International School of London

Critical Incident and School Closure Policy

Date reviewed:
August 2025

To be reviewed:
August 2026

Mission statement

Since 1972, we have established a welcoming and inclusive community. Our diverse cultures and languages drive all our learning experiences.

We nurture creativity and curiosity to stimulate deep thinking. We foster insight, compassion and resilience to enable us to play a meaningful part in a changing world.

Vision statement

We celebrate our stories, our worth and our purpose to make a difference in a shared world.

At the International School of London, we believe in:

Empowering students to maximise their learning opportunities and to fulfil their potential.
Actively integrating cultural diversity in the curriculum.
Creating inclusive, vibrant and innovative learning communities.
Offering a diverse and extensive international programme that supports personal, social and professional growth.

1. Rationale

The school endeavours to ensure that there are appropriate procedures in place and the relevant staff are clear about what their duties and responsibilities are in the event of a critical incident

2. Definitions

A critical incident is any event that is sudden and unexpected and which requires an immediate response to ensure the safety and well - being of the whole school community e.g. 7/7

a) Student Disappearance
b) Fire – evacuation
c) Bomb threat/terrorist attack
d) Cyber attack (electronic threat)
e) Intruder
f) Sudden illness/death of staff/student(s)
g) Major accident/science explosion – evacuation
h) Highly contagious disease
i) Storm
j) Bus accident
k) Chemical spills
l) Truck/tanker accident outside school

3. Objectives

The critical incident policy

a) Identifies specific potential critical incidents.
b) Establishes clear lines of responsibility and communication for management of crisis.
c) Disseminates accurate information to relevant bodies
d) Takes appropriate action to respond to the incident.
e) Provides support for parents/staff/students throughout.

4. Incident Guidelines

a) Evacuation
   i Fire (Emergency Evacuation Plan - Appendix B)
   ii Explosion (Emergency Evacuation Plan – Appendix B)
   iii Bomb/Terrorist threat (See Bomb/Terrorist Threat Below)
   iv Any incident that requires a sudden re-organisation of the school routine

b) Non- evacuation

i Sudden collapse/Loss of consciousness.

- Office to be informed
- First Aider(s) to be summoned
- Office to dial 999 if necessary
- Head of School to be informed
- Head of School to decide on further action if necessary
- Medical report to be filed

ii Student Disappearance

- Inform Office / Reception
- Office to check register
- Form Tutor/Class teacher to be informed
- Head of School to be informed
- Head of School to decide on further action if necessary

c) School based

i) Highly contagious Disease (e.g. swine flu, whooping cough, Covid 19 etc. Please see infectious disease policy for different procedures for specific illnesses)

Child must be isolated immediately by teacher
First Aider summoned (must wear masks)
Office informed
Head of School to be informed
Head of School to initiate further action if necessary
Medical Report to be filed
M2 to be used as isolation unit if required

ii) Intruder

- Any unrecognised adult/young person WITHOUT a visitors badge should be challenged by **any staff member** and asked to report to the office.
- If intruder becomes difficult/violent the Office should be informed immediately and a 'lock down' procedure may be initiated
- The Office should call the police immediately
- Head of School should be informed

N.B. The School recently fitted a 'lock-down' system and a draft lockdown procedure is in place

c) Outside School

Bus accident involving staff and/or students (See below)

- Toxic spillage in Gunnersbury Avenue
- Office will inform Principal to convene CIT
- CIT to decide on the best method of evacuation
- Staff and students evacuated from site
- Evacuation arrangements same as those for a bomb threat (see below)

iii Severe Storm – before school e.g. 10/10/1987

- CIT to be convened as early as possible
- CIT plus Support team to make every effort to keep students at home during school hours
- Severe Storm – During school
- CIT convened
- Students kept in classrooms
- plus Support Team inform parents
- CIT arranges transport when it is safe to go home

Terrorist Incident in London (similar to 7/7)

- CIT to be convened to decide on appropriate action
- CIT plus Support Team to inform staff/students/parents on action to be taken

It must be emphasised that this is not an exhaustive list!! Critical Incidents not on this list will be dealt with by the CIT as they see fit.

