

Revised: May 2026

Background

Christ The Redeemer (CTR) Catholic Schools is committed to providing a safe, caring, and faith-filled environment for all students and staff. To support this commitment, CTR Catholic has established comprehensive emergency plans that promote a state of preparedness while maintaining the integrity of our learning and working environments. These plans are developed collaboratively, involving CTR Catholic staff, students, families, and community-based service providers to ensure a coordinated and compassionate response to emergencies. In any emergency or critical incident, the safety and well-being of students and staff is the division's highest priority. CTR Catholic believes that emergency preparedness is a shared responsibility. Superintendents, administrators, supervisors, and all employees play a vital role in maintaining readiness, ensuring that our schools remain safe and supportive environments for everyone.

1. Proactive Emergency Preparedness Measures

1.1. Exterior Doors

- 1.1.1. All exterior doors shall remain locked during the school day.
- 1.1.2. During scheduled transition times (e.g., start of day, recess, lunch), designated doors may be temporarily unlocked to support student entry. During these times, active supervision shall be in place at the entry point(s).
- 1.1.3. Schools shall be equipped with cameras, intercoms, and other access-control tools to verify visitors and remotely grant entry.

1.2. Interior Doors (Including Classroom Doors)

- 1.2.1. It is best practice for interior classroom doors to remain locked during instructional time.
- 1.2.2. Staff ensure interior classroom doors can be secured quickly if required and that pathways remain clear for safe movement and evacuation.

1.3. Visitor Management

- 1.3.1. All visitors shall enter through the main entrance and report to the front office.
- 1.3.2. All visitors shall sign in and sign out at the front office using the school's sign-in system.
- 1.3.3. All visitors shall wear visible Visitor identification (badge or lanyard) while in the school.

1.4. Communication and Alerting Systems

- 1.4.1. Schools shall be equipped with a building-wide intercom system capable of paging all areas of the school.
- 1.4.2. Schools shall maintain reliable outdoor alerting capability, which may include portable radios (walkie talkies) or other communication devices appropriate to the site.
- 1.4.3. The division shall consider the need for alternate alerting methods in gymnasiums, shops, and other high-noise areas to ensure staff and students receive emergency notifications.
- 1.4.4. Schools shall maintain an "all call" capability on school telephones, where available, to enable rapid communication within the building.

- 1.4.5. Staff shall be trained in the use of these communication and alerting systems, and visual instructions shall be posted in appropriate locations to support timely and consistent use.
- 1.4.6. Staff shall advise the front office when they are off site and confirm how they can be reached to ensure timely communication in the event of an emergency.

2. Definitions

- 2.1. **Critical Incidents:** A critical incident can be defined as an unexpected event or situation that significantly disrupts the normal functioning of the division or school environment, posing immediate risks to the safety, well-being, or emotional health of students, staff, or the community. These incidents require immediate response involving division-level personnel as they can have immediate and long-term consequences for a school community or school division. Such responses shall involve direction from the Superintendent involving urgent action and follow-up to manage their impact and restore a sense of normalcy. These incidents include, but are not limited to death of a student, death of a staff member, facility or environmental emergency, threat from an individual, bus accident, student / staff injury or incident, cyber incident, or a significant risk to the division (legislation, media, legal, etc.).
- 2.2. **Functional Protocols:** Standard safety protocols are used when a specific action is required in response to an emergency. This includes evacuation, hold and secure, lockdown, and shelter-in-place. These protocols are used at all division schools and work sites and regularly practiced as drills.
- 2.3. **Hour Zero:** A web-based application used by the division to store, update, and monitor emergency preparedness and response plans (ERP).

3. Incident Management Teams

- 3.1. Emergency management authority rests with the Superintendent. The division maintains two coordinated incident command structures to support clear responsibilities and allow the response to scale as needed. The two incident command structures are as follows:
 - 3.1.1. **Administrative Command Team (ACT):** The Administrative Command Team is activated during significant incidents to provide division-level coordination, oversight, resource support, and liaison with external agencies. The ACT is composed of the Superintendent / designate and the senior administrative team.
 - 3.1.2. **Site Based School Emergency Response Team (SERT):** The School Emergency Response Team is activated at the school level during drills and real incidents to provide site-based coordination and support a coordinated response. The SERT is led by the Principal / designate and includes other administrators and teachers, front-office staff, Health and Safety representatives, and / or other members as required.

