



CRISIS PROCEDURES MANUAL

Revised June 2018

TABLE OF CONTENTS

	PAGE
Crisis Team Members	3
Crisis Communications Procedures	4
Checklist for General Manager of FMOT	5
Crisis Communication Chart	6
Teacher/Custodial Checklist for Any Emergency	7
Media Procedures/Communication	8
Fire	9
Bomb Threat	10
Explosions	10
Gas Leaks	11
Hazardous Material Spills	11
Toxic Fumes and Chemical Release	11
Assault	12
Child Kidnapping	13
Death Threats/Hate Crime	14
Accident/Serious Illness	15
Accident on/off campus	15
School Bus Accidents	16
Suicide or Attempted Suicide	17
Death/Homicide (on Campus)	17
Sexual Assault	17
Weapons on Campus	18
Gang Violence & Riots	18
Hostage Situation	18
Active Shooter	19
Natural Disasters	20
Food Poisoning (on Campus)	20
Severe Storms/Other Weather Related Emergencies	21
Emergency Phone Numbers	23
Social Service Organizations	25
APPENDIX A	
Bomb Threat Report	27
APPENDIX B	
Student/Employee Accident/Illness Report	28
APPENDIX C	
Media Release Permission Form	29

CRISIS TEAM MEMBERS

NAME	TITLE	WORK	MOBILE
Jesse Arps	Director Southwest Campus	713.723.4699	281.229.1642
Cheyne Brown	Director Early Childhood Southwest Campus	713.726.7609	281.900.8003
Leze Bradley	Student Information and Reporting Director	713.667.4051	281.330.6255
Toni Fisher	Director Northeast Campus	713.631.4396	281.732.4054
Sylvia Freeman	Nutrition Manager	713.723.4699	281.382.2212
Lakeisha Hamilton	Curriculum and Instruction Officer	713.667.4051	832.755.2001
Jessika Hearne	Director Southeast Campus	713.726.7654	713.818.4300
Pete McConnell	Communications Director	713.667.4051	281.620.8328
Terrell Russell	General Manager, FMOT	713.667.4051	281.330.6255
Kerry Shelton	Assistant General Manager, FMOT	713.667.4051	281.899.9386
Jeff Siler	Technology Director	713.667.4051	281.330.5370
Sandra Smith	Chief Financial Officer	713.667.4051	281.300.0945
Dr. Margaret Stroud	Superintendent of Schools	713.667.4051	713.899.6346
Gayle Voltz	Director East Campus	713.637.6574	281.702.3742

