Plan B instructions.

### **D.4 IF THE SOURCE OF FIRE IS FROM OUTSIDE OF THE BUILDING**

1. Call the Bureau of Fire Protection and report the fire.
2. Do not activate the fire alarm system.



# PROTOCOLS EMERGENCY SECURITY CONCERNS

## A. CIVIL AND POLITICAL UNREST

*These include protests, demonstrations, rallies, marches, strikes and similar gatherings.*

### **Procedures:**

1. *Notify the CMC chairperson of the disturbance.*
2. *The CMC chairperson will inform the Office of the Rector and President of the situation.*
3. *The CMC chairperson will prompt the CMC members to inform the security and maintenance personnel.*
4. *The CMC chairperson will coordinate with additional security service (POLICE, SWAT, etc) for assistance.*
5. *The CMC chairperson will initiate the evacuation when necessary based upon the risk assessment.*
6. *The CMC member will maintain an incident log and complete reports directed to the Office of the Rector and President.*
7. *The CMC chairperson will initiate evacuation (CODE) in accordance with the situational risk assessment based on the briefing/meetings made by the crises committee.*

### **Response to Threat of Civil Disturbance**

1. *Designate a trained individual (this could be the Director of Office of Alumni and Public Affairs) as a media to coordinate all communication*
2. *The OAPA is also has to monitor releases, Facebook, Twitter and other social media feeds.*

### **Security and Maintenance Personnel**

1. *Ensure the security measures are all in place. These includes:*
  - a. *Maintain gates closed.*
  - b. *Check protective grills of windows. Be sure to close them and remove important and high valued materials such as laptop, etc.*
  - c. *Secure access to higher floors and roof deck doors to avoid entrance of intruders.*
  - d. *Confirm that all closed circuit TV systems (CCTV) are in recording conditions.*
  - e. *Make sure that the perimeter of the school is well- lighted.*
  - f. *Verify all fixed fire protection systems are in service (e.g. fire hydrants, water supply, alarm system, fire extinguishing systems)*

### **For Employees**

1. *Secure valued materials and cash.*
2. *Backing up important school records.*

## **B. FRATERNITY-RELATED INCIDENTS**

1. *Upon the receipt of a fraternity-related incident, contact the CMC officials so that they may handle the situation.*
2. *CMC shall coordinate with the proper operation and support group of the CMC for appropriate action and assistance.*
3. *CMC chairperson shall assess the situation and may declare appropriate code of emergency (CODE WHITE –lockdown-if the fraternity violence results in injured parties or even casualties.)*
4. *Contact the police for assistance.*
5. *In case of injury, EHT should be in place. Emergency transportation services must be ready for possible transport to the nearest hospital.*
6. *CMC officials submit a complete incident report.*

## **C. HANDLING ASSAULT BY INTRUDER**

1. *Inform the CMC officials to assess the situation.*
2. *CMC officials request for police assistance. The security personnel may immediately call the police, if urgent.*
3. *CMC officials shall coordinate with the proper operation and support group of the CMC for appropriate action and assistance.*
4. *If the intruder has not been contained and continues to be a threat to the school, CMC officials should notify the chairman to declare code of emergency. Code WHITE may be declared.*
5. *Notify the Emergency Health Team and First responders to help monitor the situation.*
6. *CMC officials and security personnel prepare reports to be shared with the police upon their arrival.*
7. *The Office of Public Affairs will handle all media and community inquiries and communications about the incident.*
8. *The school guidance counselors may arrange special counseling for students and other school members.*

## **D. HANDLING CHILDNAPPING/KIDNAPPING**

1. *Immediately after it has been determined that a child has been lost/taken, contact the PNP Intramuros*
2. *Inform the CMC officials.*
3. *CMC officials call the Principal/Dean's Office to report the incident. CMC officials shall coordinate with the proper operation and support group of the CMC for appropriate action and assistance.*
4. *Contact the parents of the child involved. Establish a communication plan with them, if necessary.*
5. *CMC chairperson will identify a team to work on the crisis. Assign personnel to deal with phone communications, etc., and other administrative staff to support if needed. If the incident occurs during school day, classroom routine should be maintained.*
6. *Provide school picture of the child/student and take a full description of the child (including clothing) to assist the police.*
7. *Conduct immediate search of school building and grounds.*



