

Lockdown Procedure

When	What
<p>Threat from outside the centre Centres may face a threat posed by an intruder or other emergency, outside the centre, that prevents the evacuation of tamariki and our team from the centre. In these situations, centres must be prepared to take steps to isolate the tamariki and our team from danger by placing the centre in lockdown.</p>	<p>To keep everyone safe, it is vital that tamariki and our team prepare to respond quickly and competently to place the centre in lockdown. Lockdown drills are therefore an essential part of preparing for a lockdown event and these drills must be conducted a minimum of 3 times a year.</p> <p>Purpose:</p> <ul style="list-style-type: none"> • To ensure the safety of all tamariki and our team. • To move tamariki and our team from an area of higher risk to an area of lower risk. • To prevent tamariki and our team from moving from a lower risk area to a higher risk area. <p>A centre lockdown can serve several purposes during an emergency, including the following:</p> <ul style="list-style-type: none"> • Removing tamariki and our team from the threat • Isolating the dangerous situation to the smallest area of the centre • Depending on the situation, facilitating an organised evacuation away from the dangerous area <p>Notifying the tamariki and our team that the centre is in lockdown may be done by someone yelling, calling or coming to the room to say “Lockdown”. You are strongly advised to identify a <u>safe</u> word for your centre to notify everyone of a lockdown situation.</p> <p>If you are in a classroom, room or office, stay there, secure the door and windows and await further instructions or an escort from the building by emergency personnel, Centre Director or Centre Supervisor. Any tamariki or team in the outside play areas must go back inside the building immediately and lock the door. Take roll call as soon as everyone is inside to ensure that everyone is accounted for.</p> <p>Procedure for Centre Director & Administrator upon instruction to go into lockdown:</p> <ol style="list-style-type: none"> 1. Put lockdown notice on the centre’s main front entrance door, lock the door and close blinds or curtains where applicable. 2. Lock all other doors to the building (front, back, kitchen and laundry) and close all windows. 3. If any of the exit gates in the outdoor play areas are unlocked – leave it unlocked (do not go outside to lock the gates). 4. Centre Director / Centre Supervisor / Centre Administrator to call 111, the Area Manager and Support Office in Auckland immediately to notify them of the situation. 5. Support Office in Auckland will send a communication via text to parents and the team. 6. Depending on the circumstances, the Wellington or Christchurch Support Office may be requested to send a communication via text to parents and the team. 7. Notify Auckland Support Office once the “all clear” has been given so that a final text message can be sent to parents and the team. (Depending on

the scenario it may be the CD, Support Office or the Police/MoE that has given the “All Clear”).

8. Stay out of sight.
9. Use private phones for texting and communicating between rooms. Turn phones to silent or vibrate mode and do not make any unnecessary calls.

Procedure for team upon instruction to go into lockdown:

1. If outside: move inside immediately and lock all doors and windows.
2. Take roll call as soon as everyone is inside to ensure that everyone is accounted for.
3. If the door cannot lock, consider barricading the door with tables, chairs or use rope to secure doors (if available).
4. If any of the exit gates in the outdoor play areas are unlocked – leave it unlocked (do not go outside to lock the gates).
5. Close curtains and blinds where possible.
6. Turn off the lights.
7. Do not open the door once it has been secured, until you have been advised of the “all clear”, or you are certain that it is emergency personnel at the door. (must provide identification)
8. Remember to check all other external doors i.e. kitchen / laundry doors.
9. Keep the tamariki and our team away from windows and doors and engage the tamariki in a quiet activity to keep them calm and as settled as possible. Stay low and quiet.
10. Use private mobile phones for texting and communicating between rooms and reception. Turn phones on silent or vibrate mode and do not make any unnecessary calls.

Identify your “Safe Areas” in your centre in advance (areas that provide the most shelter away from windows and doors:

– make sure the safe space has enough ventilation and is adequate for the number of tamariki and Kaiako, for a reasonable period of time).

Examples of Safe Areas:

- Babies cot area (depending on the size of the cot area);
- Book corner (depending on where it is situated)
- Centre passage – depending on where it is in the centre (no large windows)
- Use shelving and tables to create a sheltered space away from windows

Make sure that your team is aware, in advance, of the safe areas.

Safe Area	Specify which rooms assemble in each safe area

Additional Information:


- Have a small stock of tinned food in your pantry for the purpose of making a quick meal for the tamariki and the team if a lockdown situation continues after closing time of the centre.
- Update contact details for tamariki and the team on Infocare regularly to ensure that you have a mobile number for both parents and the team for the purpose of text message communication during a lockdown situation.
- If the tamariki and the team move to a safe area outside of their classroom, ensure that medication needed for pre-identified health needs is taken with to the safe area.