CAMPUS CRISIS COMMUNICATION PROCEDURES

STEP 1

Teacher or staff contacts Campus Director



STEP 2

Campus Director contacts the General Manager, FMOT
Terrell Russell
281.330.6255



STEP 3

General Manager, FMOT contacts the Superintendent
713. 899.6346



STEP 4

Superintendent contacts Communications Director



STEP 5

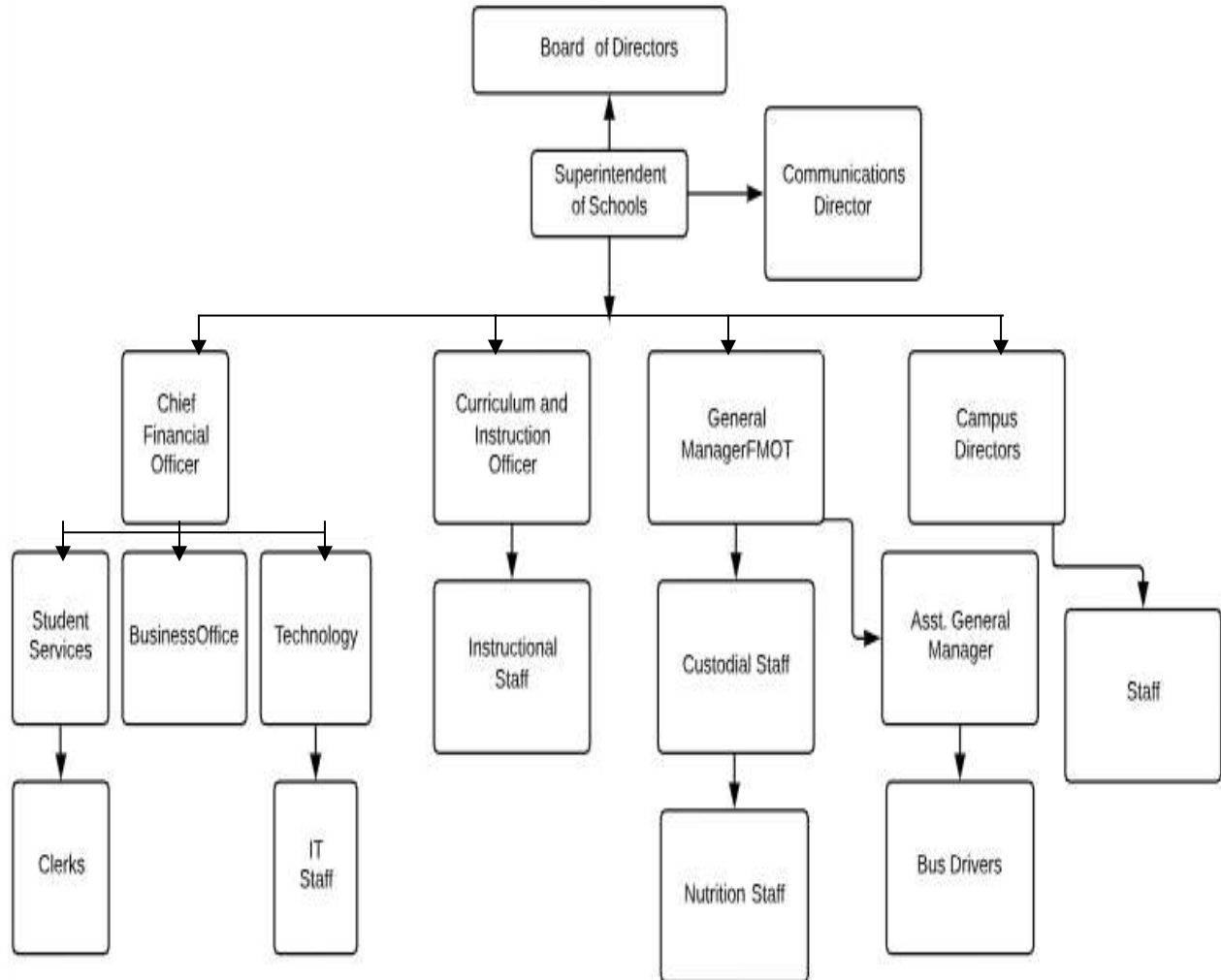
Superintendent activates Building Crisis Management Team

CHECKLIST FOR DIRECTORS, GENERAL MANAGER



1. Determine command post in your building (location where the person in charge or designee can be found at all times, usually the office, so there is access to a telephone.) Appoint a person to remain by the phone.
2. Assign and post a **WRITTEN chain of command (Person in Charge) in your building.** Alert all campus personnel to their assignments.
3. Have first aid equipment and instructions in the clinic.
4. Review custodian checklist with staff on a regular basis.
5. In emergency, the campus director will arrange for checking all restrooms, vacant rooms and resource rooms by assigned personnel.
6. The registrar will secure all records and campus clerk will lock and secure the computer.
7. The clerk should carry the fire marshal binder when evacuating the building.
8. Teachers will take student rosters and call roll in their assigned areas.
9. When the situation permits, the campus director or designee will attempt to keep a log of students who are picked up by parents or persons approved by the parents.

COMMUNICATION CHAIN





TEACHER/CUSTODIAL CHECKLIST FOR EMERGENCY

1. If advised by the campus director, stay in your room.
2. Immediately take a roll count of students.
3. Take the following protective measures if building is threatened:
 - a. Keep students away from windows and outside walls.
 - b. Take shelter in room or hall (*as assigned by the General Manager, FMOT*), duck and cover as directed.
 - c. Move all students out of temporary buildings into main building hallways.
 - d. Move all students out of open areas into hallways.
 - e. Shut off any electrical or gas operated appliances as directed.
 - f. Be alert to any developing threats such as broken water pipes or electrical wires.
 - g. Be prepared to evacuate if advised to do so.
 - h. If advised to evacuate, follow the fire drill plan.
 - i. Take grade book and check attendance once outside.
 - j. Communicate roll count of all students and situation to the General Manager, FMOT.

PLANT OPERATOR CHECKLIST FOR ANY EMERGENCY

1. Be responsible for cutting gas, water and electricity immediately if directed by General Manager, FMOT.
2. In the event of building damage, provide the General Manager, FMOT, with a condition report.
3. Always send two people for initial damage assessment.

MEDIA PROCEDURES / COMMUNICATION

In emergency or disaster situations, employees are not to make any statements to the media UNTIL the superintendent or campus director has been notified. If pressed for information simply state that you must apprise the superintendent of the situation. **[The communications director is the district spokesperson and will make all statements to the media.]**

If a statement is made, follow these guidelines:

1. Do not release ANY names.
2. State that the facts are being gathered and they will be released at a later time.
3. Instruct all personnel to refer questions from the media to the district spokesperson.
4. Always get the reporter's name, the name of the newspaper or station the reporter is working for, the reporter's telephone number, a mailing address, and the questions the reporter would like answered.