# GUIDELINES FOR FREQUENTLY ENCOUNTERED MEDICAL CONDITIONS BY LETRAN STUDENTS

## HEALTH AND ENVIRONMENT OUTBREAK

*The School Clinic presents some guidelines to prevent the spread of illness among students in the classrooms and campus. This effort aims to prevent school outbreaks.*

1. *The class adviser/ professor should report to the clinic when two or more students from their class suffering from the same illness are encountered.*
2. *A student who has been absent for 3 days or more due to illness should be sent to the clinic for clearance prior to returning to class. The student may also present a clearance from external medical doctors to the clinic. A written slip will be given to the concerned student which will permit him/her to attend classes.*
3. *The students should be reminded of the importance of the following school health tips:*
  - a. *Proper hand washing (using soap and water while singing the "Happy Birthday song twice")*
  - b. *Covering mouth or nose when coughing or sneezing*
  - c. *Use of hand sanitizer*
  - d. *Keep hands away from eyes and mouth*
  - e. *Avoid sharing water bottles, utensils, food and other personal items*
4. *Below are important guidelines for usual medical concerns for dissemination to the parents/students to help prevent the spread of infection.*

### For Students with Fever

*Any temperature 37.6° C or greater is considered fever. Children must be fever-free 24 hours without using fever-reducing medications (such as Calpol, Tempra, Biogesic, Dolan, etc.) in order to return to school. This applies even if the underlying cause of fever is non-infectious, such as middle ear infection, bronchitis, urinary tract infection, etc. Children with fever do not usually feel well enough to participate and attend school activities. It is recommended that they be given 24 hours to recover from the fever before returning to school. Please note that a child who exhibits symptoms of illness without fever may be sent home according to the judgment of the Doctor on Duty in the best interest of the child or the child's classmates.*

### For Students with Colds and Cough

*Children with upper respiratory tract infection without fever may attend school if they feel well enough to do so. It is helpful in preventing the spread of illness if children learn to cough or sneeze using a tissue or handkerchief and wash hands after contact with the secretions.*

### For Students with Rashes

*Children with rashes should consult with their Pediatrician regarding etiology (reason for) of the rashes. If it is infectious in origin, the student is advised to stay home until the rashes subside OR the infectivity period has elapsed. Any infection should have a medical certificate upon returning to class so that the disease may be documented. However, the attending Doctor on Duty at the school clinic has the last call regarding admission to class.*

**For Students with Diarrhea**

*Children with diarrhea should remain home until they are symptom free for 24 hours. The only exception is if the diarrhea is the result of a chronic condition, then a note from a doctor is needed indicating that diarrhea is not of infectious origin.*

**For Students with Sore Eyes**

*Children with sore eyes (particularly with eye discharge and swelling) should remain at home until they are symptom-free for 24 hours. A medical certificate should be presented upon returning to class. It is helpful in preventing the spread of illness if children will learn to use tissue in wiping eye discharge and wash hands after contact with the discharge.*

**For Students with Medications:**

*The Letran School Clinic will gladly assist your children in drinking medication. All medications must be in the original container with a current label. Provide a prescription for the medicine OR a letter from the parent with instruction on how it is to be given, include the following details: Name, Grade and Section of the student, name of medicine, dosage, time to be given, and name of parent with signature.*

**For Students with Special Concerns/Needs:**

*It is best that the parents/guardian inform the school clinic of any illness that their child has that will need special attention and precaution. They can coordinate with the School Clinic to give them updates of the present condition of their child.*

**Importance of Immunization**

*The above illnesses are often times preventable with the help of proper health habits and immunizations. Please see your Pediatrician to update the immunization status of your children (please note that there are booster vaccines given at 2, 4, 7, and 10 years old.*

*For any inquiries and further clarification, please feel free to visit the School Clinic.*



## **A. CHEMICAL SPILL MANAGEMENT**

*The possibility of chemical spill in school environment may happen in science laboratories. The risk of the spill is determined by the kind of hazardous substance (e.g. acid, ammonia, liquid mercury, etc) and the level of containment of the spill.*