4. Emergency Response Procedures and Coordination

- 4.1. **Initial Assessment and Response:** The principal / designate (SERT) shall immediately secure the site and activate emergency functional protocols and contact emergency services as required. To ensure all necessary actions are taken efficiently, the principal / designate shall enlist and direct other onsite staff to assist with and support the emergency response.
- 4.2. **First Contact:** The principal / designate shall contact the Superintendent / designate (ACT) for support and direction.
- 4.3. **Assessment:** The Superintendent / designate shall, in collaboration with the Superintendent team, confirm the incident's nature and severity, triggering the appropriate school and central office response.
- 4.4. **Notification and Coordination:** The Superintendent coordinates an action plan to support and direct the school, in collaboration with appropriate central and school personnel. The Safety-Risk Assessment Team, led by the Associate Superintendent for Student Services, is convened. The

Superintendent team is informed to collaborate on the next steps, ensuring a unified and efficient response to support the initial response and work toward normal operations in the longer term. Operational supports are deployed for the school(s) impacted.

- 4.5. **Spiritual and Student Mental Health Support:** The Director of Catholic Education prepares prayers, coordinates with local parishes, and plans liturgical responses as needed. The Associate Superintendent responsible for Student Services shall work alongside the Director and Coordinator of Mental Health to deploy school-based and additional mental health supports, including FSLWs, Connection Workers, grief counsellors, etc.
- 4.6. **Employee Support:** The Superintendent of Human Resources or Director of Human Resources coordinates with Alberta School Employment Benefit Program (ASEBP) or external support to provide employee assistance and deploys substitute teachers to support affected staff.
- 4.7. **Communication:** The Director of Communications works with the Superintendent to determine internal and external communication responses.
- 4.8. **Documentation:** The Director of Student Services ensures appropriate internal and external support. This includes documentation of consent, paperwork pertaining to relevant hospital admittance, and any documentation related to safety-risk assessment.
- 4.9. **Debriefing and Follow-Up:** A debriefing session is scheduled to evaluate the response and plan ongoing support.

5. Hour Zero School Emergency Program shall be utilized to:

- 5.1. Keep site specific information up to date, including:
 - 5.1.1. evacuation muster points / staging areas;
 - 5.1.2. evacuation centers;
- 5.2. Identify the SERT (School Emergency Response Team), which is the Principal, Vice Principal and the Health and Safety representative;
- 5.3. Print Status Cards and their use in schools;
- 5.4. Record completed drills and reports;
- 5.5. Access applicable online training;
- 5.6. Document and review job hazard assessments;
- 5.7. Site Maps:
 - 5.7.1. evacuation map;
 - 5.7.2. lock-down map;
 - 5.7.3. shelter-In-Place map.

6. Facilities Department

- 6.1. Ensure maps for all CTR sites are updated in Hour Zero.

7. Site-Based Administrators / Site Managers shall:

- 7.1. Update the Hour Zero website by the end of September each year, using the resources provided to site-based administrators / site managers in August. The update includes:
 - 7.1.1. **Quick Reference Guide Training:** Review all emergency procedures, status cards, and site procedures with all teaching and support staff. Ensure that staff who miss training are caught up when they return.
 - 7.1.2. **Site Information:** Review and update the Site Information tab as required
 - 7.1.3. **Assignments:** As identified in section 3.1.2, identify, review and update the School Emergency Response Team (SERT).
 - 7.1.4. **Evacuation Centres:** Confirm that the Evacuation Centres tab is accurate and current. The Occupational Health and Safety Officer shall contact evacuation site to confirm logistics.

- 7.1.5. **Emergency Agencies:** The Occupational Health and Safety Officer shall update these contact numbers. The Principal shall ensure that the numbers are readily accessible for emergency reference.
- 7.1.6. **Drill and Training Schedules:** Access the Drills / Drills Report tab to schedule required emergency drills and related training, and ensure the online drill report form is completed.
- 7.1.7. **First Aid, Emergency Response Bag, and Comfort Kits:** ensure that all first aid kits, emergency response kits, and Classroom Comfort Kits are inspected and that supplies are replaced or restocked as needed. The online record shall be updated accordingly.
- 7.1.8. **Reset Staff Passwords:** Contact the Occupational Health and Safety Officer to request login reset information for any staff member required to access Hour Zero.
- 7.1.9. **Special Needs Procedures and Assignments:** Identify students or staff requiring assistance during emergencies, assign staff responsibilities, and ensure procedures and equipment are in place using the Individual Emergency Plan form.
- 7.1.10. **Site-specific Procedures:** Review and update Site Specific Procedure document.
- 7.1.11. **Off-Site Binder:** Print all of the required documents as identified in Hour Zero and place in the off-site binder.
- 7.1.12. **Student Emergency Contact Information:** Update student emergency contact records are printed from PowerSchool and placed in the Off-Site Binder.
- 7.1.13. **SERT Training:** Provide refresher training or orientation training for School Emergency Response Team.
- 7.1.14. **Classroom Folders:** Update Classroom Emergency Folders and redistribute at the start of the school year.
- 7.1.15. **Parent Emergency Response Plan Information:** At the beginning of each year, and as appropriate, communicate to families the divisional information located at <https://www.redeemer.ab.ca/safety>.
- 7.1.16. **Substitutes Teacher, Guests and Volunteers:** Ensure that substitute teachers, guests and volunteers are provided with ongoing and appropriate information regarding emergency procedures.