***** The media has no legal right to be on your campus for any reason without permission from an official representative of the district. If a member of the media insists on violating this law then you should contact the nearest police officer.**

FIRE

1. Attempt to extinguish the fire if small or confined (i.e. trash can).
 2. Confine fire by closing the door to the area involved.
 3. Plant operator will shut off HVAC and close exterior windows, turn off electrical power and natural gas supply to affected area.
 4. Sound fire alarm. Initiate evacuation plan. Teachers keep class list and go to designated areas.
 5. The General Manager, FMOT, will notify the Assistant General Manager, FMOT, if site evacuation is needed in case of inclement weather.
 6. Activate campus crisis team and set up incident command center with communication capability.
 7. Log all activities and decisions.
 8. Assist emergency personnel in locating and assisting injured persons.
 9. Follow instructions of police and fire departments.
 10. Keep students and staff away from building until area is declared safe.
 11. Maintain a list of hospitalized persons and locations.
 12. If building cannot be re-entered, relocate students to predetermined alternative location.
 13. When safe, follow instructions of fire department for building re-entry.
 14. Determine location for temporary classrooms and supplies.
 15. Communications director will prepare fact sheet and media statement.
 16. Contact maintenance for repairs or barricades.
 17. Debrief crisis teams and staff.
 18. Continue interaction with local and area counselors until trauma is resolved and school is returned to normal functioning.
 19. Communications director will prepare statement for media.
- **Always** evacuate school for small or large fires. Caution is first priority.

BOMB THREAT

1. When a threatening call is received, attempt to learn the following:
 - a. When is the bomb set to go off?
 - b. What is explosive, what does it look like?
 - c. Where in the building is it?
 - d. Why was it set? Where is the person calling from? What is his/her name?
 - e. What does the voice sound like (man, woman, child, accents, etc.)?
 - f. Were there any identifiable sounds in the background?
 - g. Exact wording of threat.
 - h. Record all available information.
2. Do not hang up on phone threats; try to keep caller talking to attempt a phone trace.
3. Record call if available.
4. Immediately after the call:
 - a. Call 911.
 - b. Call General Manager, FMOT.
 - c. Notify superintendent, campus directors, coordinators, and health and wellness coordinator as needed.
 - d. Notify Asst. General Manager, FMOT, if site evacuation may be needed or in case of inclement weather.
 - e. Assemble campus crisis team and inform of situation.
5. If bomb found, isolate the area and perform the following:
 - a. Evacuate in stages starting with rooms nearest device.
 - b. Do not handle device, use two-way radio or use pagers, DO NOT turn lights on or off.
 - c. Notify superintendent.
 - d. Re-enter building only after advised to do so by police.
6. Prepare bomb threat report (*Appendix A*) and media statement.
7. Debrief campus crisis team.
8. Communication director report.

EXPLOSIONS

1. When an explosion occurs in the building, there is an immediate threat.
2. General Manager, FMOT, immediately evacuates the building using the fire drill plan, with possible modifications as directed.
 - a. Call the Fire/Police Department Phone: 911
 - b. Call General Manager, FMOT Phone: 281.899.9386
 - c. Call the superintendent Phone: 713.899.6346
3. Proceed to alternate site for your school if needed.

GAS LEAKS

If the smell of gas is detected, evacuate the immediate area, such as the kitchen or the outside area surrounding the primary location. Notify the General Manager, FMOT, superintendent, or campus directors, and await instructions. **All cell phones should be turned OFF.**

HAZARDOUS MATERIAL SPILLS

The main threat is toxic fumes. Keep students away from spill area. The General Manager, FMOT will rely on instructions from local authorities.

If outside:

- | | |
|-----------------------------------|---------------------|
| a. Stay upwind | |
| b. Don't step in spilled material | |
| c. Call fire/police Department | Phone: 911 |
| d. Call General Manager, FMOT | Phone: 281.330.6255 |
| e. Call campus director | Phone: 281.889.9386 |
| f. Call superintendent | Phone: 713.667.4051 |

TOXIC FUMES AND CHEMICAL RELEASE

Upon notification from local authorities (police, fire department, etc.), the students should be taken to the nearest facility outside the danger zone. The parents should be notified as to where they are to pick up their children.