### **PROCEDURES**

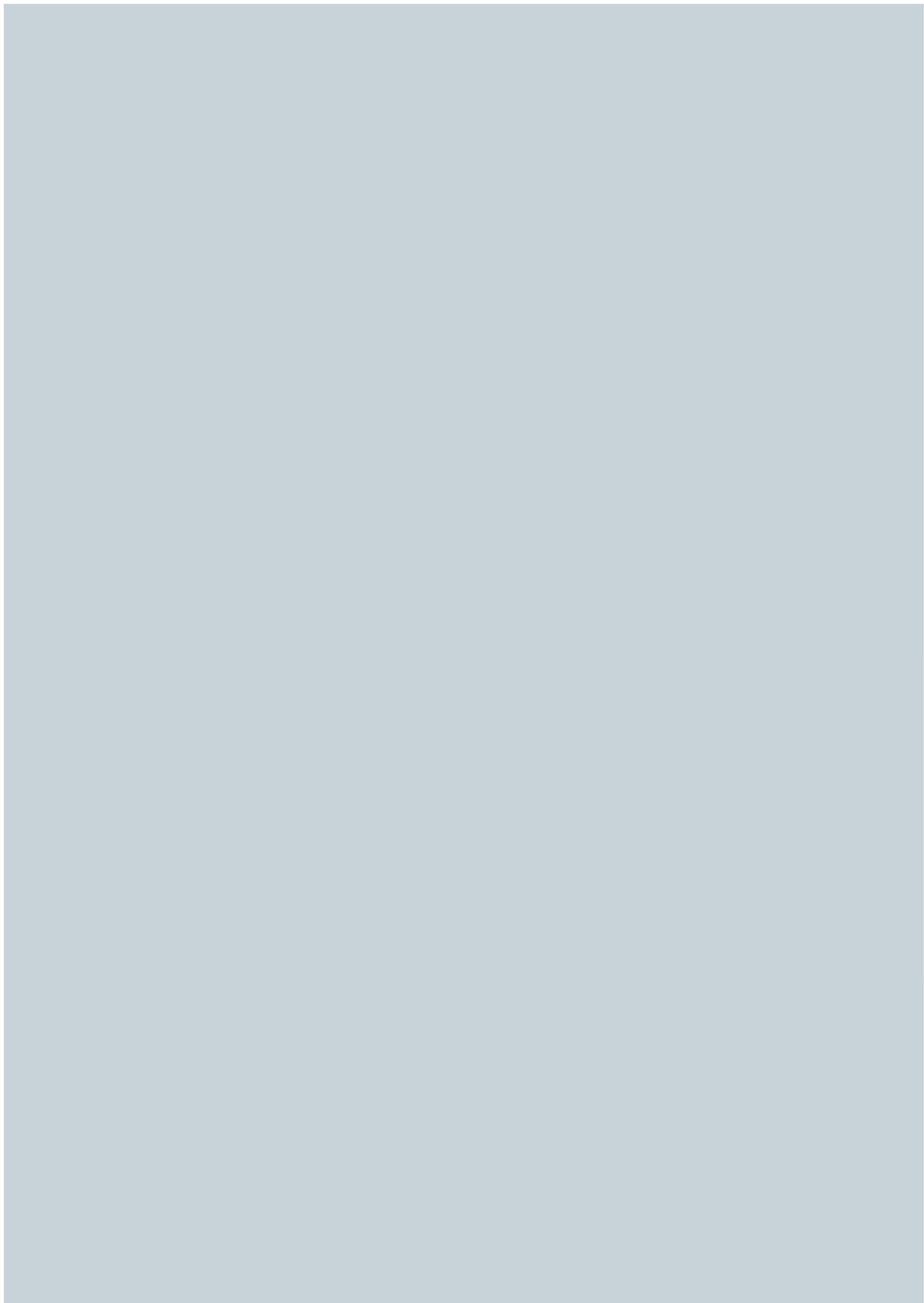
#### **a. Minor Spill**

- 1. Notify the laboratory custodian or technician.**
- 2. The lab custodian must do the following:**
  - Identify the chemical/s and hazards involved
  - Clean up the spills promptly and thoroughly
  - Refer to the Material Safety Data Sheet (MSDS)
- 3. If necessary, neutralize materials, clothing including any victims.**
- 4. Dispose of contaminated materials only after receiving specialist advice.**