Appendix A - CRITICAL INCIDENT TEAM

Current

Goal of the team

The goal of the ISL Critical Incident Team is to provide immediate assistance in the event of a crisis/ tragedy that has a direct or indirect impact on the ISL community. The steps taken in response to a given incident will address the following:

- Issues of safety
- Dissemination of accurate information
- Both short and long term plans to minimise the effects of a critical incident

An additional goal is to provide emotional support to students, staff and parents by responding to the event in a calm, compassionate and timely manner. This will provide a secure environment for students through which they can express feelings and ask questions.

School Closure

In a situation that demands a school closure, eg. an outbreak of COVID 19, the Critical Incident Team will ensure that all provision for online learning are in place by arranging an immediate meeting with the Head of IT.

Membership

Position		Name
Director		Amin Makarem
Head of School		Richard Parker
Deputy Principal Diploma College		El Kahina Meziane
Secondary Principal		Jed Petsinger
Primary Principal		Kathryn Firebrace
School Counsellor		Elizabeth Rawson-Jones & Timea Virag
Head of Admissions		Yoel Gordon
Finance Manager		Simon Williamson
Facilities Manager		David Dalzell
Head of Admin		Johanna Ambaye

Yes/No	Activity	Person Responsible
	Verify facts (e.g. police, hospital, Embassy, outside agencies, family)	Head of School & Facilities Manager
	Contact staff (e.g. teachers, security, transport, Support staff)	Relevant Principal /Deputy/Head of Admin
	Convene crisis team	Head of School
	Identify Family Contact Person	School Office
	Arrange for substitute teacher(s)	Senior Teacher
	Draft classroom announcement to students	Relevant Principal /Deputy
	Staff meeting	Head of School & relevant Principal/Deputy
	Distribute suggestions for classroom discussion	Relevant Principal / Deputy
	Notify students (bulletin, Assembly ,email, website)	Relevant Principal /Deputy
	Follow-up discussion with students	Relevant Principal/Deputy or Designated Teachers
	Set up safe rooms	Head of School & relevant Principal/Deputy
	Provide suitable readings/materials for teachers	Relevant Principal / Deputy
	Money for class teachers if students have to be taken off campus	Finance Office
	Plan Digital Learning where applicable	Head of School & relevant Principal/Deputy
	Draft and send letter to parents	Head of School & relevant Principal/Deputy
	Plan follow up staff meeting	Head of School & relevant Principal/Deputy
	Plan parent/community meeting	Head of School & relevant Principal/Deputy
	Plan memorial/remembrance	Head of School & relevant Principal/Deputy

Appendix B - Incident Fact Sheet

This form will help in gathering important factual information about the incident for evaluation by the Crisis Team:

Your name: _____

Date & Time of report: _____

Who was involved?

Name	Address	Phone number
_____	_____	_____
_____	_____	_____
_____	_____	_____

What happened (KNOWN facts only)

Type of incident? _____

Date and Time? _____

Where did the incident happen? _____

Extent of damage? _____

Cause of incident/damage? _____

Injured

Name	Staff/Student	Extent of injury	Treatment

Fatalities

Name	Staff/student	Cause of death	Next of Kin notified

Appendix B

Contacts

Police / Emergency Services 999

Non-emergency numbers

Chiswick/Hounslow Police station 020 8577 1212
Acton/Ealing Police Station 020 8810 1212
Fire 999
Acton/Hounslow Fire Station
Medical
West Middlesex Hospital 020 8650 2121
Central Middlesex Hospital 020 8965 5733
Transport Tube 020873 222 1234
Acton Town Station (Piccadilly & District Lines)
Gunnersbury (District Line)
Rail Gunnersbury Station
Kew Bridge Station

At ISL London, Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child.