****In all cases, the teachers are to bring attendance records with them to account for each child. Children must be counted repeatedly.**

ASSAULT

1. Procedures in the event of an assault:
 - a. Proceed directly to the scene with appropriate assistance.
 - b. If life threatening call 911 and the General Manager, FMOT. Notify superintendent, campus directors, coordinators and health and wellness coordinator health as needed.
 - c. Take student to the school health and wellness coordinator or trained staff for first aid.
 - d. Unless injuries require immediate attention of a doctor or indicate transfer to hospital, keep victim at the school. If sexual assault, ensure victim stays with health and wellness coordinator, counselor, psychologist or trusted friend until police arrive.
 - e. Log all activities and decisions.
 - f. Notify victim's parents or nearest relative.
 - g. Separate multiple witnesses.
 - h. Secure statements from those involved.
 - i. Allow school professional providing support to accompany victim and police/parents to the hospital in cases of sexual assault.
 - j. Prepare fact sheet and alert the communications director.
 - k. Provide counseling for victim and family.
 - l. Reassure concerned parents regarding safety precautions at school. A letter approved by the superintendent will be sent to all of the parents in the school explaining the incident.
 - m. Meet with parents and teachers of victim to plan for return to school.
 - n. Debrief staff.

2. Managing alleged assault:
 - a. If life threatening, call 911 and the General Manager, FMOT.
 - b. Detain suspect until police arrive if possible. If possible, confiscate weapons.
 - c. Maintain student and staff control.
 - d. If alleged assailant is a student, notify parents and request conference.
 - e. If alleged assailant is a staff member, follow board policy regarding student/employee discipline, questioning of students/employee, and students/employee taken into custody.
 - f. Provide guidance and support for family.

CHILD KIDNAPPING

1. Witnessed
 - a. Call 911 and the General Manager, FMOT; notify the superintendent and the campus directors.
 - b. Gather facts about abduction and description of abductor and any vehicle involved.
 - c. Notify parents.
 - d. Convene campus crisis team, including counselors.
 - e. DECIDE ON A PLAN OF ACTION:
 1. Faculty meeting or
 2. Visit classroom as requested or
 3. Letters home to parents or
 - f. Prepare classmates to be supportive.
 - g. Communications director will prepare fact sheet and media statement.
 - h. Provide for follow-up counseling.
 - i. Debrief with campus crisis team and staff.

2. Not witnessed/missing children
 - a. Verify child is missing. Search buildings and grounds. Call 911 and the General Manager, FMOT. Notify superintendent, campus directors, coordinators and health and wellness coordinator as needed.
 - b. Notify parents.
 - c. Convene campus crisis team.
 - d. Question child's friends or ensure availability for police questioning.
 - e. Search neighborhood, if prudent, with police.
 - f. See "Decide on Plan of Action" above and follow steps.
 - g. Prepare classmates to be supportive.
 - h. Prepare fact sheet and media statement.
 - i. Debrief with campus crisis team and staff.

DEATH THREATS/HATE CRIME

1. Student immediately contacts teacher when either verbal or written threat is received.
2. Teacher escorts child to campus director's office. If the teacher is unable to leave class, a coordinator is called for the escort.
3. Campus director immediately informs General Manager, FMOT, if available. If not contact the superintendent immediately.
4. Campus director calls the parents immediately and informs them of the situation. A meeting needs to be scheduled with the parents/guardian and administration at this time.
5. Place student in a protected area, preferably the campus director's office. At that time the General Manager, FMOT, should obtain the student's statement.
6. When the General Manager, FMOT obtains a statement and contacts the Houston Police Department. From this point on, the General Manager, FMOT, and HPD will handle the investigation and any and all materials will become evidence and property of the state of Texas. The General Manager, FMOT, will keep the campus director informed on the progress of the case.
7. Superintendent is to be notified as quickly as possible.
8. General Manager, FMOT will assist HPD in handling the criminal investigation. General Manager, FMOT, superintendent and campus director will handle the code of conduct investigation.
9. Student is not to leave unless accompanied by parent or with school personnel per parental permission.
10. General Manager, FMOT will meet with the superintendent, campus director and the communications director to debrief at the end of the day and plan for the next day.

ACCIDENT/SERIOUS ILLNESS (*on campus*)

1. Call 911 and notify security.
2. Perform first aid/CPR.
3. Activate crisis management team.
4. Remove students from area.
5. Secure emergency/health card.
6. Notify health and wellness coordinator and campus director (specify needs if any).
7. Notify family.
8. Transport the person, if necessary (***be sure to take students health form with the signed permission to treat***). (Attachment B)
9. Complete incident report.
10. **CMT** meets to debrief at the end of the day.

NOTE: Staff from the school will travel to the location of accident if needed. A teacher or staff member will accompany injured to hospital, if needed.

ACCIDENT/SERIOUS ILLNESS (*off campus*)

1. Follow emergency procedures, call 911, render first aid, notify security, notify campus director.
2. Determine who is involved.
3. Secure an event roster.
4. Secure emergency health cards if possible.
5. Evaluate situation and develop a plan.
6. Notify families.
7. Complete incident report.
8. **CMT** meets to debrief at the end of the day.