#### **b. Major Spill**

- 1. Report to the laboratory custodian or technician.**
- 2. The laboratory custodian assesses the nature of spill.**
- 3. The laboratory custodian must report the incident to the CMC.**
- 4. The lab custodian must do the following:**
  - Identify the chemical/s and hazards involved
  - Shut off air-ventilator in the area
  - Refer to the Material Safety Data Sheet (MSDS)
  - Immediately call authority that handles hazardous chemical spill.
- 5. Ensure emergency procedures are observed. Follow building evacuation protocol.**
- 6. Emergency Health Team must isolate contaminated individuals and apply possible first aid.**
- 7. EBG must contain the site of the chemical spill to prevent further contamination.**
- 8. CMC advise security personnel to notify emergency vehicle services if necessary.**
- 9. CMC chairperson declares for emergency codes depending on the extent of the spill.**
- 10. Return to the lab only after the evaluation and recommendation of an authority or chemical specialist.**





# PROTOCOLS ON FACILITIES CONCERNS

## A. HANDLING UTILITIES AND POWER OUTAGES

### POWER SUPPLY SYSTEM

*Colegio de San Juan de Letran- Manila Campus has two (2) sets of generators, one at St. Vincent Ferrer Building with a capacity of 1000 KVA and the other one is at the Letran Student Center (LSC) area with a capacity Of 500 KW. The genset at St. Vincent Ferrer Building covers the College building, Administration and High School Buildings while the genset at St. Albert the great building includes St. Thomas building, Blessed Antonio Varona Gymnasium and Letran Dormitory.*

### For Power Outages

1. *EBG staff calls up MERALCO HOTLINE NUMBER : 1622*
2. *Janitors/security /electrician near the electrical room area should automatically turn off the main breakers.*
3. *Technicians responsible of laboratories, halls and other special areas shut – off the circuit breakers and units.*
4. *EBG Director shall monitor the proper usage of generator (only 75% of electrical utilities will be used).*
5. *Deputized electrician/duty guard shall immediately operate the generators.*
6. *LISTeN shall secure the data servers.*

### When Power resumes

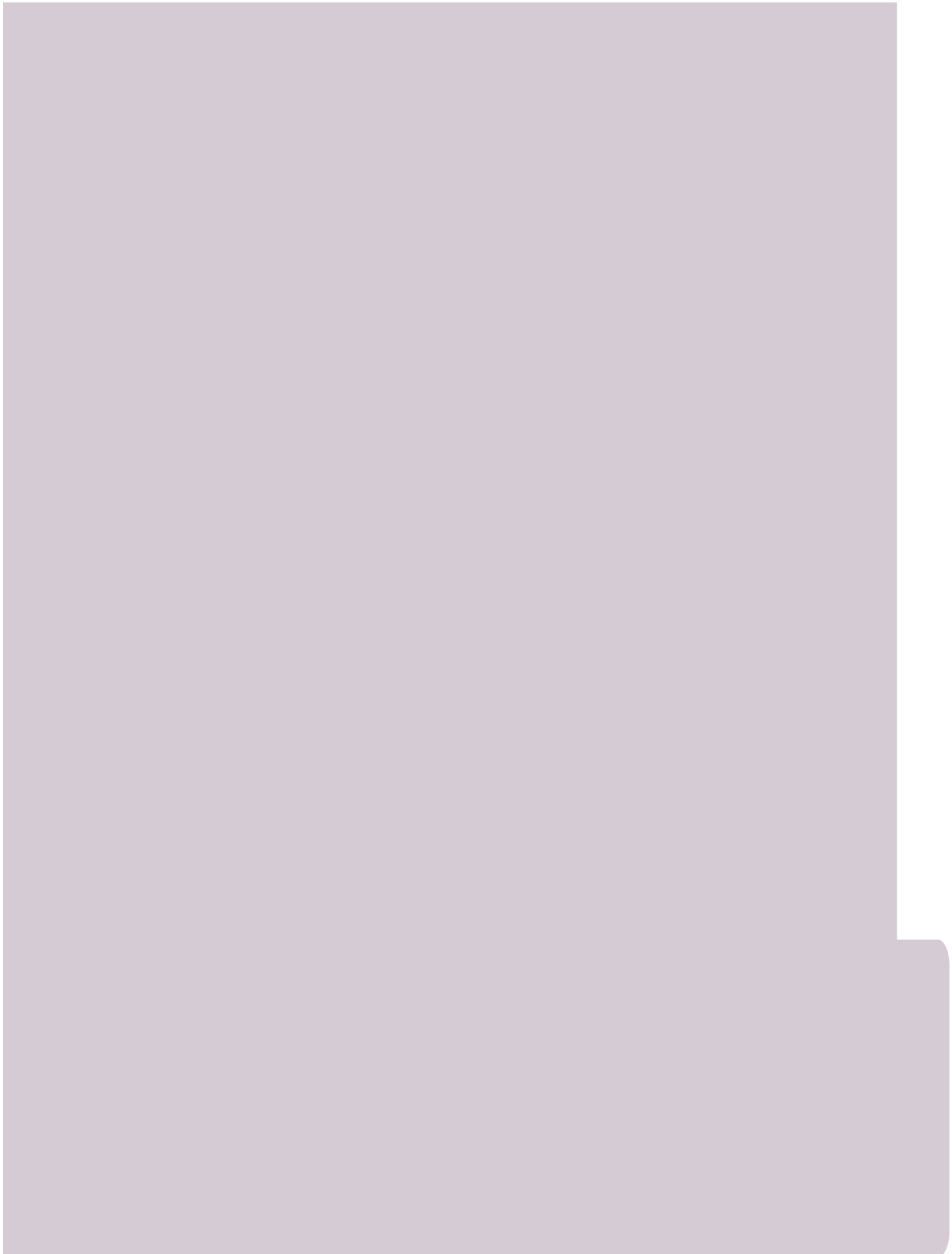
1. *Janitor/ security personnel in-charge restores all circuit breaker from main breaker to the branches then followed by the electrical equipment.*