	<ul style="list-style-type: none"> • Ensure that tamariki and Kaiako will have access to toilet facilities from their place of safety in the centre.
<p>Threat from inside the centre Centres may face a threat posed by a person inside the centre that could potentially put our tamariki and team in danger. In these situations, centres must be prepared to take steps to isolate tamariki and our team from danger.</p>	<p>A potential threat from inside the centre could be an angry/upset parent/staff member or a visitor to the centre.</p> <p>Procedure to follow: (Also see Appendix)</p> <ol style="list-style-type: none"> 1. Alert the Centre Director (or person in charge of the centre at the time) immediately. Using a safe word is strongly advised when the threat is inside the centre, to avoid alerting the 'threat' that we are going into lockdown. 2. Our team must move the tamariki to another classroom or into the outside playground (if safe to do so). 3. Centre Administrator / Centre Director / Centre Supervisor to call 111, the Area Manager and Support Office in Auckland immediately. 4. Alert the rest of the centre and get all tamariki and our team to lockdown rooms (depending on the situation). 5. Centre Director (or person in charge of the centre at the time), and a support person will make it a priority to talk to the person calmly and listen to their concerns, until help arrives (depending on the situation). Walk away from the person if there is any potential for violence or if the person has a weapon. 6. Continue to observe the person (if possible) until help arrives. 7. Keep tamariki and the team away from windows and doors and engage the tamariki in a quiet activity to keep them calm and as settled as possible. 8. Use private mobile phones for texting and communicating between rooms and reception. Put phones on silent or vibrate mode and do not make any unnecessary calls. <p>If the centre must be evacuated, call 111, the Area Manager and Support Office in Auckland immediately. Take the centre mobile phone and emergency contact list with you.</p> <p>PLEASE NOTE:</p> <ul style="list-style-type: none"> - <i>Do not unlock doors and windows or go outside unless given the all clear!</i> - <i>Once the centre has initiated a lockdown, no one will be granted access into the centre, except emergency personnel.</i>

APPENDIX


HOW TO RESPOND TO SOMEONE WHO IS AGITATED / THREATENING...

1. Dial 111 immediately if you feel threatened or in danger.




2. **Listen** - try not to offer solutions or your opinion, and **don't interrupt** an agitated person.

Sometimes it can seem like the only way to progress the conversation is to interrupt and take the lead. However, this can exacerbate the situation and may be perceived as you trying to 'hurry them up' or you not caring about how they see things. Instead, simply listen to what is being said, and repeat or use clarification to communicate that you are focused on what they're saying and have understood their point of view. If the Centre Director is in her office and can hear the administrator talking to an agitated person that could pose a threat or hear a violent remark, then the Centre Director should phone 111 immediately.



3. **Maintain calm body language**


It is important to convey to an agitated person that you are not going to be a threat in any way. This includes being aware of your:

- **Facial expressions** – maintain steady eye contact and try to control any reactions which convey negative judgement, such as eye rolling or frowning
 - **Tone of voice** – keep it even and calm, and speak at a relaxed pace, at your normal volume
 - **Posture** – ensure that you aren't taking on a 'fight stance' (e.g. chest puffed out, leaning in etc.)
 - **Gestures** – make only slow, small and quiet movements. Fast, large and noisy movements may be mirrored by an agitated person and serve to escalate their agitation.
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4. **Keep your own feelings in check**

It is often difficult to manage our own feelings when being challenged or confronted.

It is easy to get caught up in the emotion presented by others. However, this will not aid or assist the other person to de-escalate their behaviour. Be aware of what you are feeling and remind yourself of this.



5. **Know your limits** - It is ok if you are not comfortable to respond to the agitated person alone.

You can simply state "I want to be able to help you. I just need to get some advice from a colleague". Make sure you let your colleague know that the person is agitated before they are confronted by them. If you feel that you can respond and help the person:

- Let them know you want to help them.
- Invite them to sit down and have a glass of water whilst you get the information you need (this will give them a moment to calm down, and yourself a moment to collect your thoughts).
- If possible, move them to an area that is away from other people (such as visitors to your centre) but is still within view or ear shot of your colleagues.
- Ask your colleagues to stay close by and monitor the situation N.B: If you suspect the person is affected by drugs, try suggesting that you will get the Centre Director or Manager at the time to contact them at their earliest convenience.