NOTE: Staff from the school will travel to the location of accident if needed. A teacher or staff member will accompany injured to hospital.

SCHOOL BUS ACCIDENTS

In case of a bus accident, the following guidelines should be put into place:

1. The bus driver will:
 - a. Secure vehicle and display appropriate warning signs.
 - b. Survey all individuals involved in the accident for extent of injuries.
 - c. Notify necessary emergency units as soon as possible, such as "911".
 - d. Call the Assistant General Manager, FMOT. Superintendent will notify campus directors and district communications director.
 - e. All parent calls will be directed to the Assistant General Manager, FMOT at 281-889-9386.

2. The Assistant General Manager, FMOT, should gather as much information about the situation as possible, such as:
 - a. Location of accident.
 - b. Name(s) of any injured or deceased parties.
 - c. Name(s) of hospital that injured were transported to, if warranted.
 - d. Record time of call.
 - e. Note grade level and name of teachers for involved students.

3. The bus driver should notify the Assistant General Manager, FMOT, as to the status of the accident, whether the accident is minor or major and if continuation of the bus route is possible.

4. The Assistant General Manager, FMOT, will contact the General Manager, FMOT, who will in turn notify the superintendent of schools.

5. All parents of involved students will be notified regardless of the seriousness of the situation.

6. All incoming calls will be directed to the superintendent, campus director or the district communications director.

7. The campus director will notify essential staff.

NOTE: Staff from the school will travel to the location of accident, if needed. A teacher or staff member will accompany injured to hospital, if needed.

SUICIDE OR ATTEMPTED SUICIDE

1. Call 911.
2. Notify superintendent.
3. Notify campus director.
4. Notify campus health and wellness coordinator.
5. Activate **CMT**.
6. Isolate the area.
7. Isolate the witnesses.
8. Suspend all transitions. Secure emergency contact card.
9. Notify parents.
10. Conduct investigation.
11. Review any/all video footage.
12. Notify superintendent of video footage (if applicable).
13. Assign separate areas for media, parents counseling.
14. Document all students, communicate with staff, include a written statement (utilize available administrative staff, if necessary).
15. Document all students checking out early.
16. Announce the availability of counseling and location.
17. Teachers identify students that need counseling.
18. Document who receives counseling and needs follow-up.
19. **CMT** meets to debrief at the end of the day.

DEATH/HOMICIDE (ON CAMPUS)

1. Call 911.
2. Notify superintendent.
3. Notify campus director.
4. Notify campus health and wellness coordinator.
5. Remove students from the area.
6. Isolate witnesses (don't allow them to talk to anyone).
7. Secure health/emergency card.
8. Inform staff (verbal and written).
9. Notify family (in person if possible)... approved by superintendent.
10. Complete incident report **CMT** meets to debrief at the end of the day.

SEXUAL ASSAULT

1. Call 911.
2. Notify security.
3. Activate **CMT**.
4. Care for victim, but do not touch victim.
5. Secure emergency health card.
6. Isolate witnesses (do not allow them to talk to anyone).
7. Inform staff (verbal and written communication-approved by superintendent).
8. Notify family.
9. Conduct investigation.
10. Review any/all video footage.
11. Notify superintendent of video footage(if applicable).
12. Encourage victim to seek medical evaluation.
13. **CMT** meets to debrief at the end of the day.

NOTE: Keep paper trail on threats and save all records of sexual assaults*(CMT = Crisis Management Team)**

WEAPONS ON CAMPUS

1. Notify General Manager, FMOT director
2. Determine the degree of danger.
3. If warranted, the campus director will activate the CMT and notify law enforcement.
4. Activate CMT.
5. Determine degree of danger_(make a plan of action).
6. If possible confiscate the weapon discreetly, and contact HPD.
7. Take pictures of weapon. Report weapons on campus such as buses or athletic facilities to law enforcement.
8. Notify parents of the student.
9. **CMT** meets to debrief at end of the day.

****If unable to confiscate weapon**

1. Call 911.
2. Notify security (specify needs).
3. Campus director will notify staff.
4. Evacuate the area. Have security isolate the subject if possible.
5. Director will notify parents.
6. **CMT** meets to immediately follow the incident to debrief and write a report to be submitted to the superintendent.

GANG VIOLENCE & RIOTS

1. Call 911.
2. Notify campus director.
3. If warranted, the campus director will activate the CMT.
4. Notify security (specific needs) and campus director will call 911, if necessary
5. Isolate area and close it off.
6. Activate campus crowd control team, if needed.
7. Identify leaders and document police action/investigation.
8. Campus director will obtain report from emergency personnel (police, fire, EMT)
9. **CMT** meets immediately after the incident to debrief and write a report to be submitted to the Superintendent along with the police report.