### WATER SUPPLY SYSTEM

1. *Cisterns have an average capacity of 20,000 gallons per building namely; St. Vincent Ferrer, St. Thomas, Letran Student center and Gymnasium.*
2. *All buildings have an elevated water tank with an average capacity of 5,000 gallons.*
3. *Water reservoir has the capacity of 36 hours to supply the CR's, in a controlled condition.*
  - *When building supply is interrupted, plumber shuts - off all gate valves.*
  - *When water supply interruption runs beyond 24 hours, a NO CLASS AND NO OFFICE DECLARATION will be recommended to the Office of the Rector and President.*

## B. HANDLING ELEVATOR FAILURE/RESCUE

1. *The EBG office must be informed immediately.*
2. *If the elevator is occupied, a call should be made to security personnel and or authorities from the EBG office.*
3. *If the rescue attempts become unsuccessful, EBG will notify the elevator service contractor to respond immediately to make the proper repairs and/or assist in the elevator rescue.*
4. *If the rescue attempt is successful, an out-of-order sign will be posted on the elevator doors and elevator service contractor will be called.*
5. *If the elevator is unoccupied, the elevator power will be shutdown and disconnected, an out-of order sign will be posted on the elevator doors and elevator service contractor will be called.*



## OTHER PROTOCOLS

### A. SUICIDE INCIDENT

- **Suicide Threat** – A verbal or non-verbal communication of an individual who intends to harm him/herself but has not acted on the behavior.
- **Suicidal act or attempt** – a potentially self inflicting injury behavior with evidence for which the person probably intended to kill oneself; a suicidal act may result in death, injuries, or no injuries.

#### Responding to suicide threat or suicide attempt

1. Any suicide threat (or attempt) witnessed by any member of the school towards self-harm that is written, drawn, spoken or threatened should be reported immediately to the CMC members.
2. The CMC should inform the dean/principal of the student.
3. The CMC should call and notify the Emergency Response Team (ERT) and Emergency Health Team (EHT) who will:
4. Inform the parents/guardian
5. Call ambulance service or school emergency service vehicle, if needed
6. Ready first aid application
7. Coordinate with professional aid (e.g. guidance counselor) for suicide risk assessment
8. CMC will assess the situation and plan a response to the students and employees who may be affected by the incident.

### B. TRANSPORTATION AND SCHOOL BUS ACCIDENT

#### For School Bus Drivers and or accompanying school member

1. Check for injuries.
2. Call dispatcher with the accident location and report any injuries. Call emergency vehicles/services: police, fire, ambulance, MMDA
3. If necessary, administer first aid.
4. Keep all students on the bus unless it is unsafe to do so. If a threat of fire exists, move everyone to a safe location.
5. Account for all students. Record extent of all injuries.
6. Report to the school's CMC officials.
7. Complete an incident report.



