مدرسة بيس سبرينق فيلد انترناشونال
PACE SPRINGFIELD INTERNATIONAL SCHOOL L.L.C

EMERGENCY COMMUNICATION POLICY

2026-2027

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pacespringfieldinternationalschool

1. Policy Statement

PACE Springfield International School is committed to ensuring timely, accurate, and controlled communication with parents during any emergency situation. The school prioritizes student safety while maintaining clear and consistent communication to prevent misinformation and unnecessary concern.

2. Purpose

This policy outlines the procedures for:

- Notifying parents during an emergency
- Providing regular updates
- Ensuring consistent messaging across all communication platforms

3. Scope

This policy applies to:

- All staff (teaching and non-teaching)
- All emergency situations (e.g. lockdown, Code Red, evacuation, medical incidents)

4. Communication Principles

All emergency communication will:

- Be approved by the Principal or delegated SLT member
- Use a single source of truth
- Be clear, calm, and factual
- Prioritise student safety and confidentiality
- Be regular and time-stamped

5. Communication Channels

Channel	Purpose
School App	Primary communication tool (official alerts)
SeeSaw	Class-level reassurance (as directed by Principal / SLT directed)
SMS	Backup for urgent alerts
Email	Detailed follow-up communication
School Website	Public updates if required

6. Roles & Responsibilities

Principal

- Final approval of all communications
- Acts as official spokesperson

Senior Leadership Team (SLT)

- Drafts and reviews all messages
- Determines communication frequency

Admin / Communications Officer

- Sends communications via all platforms
- Monitors parent responses

Teachers

- Do NOT communicate independently
- Use SeeSaw only when instructed
- Reassure students in class

7. Communication Procedure

Stage 1: Initial Alert (Within 10 minutes)

Purpose: Immediate reassurance

"Dear Parents, we are currently managing a situation on campus. All students are safe and supervised. Please do not come to school at this time. Further updates will follow shortly."

Stage 2: Ongoing Updates (Every 20–30 minutes)

Purpose: Maintain control and reduce speculation

"Update: The situation remains under control. Students are safe and supervised. We will provide further updates shortly."

Stage 3: Verified Information Update

Purpose: Provide clarity when confirmed

"The situation has been safely managed. All students remain safe. Thank you for your cooperation and support."

Stage 4: Closure Message

Purpose: Conclude communication

"The situation has been fully resolved. School operations will continue as normal. Thank you for your cooperation."

8. Use of SeeSaw

SeeSaw will:

- Be used only after the initial school-wide message
- Provide class-specific reassurance
- Not include sensitive or unverified information

Example:

"All students in Year 3 are safe, calm, and supervised."

9. Parent Guidance

Parents will be advised to:

- Avoid calling the school unless urgent
- Not come to campus unless instructed
- Follow official school updates only
- Avoid sharing unverified information

10. Communication Protocols

DO

- Keep messages brief and factual
- Reassure clearly
- Include timestamps

DO NOT

- Share unverified details
- Name individuals
- Use emotional or alarming language

11. Escalation Procedures

In high-risk situations:

- SMS alerts will be activated
- Updates will increase to every 10–15 minutes
- Additional communication channels may be used

12. Post-Incident Communication

Within 24 hours:

- A formal summary will be shared with parents
- Outline:
  - Overview of incident (appropriate level)
  - Actions taken
  - Next steps
- Wellbeing support offered if required

Appendix 1

🚨 EMERGENCY COMMUNICATION – STAFF GUIDE

Golden Rule

👉 Only SLT communicates with parents

What Happens First?

- School sends message within 10 minutes
- You do NOT message parents

Your Role

✓ Keep students calm

✓ Follow emergency procedures

✓ Await SLT instructions

✓ Use SeeSaw ONLY if instructed

What NOT To Do

❌ No WhatsApp messages to parents

❌ No personal updates

❌ No sharing information

SeeSaw Guidance (once approved by Principal/SLT)

✓ Simple reassurance only

Example:

"All students are safe and supervised."

Parent Expectations

Parents will be told:

- Do not come to school
- Wait for updates
- Follow official channels only

Update Timeline

- Initial: within 10 mins
- Updates: every 20–30 mins
- More frequent if needed

Key Reminder

👉 Stay calm, stay consistent, follow SLT direction

Appendix 2

Emergency Communication – Information for Parents

At PACE Springfield International School the safety of our students is our highest priority. In the event of an emergency, we follow clear procedures to ensure all students are safe and parents are kept informed.

How We Will Communicate

You will receive updates through:

- School App (primary)
- SeeSaw (class updates where appropriate)
- SMS (if urgent)

What You Can Expect

- A message within 10 minutes of an incident
- Regular updates throughout
- A final message once resolved

Important Guidance for Parents

During an emergency, please:

- Do NOT come to school unless instructed
- Avoid calling the school (lines must remain clear)
- Wait for official updates
- Do not share unverified information

Student Safety

All students will:

- Be supervised at all times
- Follow school safety procedures
- Remain in secure areas

After the Incident

You will receive:

- A summary of what occurred
- Information on any next steps
- Support guidance if needed

Our Commitment

We are committed to:

- Keeping your child safe
- Communicating clearly and promptly
- Supporting students and families at all times



Signature of Principal

Last amended: August 2026

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