8. Classroom and Learning Spaces

- 8.1. Each classroom and learning space shall be equipped to support emergency response procedures. The following items and practices are required:
 - 8.1.1. Evacuation routes shall be clearly posted near the primary exit doors in every room.
 - 8.1.2. Classroom and departmental emergency folders shall be updated annually and stored in a visible location near the primary exit. Classroom emergency folders shall include:
 - 8.1.2.1. A pen / marker
 - 8.1.2.2. The Quick Reference Guide
 - 8.1.2.3. The Emergency Functional Protocol Card (Classroom Summary)
 - 8.1.2.4. Status Cards: Two full sets per room (Red, Yellow, Blue, Green)
 - 8.1.2.5. Hour Zero ERP 138 – Student Accountability Form (3 Copies)
 - 8.1.2.6. Hour Zero ERP 116 – First Aid Treatment Form (5 Copies)
 - 8.1.2.7. Hour Zero Site Specific Procedures
 - 8.1.2.8. A classroom roster for each group of students in that room, printed from PowerSchool and updated each semester or as needed;
 - 8.1.2.9. Hour Zero Emergency Maps – evacuation route, lockdown, and shelter in place.
 - 8.1.2.10. Comfort Kit: Best practice includes classrooms being equipped with a small set of comfort and basic care supplies, including water, non-perishable snacks (as appropriate for allergies), tissues, hand sanitizer, disposable gloves, and basic washroom supplies.

9. Training For Staff

- 9.1. Principals / designates shall ensure all staff, substitutes, students, and visitors are trained and aware of their roles and responsibility in the Emergency Response Plan. Annually, staff shall be trained on:
 - 9.1.1. Individual roles and responsibilities;
 - 9.1.2. How to activate the Emergency Response Plan;
 - 9.1.3. Functional protocols (Evacuation, Lock Down, Shelter in Place);
 - 9.1.4. Parent-child reunion procedures (Student Release);
 - 9.1.5. Expectations of substitute teachers and casual staff and visitors;
 - 9.1.6. Protocols practice (drills and scenarios).

10. Emergency Drills for Sites with Students

- 10.1. As part of the site's Emergency Response Plan, and in accordance with CTR Catholic policy, each school site shall conduct a variety of drills to practice the response techniques outlined in the plan. All required drills must be conducted on instructional days when students are in attendance. Each school shall conduct a minimum of:
 - 10.1.1. Six evacuation drills per school year:
 - 10.1.1.1. One in the first week students are present plus one in each of October and November, for a total of three during the fall term (Sept – Dec), and one bi-monthly for a total of three during the winter-spring term (Jan – Jun).
 - 10.1.1.2. One Lock-Down (interior threat of violence) drill per semester.
 - 10.1.1.3. One Hold and Secure (exterior threat or violence or medical emergency) drill per school year; plus two reviews per school year with students and staff (ex: morning PA announcement and review of protocol).
 - 10.1.1.4. One Shelter-In-Place drill per school year; school discretion for an actual drill or review with both students and staff.
 - 10.1.1.5. One Drop-Cover-Hold drill per school year; school discretion for an actual drill or review with both staff and students.
- 10.2. A record of each drill shall be recorded in Hour Zero with a written evaluation of the drill.
- 10.3. Ensure that part-time kindergarten classes participate in half of the drills.
- 10.4. Ensure that tenants and other parties who use CTR facilities during the day are aware of the procedures and that a plan to communicate with those families is in place. All building occupants shall participate in drills.
- 10.5. In consultation with the Director of Communications, as appropriate, a standard message may be provided to families in advance of drills and shall be communicated following each drill.
- 10.6. RCMP and other emergency response services may be periodically invited to participate in site-based drills.