HOSTAGE SITUATION

1. Notify campus director, will call 911.
2. Notify General Manager, FMOT.
3. Notify superintendent.
4. Isolate the hostage area.
5. Campus director will notify staff.
6. If directed, evacuate the building using evacuation procedures; do not allow re-entry, designated separate area for the media.
7. Monitor situation via intercom system.
8. Identify a spokesperson to communicate with the hostage taker "if needed" until law enforcement arrives.

9. Notify families of all persons involved.
10. **CMT** meets to debrief at the end of the day.
11. *Remain indoors, and keep all students unless otherwise directed by emergency personnel.*
12. **No students are to be released from or admitted to class for any reasons until it has been reported by campus director, that it is safe to do so.**

ACTIVE SHOOTER

When possible, the campus director will lock down via the intercom

1. Shelter in place. Close and lock all windows and doors (use door locks). Draw blinds/curtains. Stay away from windows and doors.
2. Cease all radio communications.
3. Silence all electronic devices and make sure they don't vibrate.
4. **Remain indoors, and keep all students unless otherwise directed by emergency personnel. No students are to be released or escorted from any class for any reason.**
5. Account for all students in the room by taking roll call and adding names of any students in the room who are not on the class roster.
6. If a gunshot(s) is audible, take cover (under desks, tables, behind cabinets/bookshelves, etc.) If no cover is available, have everyone lie down on the floor.
7. Calmly reassure students that everything is being done to return the situation to normal.
8. Administer first aid as needed.
9. Wait for all clear signal /announcement before exiting the building.
10. **CMT** meets to debrief at the end of the day.

NATURAL DISASTERS

Pending

1. Convene **CMT**.
2. Evaluate situation (dependent on type of disaster, eminence and damage; monitor media).
3. Follow emergency procedures.
4. Secure student/staff rosters/emergency cards.
5. Contact maintenance.
6. Maintenance contact utilities.
7. **CMT** meets to debrief at the end of the day.

Occurred

1. Call 911 (if needed) & notify security.
2. Activate **CMT**.
3. Follow emergency procedures.
4. Secure rosters.
5. Notify staff.
6. Contact utilities (if needed).
7. **CMT** meets to debrief at the end of the day.

FOOD POISONING

(on campus)

1. Call 911, notify security.
2. Notify health and wellness coordinator.
3. Notify Cafeteria Manager.
4. Check food safety protocol.
5. Notify families.
6. Document who is affected and treatment received, (health and wellness coordinator)
7. Follow check out procedure.

SEVERE STORMS OTHER WEATHER RELATED EMERGENCIES

1. If a severe storm or other weather-related emergency is forecasted and/or has hit the area, the superintendent will determine if school will be open for the day or if classes will be delayed.
2. The decision will be given to General Manager, FMOT, Assistant FMOT Manager, communications director.
3. Tune to the radio/television stations for early morning reports
4. Staff will be notified whether or not to report for work via phone calls, media reports, the district website, Facebook page and Twitter. Staff should refrain from making calls into the school to keep the lines open for emergency communication needs.
5. If a storm develops during the day, the primary means of warning of a severe storm or other weather related emergency will be by the school intercom system. The superintendent will determine the action to be taken and advise personnel. The communications director will inform the news media of procedures to follow. KPRC Channel 2 TV, KHOU Channel 11 TV, KTRK Channel 13 TV MAJIC 102.1 FM and KTRH 740 AM radio stations are the media sources that will provide The Varnett Public School closing information. The communications director will put a school closures message on the telephone voice message system for parents.
6. Lightning is a threat during any severe thunderstorm. Personnel should move students inside to safety if lightning is occurring.
7. Officials in charge of any outside activity should be aware of approaching severe storms or other weather-related emergencies. It is suggested that school officials use the PA system to warn spectators of approaching severe weather. School officials may stop play when it is determined that it is unsafe to continue activity.
8. The decision to close The Varnett Public School or to change the start time of classes is made by the superintendent. The superintendent receives road condition reports from all parts of the district.

A closing may occur when:

- Bad weather conditions exist.
- Hazardous driving conditions exist.
- Extremely low temperatures occur; gas consumption is curtailed.
- Chemical or hazardous materials spill or contamination.