### **Administrator's Responsibilities**

1. *Should the accident cause injury to students and/or the bus driver that requires hospitalization, the CMC will appoint school clinic personnel to do the following:*
  - a. *to determine the extent of injuries*
  - b. *to attend the care in hospital and assist hospital officials for details*
2. *The CMC members will contact the principal/dean of the affected department and report the status of the students/school members in the accident.*
3. *The academic heads (for students) or CMC members (for other members of the school) will contact the parents/families of the victims to advice of the accident and the conditions and present whereabouts.*
4. *Only OAPA will respond to all social media releases after report has been gathered from CMC officials.*
5. *CMC prepares for debriefing/meeting if necessary.*

### **C. HANDLING ANGRY PARENT/VISITORS**

1. *The Security personnel must advise the office or department about parent visit/visitors. (see protocol on school visitors)*
2. *During conversation, just listen and never interrupt. Respond only after they have finished talking.*
3. *Classify the complaint then refer them to the concerned department without giving further comment. If the staff or employee sees that the situation needs to be addressed by higher authority (e.g. faculty, administrators, etc), direct the parent/visitor to their respective offices with prior advice about the concern.*
4. *Inform the parents on the protocol of the school or how a program works to protect every student's right to learn with positive experience in school.*
5. *You may end the conversation by giving them the assurance that you will look into the matter for immediate recommendation.*
6. *End the conversation by thanking the parents for addressing their concerns and offer them to give you or your office a call if they have anymore concerns.*
7. *If the parent/visitor becomes unruly and disrespectful such as (a) giving threatening and intimidating remarks, (b) behavior causing disruption of office operations, or (c) other similar behavior, then the school member may deny further conversation and can report to the security for escort.*

## APPENDIX A

### CHECKLIST WHEN YOU RECEIVED A BOMB THREAT

Time and Date Reported: \_\_\_\_\_

Exact NAME of caller: \_\_\_\_\_

Questions to Ask:

1. When is bomb going to explode?
2. Where is bomb right now?
3. What kind of bomb is it?
4. Where did you place the bomb?
5. Why did you place the bomb?
6. Where are you calling from?

Description of Callers Voice

Male\_\_\_\_Female\_\_\_\_Young\_\_\_\_Middle\_\_\_\_Age\_\_\_\_Accent\_\_\_\_

Tone of Voice\_\_\_\_\_ Background Noise\_\_\_\_\_

Is voice familiar\_\_\_\_\_

If no, who did it sound like?\_\_\_\_\_

Other value characteristics:

Time Caller hung up:\_\_\_\_\_Remarks:\_\_\_\_\_

Home, Address, Telephone of reporter:\_\_\_\_\_

## **APPENDIX B**

### **BUILDING EVACUATION PROTOCOL**

Continuous sounding of the alarm or announcements from the Public Address System (PA system) shall be the signal for immediate evacuation from the building based on the emergency codes.

1. Evacuate the building according to the evacuation route.
2. Stop what you are doing and walk, do not run, to the main and service stairs. Do not use the elevators. If the power fails, you may become trapped in the elevator. During fire and earthquake, elevators are taken out of service and returned to the ground floor.
3. Students, teachers and employees must follow the arrow for emergency exit route based on the school emergency plan.
4. Close all doors if all the occupants of the room have been evacuated but do not lock.
5. Teachers and office in-charge shall ascertain that no student remains in the classroom by placing the RED or GREEN sheets found in the Crisis Folder (i.e. green meaning all clear in the classroom and red meaning there is an emergency in the classroom). The crisis folder contains emergency directory, red and green alert sheets, evacuation plan.



## APPENDIX C

### EMERGENCY HOTLINES

Philippine National Police	117 / 722 0650
Bureau of Fire Protection - Manila	527 3627 / 527 3653
Intramuros Fire Sub-station	336 5136
National Disaster Risk Reduction Management Council (NDRRMC)	911 5061 - 65
Philippine Red Cross	143 / 527 0000
Manila Doctor's Hospital	558 0888
UST Hospital	731 3001
Station 5 PCP Intramuros	527 9985 / 536 6712
Telephone Operator	0 / 613
Outside Line / Call	9
Backgate / Security Office	612



contact

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**Colegio de San Juan de Letran**

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# **CRISES MANAGEMENT MANUAL**



**Colegio de San Juan de Letran**

# **CRISES MANAGEMENT MANUAL**