11. Non School CTR Sites

- 11.1. Each adult-only site shall conduct a minimum of:
 - 11.1.1. Two evacuation drills per year; one during the fall school term (Sept – Dec), and one during the winter-spring school term (Jan – Jun); and other applicable drills as deemed necessary.
 - 11.1.2. Site Managers or the appointed designate shall keep a record of each drill in Hour Zero, and a written evaluation of each drill with the site Emergency Response Plan (available through Hour Zero). Submit the drill evaluations to the Occupational Health and Safety Officer annually.

12. All Staff Members

- 12.1. All staff members of CTR Catholic have responsibilities related to emergency response, including:
 - 12.1.1. regularly updating contact information with Human Resources;
 - 12.1.2. inform supervisors of necessary emergency medical information;

12.1.3. participating in required safety training and emergency;

12.1.4. adhering to division safety protocols and procedures at all times.

13. Roles and Responsibilities of Other Members of CTR Catholic

13.1. The Safety-Risk Assessment Team provides coordinated support during critical incidents, ensuring timely and compassionate responses that reflect our Catholic identity. Team members are deployed based on their areas of responsibility, as outlined below.

Superintendent

- Leads all aspects of the division's response to critical incidents and directs the Safety-Risk Assessment Team and school-based personnel.
- Acts as the primary contact for division and school-based administration once immediate safety measures have been taken.
- Coordinates all internal and external actions, including engagement with RCMP, Alberta Education, The Diocese of Calgary, and mental health services.
- Oversees communications with media in collaboration with the Director of Communications.
- Supports the return to normal operations by overseeing short- and long-term planning and action.
- When unavailable, the Deputy Superintendent leads the initial response.

Deputy Superintendent

- Leads the team in the absence of the Superintendent.
- Provides support in Human Resources and technology responses.
- Coordinates support through ASEBP, Employee and Family Assistant Program (EFAP) and other applicable resources.
- Assists with division-level communication and coordination during critical incidents.

Associate Superintendent of Learning and Student Services

- Leads the Safety-Risk Assessment Team under the direction of the Superintendent.
- Initiates both Safety and Risk Assessments.
- Coordinates support services, learning, and faith-based responses.
- Works closely with external agencies and key personnel.

Associate Superintendent of Corporate Services

- Supervises the Director of Facilities and Transportation Coordinator.
- Supports the logistical and operational response, especially in matters involving facilities and transportation.

Director of Student Services

- Oversees the operational actions of the Safety-Risk Assessment Team.
- Manages internal communication with schools and Student Services personnel.
- Supports student-focused responses, ensuring documentation of all assessments and actions.

Coordinator of Mental Health Services

- Provides immediate consultation on mental health concerns.
- Collaborates with Family School Liaison Workers (FSLWs) to deliver trauma-informed support to students and staff.
- Coordinates with external resources (e.g., the Grief Centre) if needed.

Family School Liaison Workers (FSLWs) / Connections Workers

- Provide short-term counselling and emotional support to students while offering a strong, relationship-based presence within the school community.
- Support families affected by the incident and act as liaisons to connect them with appropriate external agencies and community resources for longer-term or complex needs.

Director of Catholic Education

- Supports the faith response under the direction of the Superintendent.
- Coordinates prayers, liturgies, and spiritual services to foster a faith-filled atmosphere of comfort and healing.
- Ensures that Catholic teachings are central to the response and recovery process.

Director of Communications

- Prepares messaging for internal and external audiences in consultation with the Superintendent and site leadership.
- Coordinates with the Director of Catholic Education to ensure communication is compassionate, supportive, and aligned with Catholic identity.
- Liaises with media and advises on social media.

Director of Facilities

- Leads operational response to any facility-related crises.
- Deploys internal or external staff as needed and liaises with community contacts.
- Operates under the direction of the Superintendent and Superintendent of Corporate Services.

Transportation Coordinator

- Serves as the point of contact for significant bus accidents.
- Collaborates with the Associate Superintendent of Corporate Services and the Director of Communications to coordinate logistics and communication with families.

IT Services

- Supports the response to catastrophic cyber issues under the Superintendent responsible for technology.
- Engages CTR's insurance and cybersecurity service providers.
- Ensures continuity of communication and collaborates with external experts as needed.