Students, parents and employees are encouraged to listen to the following radio/television stations for the latest school closing or class delay information:

**KMJQ Majic102 Radio Station
KTRH 740 AM Radio Station
KXLN Channel 45 TV**

**KPRC Channel 2 TV
KTRK Channel 13 TV
KIAH Channel 39 TV**

**KHOU Channel 11 TV
KTMD Channel 47 TV
KRIV Channel 26 TV**

Campus director should post the information in an accessible area in the main office.

EMERGENCY RESOURCE GUIDE AND CONTACTS

EMERGENCY PHONE NUMBERS

Ambulance / Fire Department / Police Department.....911

Law Enforcement

Constable Pct. 2 (SOUTH SIDE).....713-477-4070
Constable Pct 3 (NORTH SIDE).....281-427-4792
Galena Park Police.....713-675-3471
Jacinto City Police.....713-672-2455
Harris County Sheriff's Department.....713-221-6000 or 713-455-8050
Houston Police Department.....713-884-3131
Texas Department of Public Safety.....512-424-2000

Medical Services

American Red Cross.....713-526-8300
Ben Taub Hospital.....713-793-2000
Family and Protective Service Hotline.....1-800-252-5400
UT Harris County Psychiatric Center.....713-741-5000
Crisis Hotline.....713-970-7000
Press 1 Rape Hotline.....713-528-7273
Texas Medical Center.....713-791-6454
MHMRA of Harris County.....713-970-7000 Hazardous
Materials Team (chemical only).....281-560-6200 Community
Awareness & Emergency Response Info Line.....713-881-3100 Health Department
City of Houston.....832-393-5169
Health Department, Harris County.....281-446-4222
Poison Control.....1-800-222-1222

Utilities – Contact Maintenance First

Centerpoint Energy (Electricity).....713-207-2222
Centerpoint Energy (Natural Gas).....713-659-2111
City of Houston (Customer Account Services).....713-371-1400

Useful Numbers:

City Council (District K) 832.393.3016	Recycling Hotline 311	HPD Westbury Div. Storefront 713.884.3131
County Commissioner 713.755.6111	Refuse /Heavy Trash 311	Neighborhood Protection 832.394.0600
City of Houston 311	School Crossing Lt. Repair 311	Forestry Department (tree trimming in right of way) 311
City of Houston (24 Hr. request Ctr.) 311	Street Light Repair (Give Pole #) 713.207.2222	Harris County Mosquito Control 713.440.4800
Harris County Precinct One Commissioner 713.991.6881 713.274.1000	Water & Sewer Repair 311	Rat on a Rat Program (Illegal Dumping) 713.525.2728
Hazardous Waste 311	Houston Code Ordinances 311	Yard Trim Collection 311

HPD NON-EMERGENCY	
Crime Stoppers (Tips)	713.222.8477
Family Assistance	311
Gang Division	311
Adult - SexCrimes	713.884.3131
Juvenile- Physical Abuse	713.884.3131
Juvenile – Sex Crimes	713.884.3131
Juvenile – Sexual Abuse	713.884.3131
MISSING PERSONS	
Adults	713.884.3131
Juvenile	713.884.3131
Park Police	713.884.3131
AGENCY	
Poison Center Treatment for accidental poisoning	1.800.222.1222
Family Service Center - Parent Resources Support/Parenting/Substance Abuse	713.861.4849
Social Security-All locations Social Security ID Cards/Benefits	1.800.772.1213
Houston Area Women’s Center Counseling Services for Battered Women	713.528.6798
Planned Parenthood Center Women’s Health Care/Birth Control Counseling	713.522.3976
American Red Cross Emergency Food and Shelter Services	713.526.8300
Family Domestic Relations Office	713.755.6757

Birth Certificates – Application for copy of birth certificate	311
CPS Child Protective Services Child Abuse/Neglect Referral Services	1.800.252.5400
Shelter for Battered Women Shelter services for women and children	713.528.2121
Rape Crisis Hotline (Support for victims of rape)	713.528.7273
Neighborhood Center - Provide daycare/Supplemental Assistance to families	713.667.9400
DePelchin Parenting Center (Weekly Parenting classes)	713.730.2335
WIC Programs - Nutritional Supplements for Mothers w/children	713.728.8582
National Certified Crisis Center (Counseling for Suicide)	1.800.784.2433
National Domestic Violence Hotline (Counseling for domestic violence situations)	1.800.799.7233
Social Service Referral/Helpline United Way Helpline Listing of phone numbers for food pantries, support groups, shelter and other resources	713.685.2300
Texas Abuse Hotline Family and protective services	1.800.252.5400
Texas Parent to Parent Support for families of children with disabilities, chronic illness or other special needs	512.458.8600
Texas Youth Hotline Support Services for Texas Youth	1.800.210.2278
Family Services of Greater Houston Provides crisis management, counseling and parent education	713.861.4849
Burnett and Associates Trauma specialists dealing with problems such as depression, suicide, abuse, family conflicts, school problems and self-esteem. Individual and family therapy available	281.580.7845
Catholic Charities Counseling at 7 locations for children, teens, families, couples, & singles using brief family therapy of 8-12 sessions, group treatment and parent education- problems include: developmental transitions, stress, marital conflicts, parent/child conflicts, divorce and grief. All faiths accepted. Sliding scale: \$10-90/session	713.526.4611
Children's Grief Center – Bo's Place A program to assist children who have lost a parent or sibling. Information and referral for adult grief support groups	713.942.8339
Chicano Family Center Non-profit social service agency offering a multitude of services for the Spanish speaking community. Clinica de consulta familiar provides emergency assistance and counseling to meet basic needs. Counseling for marital, family, individual, children, youth, drug and domestic violence issues is available. HIV and parenting education. Teen pregnancy program	713.923.2316
Christian Family Counseling All types of counseling, classes, workshops and limited testing available for families, individual or couples who need help coping, adjusting and resolving conflicts. Adjustable fee scale available and insurance	713.681.9598

