



HISAR SCHOOL EARTHQUAKE PREPAREDNESS ACTIVITIES: COMMUNICATION



As Hisar School, we previously informed you that we have been carrying out our earthquake preparedness activities in collaboration with the Akut Foundation for the last 3 years with the determination to provide the safest environment for our students. Within this scope, we established the Hisar Schools Emergency Management (EMM) Team.

We continue to share our course of action plans for disaster preparedness, effective response and evacuation, which we have re-evaluated and updated following the Kahramanmaraş-based earthquakes on February 6, 2023.

Since communication, health services, and equipment supply are vitally important, planning, preparation, and supervision are meticulously carried out at Hisar Schools to avoid any setbacks in these phases.

We present you with detailed information related to internal and external communication planning before and after an earthquake.

We believe that all our staff, students and parents being informed about these preparations and planning prior to a possible disaster will positively affect the processes to be carried out during a disaster. We kindly request you carefully review the brief information provided below with our students. Thank you for your collaboration.

PREPARATIONS FOR COMMUNICATION ACTIVITIES

Given that communication is a critical function of disaster management, we draw your attention to the communication plans prepared at Hisar School to ensure clear, effective internal and external communication between employees, students, parents, responders, the public, and the media under the coordination of Emergency Management (EM).

1. MEANS OF COMMUNICATION

The internal and external means of communication to be used during the disaster process at Hisar School are as follows:

Landline: A telephone number reserved for incoming calls from parents requesting information from Hisar School will be determined. The aim is to clear the lines from other telephone lines to communicate with the first responders and the EM team.

Mobile phones: In case of a power cut, communication will be through the previously charged mobile phones. When necessary, the Corporate Communication Department can make statements to parents and the public on the official social media accounts of the School via mobile phone.

Satellite telephone: In the absence of internet access, communication is carried out via satellite phones by the school to the school administration and the PTA President. In cases where internet and cell phones could not be used, the process was initiated to purchase satellite phones to be delivered to the senior administration of the school and the Foundation Board of Directors, and a phone was provided for the School Administration Team. (**Iridium 9555** was preferred as the phone and Iridium service provider, which consists of 66 satellites in low orbit and provides global coverage, was preferred as the satellite network. **Active satellite telephone number: 8816 52444614**)

E-mail and SMS: When the Internet is accessible, all the staff and parents are informed via e-mail and SMS.

WhatsApp: When the Internet and Wi-Fi are accessible but phones do not work, communication with the staff and parents is established via WhatsApp.

Intercom systems: An intercom system enables teachers to contact the office using a handset instead of a wall-mounted speaker.

Megaphones: A battery-powered megaphone is a part of the school's emergency kit to communicate swiftly and directly with the staff and students in the school and parents in front of the school. Megaphones in emergency response storages are kept ready to use.

Two-way radio: Two-way radios supply a secure communication method among the rooms in the building and between the buildings. Radio training will be given to the staff who will use the radio during a disaster.

Computers: Wireless laptops enable communication with staff, parents, media, and potential institutions via e-mail. It is an essential tool to publish announcements on the School's website by the Department of Corporate Development when needed. It is separately kept in the cabinet of the EM Team.

Alarm systems: Rings and alarms can be used in different ways to indicate particular incidents. For instance, instructions in the earthquake include special warnings. All students and staff have been informed in advance of what the warnings mean and what they should do.

2. STAFF AND PARENTS

A. Preparations for Communication Activities Before the Earthquake

1. The communication network of the Emergency Management (EM) Team has been established. E-mail and Whatsapp groups for the EM team have been created.
2. Whatsapp, Zulip Team Chat and wireless applications are available as EM communication management.
3. Satellite telephones are provided for EM to be used in situations where internet and mobile phones cannot be used. **(Active satellite telephone number: 8816 52444614)**
4. All EM members have been provided with radios and radio use training will be repeated.
5. Backup cell phone chargers and spare batteries for radios have been provided in Emergency Stores.
6. There are two backup computers and chargers in the Emergency Management Center.
7. Even though the contact information of the Official Authorities is delivered to the members of EM, the Head of the Occupational Health and Safety Department is responsible for obtaining accurate information.

B. Preparation for Communication Activities

During Earthquake In Case The Earthquake Occurs Outside of School Hours:

1. **Telephone network between school staff:** The telephone network is initiated by the general manager and communication is established with the school administration and the Emergency Management Team. Team members get in touch with each other and then with working groups such as teachers, managers and administrative staff.
2. **E-mail and SMS:** When the Internet is accessible, all the staff and parents are informed via e-mail and SMS.
3. **Satellite telephone:** In the absence of internet access, communication is carried out via satellite phones available to the school administration and the PTA President.

In Case the Earthquake Occurs During School Hours:

1. Communication between the Emergency Management Team: Emergency Management Team communicates through a previously created WhatsApp group and wireless, which enables all members to be informed about due diligence.
2. In case internet access is in question after the earthquake, e-mail and SMS messages are sent to parents, employees and their relatives after the students are evacuated from the buildings, preferably after the attendance is taken, by referring to the message drafts prepared previously within the scope of valid scenarios. The messages are sent by the Corporate Development Department with the approval of the EM team.
3. The Financial and Administrative Affairs Department forwards the notification messages, which are sent to the staff and parents, to all the support staff at the School.

C. Communication Activities To Be Conducted After Earthquake

1. In line with the region, time and intensity of the earthquake, parents and employees will be informed via e-mail about the activities carried out at the school after the earthquake.
2. Reminder messages about emergency plans and reminders, including the roles and responsibilities of students, parents, teachers and school administration will be sent to the relevant groups.

3. OFFICIAL AUTHORITIES

1. In case of an earthquake, official information on the center and intensity of the earthquake, as well as contact information for the provincial and district directorates of the Ministry of National Education and the Governorship of Istanbul were provided to the school administration and EM members to follow official rulings on the protection of students on the school campus, the exit of students from the school on foot or by shuttle, the delivery of students to their parents, and the suspension/resumption of education.
2. The school administrators to communicate with the relevant official authorities have been identified.
3. After an earthquake, all statements in line with the official information will be given to the parents, staff, and public.

4. COMMUNICATION WITH THE MEDIA

Upon the request of the media or when the School finds it necessary, communication with the media will be conducted in collaboration with the media agency.

5. PREVENTION OF SPREADING MISINFORMATION

It could cause panic among parents since unconfirmed information could be quickly spread during earthquakes and disasters. To prevent this situation, we are ready to use all means in order to convey accurate information swiftly to our parents and stakeholders.

- Not only academic and administrative staff and parents but also all support staff (cleaning, transportation, security, dining hall) will be informed about due diligence, the continuation of education at school, delivering students to parents, or damage assessment after an earthquake.
- Team meetings with school principals and administrators will be held to share accurate information before staff leave the school at the end of the day.
- Accurate information will be shared in advance with the operator and administrative units responding to calls that the school may receive from parents, media channels, official institutions, or other authorities.
- Parents, other members of the school community, and school representatives in direct contact with different segments of society are to be informed in advance.

Updated: March 8, 2023