SOCIAL SERVICES ORGANIZATIONS

<p>Goodwill Industries 4930 Beechnut St. Houston, TX 77096 713.661.1819</p>
<p>Helping Hands of Houston 713.344.5434</p>
<p>North Channel Assistance Ministries (Food, Clothing and WIC-Women/Infant/Children) 13837-1/2 Bonham Houston, TX 77015 713.453.8028</p>
<p>St. Vincent DePaul Society (Food & Utilities- Zip Code 77530 or parishioner of St. Andrews) 827 Sheldon Road Channelview, TX 77530 281.457.2245</p>
<p>Ser-Jobs for Progress of The Texas Gulf Coast Inc. (Family Learning Center-Denver Harbor) 201 Broadway Street Houston, TX 77012 713.773.6000</p>
<p>Youth Reach Houston (Christian Foster home for young men ages 12 to 21 yrs old) 8113 Reservoir Drive Houston, TX 77049 281.459.4555</p>
<p>Leon Z. Grayson Center (Activity Center of Senior Citizens) 13828 Corpus Christi Houston, TX 77015 713.455.3660</p>
<p>Montebello Wellness Center (Senior Citizen Home) 12350 Wood Bayou Drive Houston, TX 77013 877.252.4469 or 949.540.1249</p>
<p>Gulf Coast Community Services 9320 Kirby Drive 713.393.4700 Houston, TX 77054</p>
<p>Harris County Community Services Department 8410 Lantern Point Dr. Houston, TX 77054 713.696.7900</p>
<p>Harris Health System (Ben Taub Hospital) - Gold Card 713.873.2000</p>
<p>Intracare Medical Center (Mental Health) 1120 Cypress Station Drive Houston TX 77090 281-893-7200</p>



Appendix A

BOMB THREAT REPORT

Time and date reported: _____ How reported: _____

Exact words of the caller:

Ask The Following:

When is the bomb going to explode? _____

Where is the bomb right now? _____

What kind of bomb is it? _____

What does it look like? _____

Why did you place the bomb? _____

Where are you calling from? _____

Description of caller's voice: _____

____ Male ____ Accent

____ Female ____ Tone of Voice

____ Young ____ Intoxicated

____ Middle Age ____ Speech Problem

____ Old ____ Background Noise

Time caller hung up: _____ Remarks: _____

Name, Address, and Phone Number of Recipient:



Appendix B

STUDENT/EMPLOYEE ACCIDENT/ILLNESS REPORT

DATE: _____ TIME: _____

EMPLOYEE STUDENT SUPERVISING TEACHER STAFF

NAME: _____

WHERE ACCIDENT/ILLNESS OCCURRED?

WHAT HAPPENED?

WHAT WAS ADMINISTERED TO CHILD OR STAFF?

WAS PARENT or RELATIVE CALLED: _____ YES NO TIME: _____

PARENT/SUPERVISOR COMMENTS:

SAFETY COMMENTS:

SIGNATURE OF PERSON REPORTING ACCIDENT/ILLNESS

HEALTH AND WELLNESS COORDINATOR/ CAMPUS DIRECTOR

SAFETY COORDINATOR



Appendix C

THE VARNETT PUBLIC SCHOOL MEDIA RELEASE PERMISSION FORM

Date: _____

I hereby give permission to use my child's image or likeness in advertisements for the _____ . I understand that I am doing this voluntarily and will not be compensated monetarily or any other way for their participation.

My child's name is _____ and he /she is in the _____ grade. Their teacher's name is _____.

Parent/Guardian's Printed Name

Parent/Guardian's Signature