

## LANCASHIRE COUNTY COUNCIL EMERGENCY PREPAREDNESS AND RESPONSE MATRIX

The matrix below provides a signpost to and/or general advice on action to be taken in the event of reasonably foreseeable emergencies within Lancashire County Council Services and Schools. It must be used by Premises Managers and Headteachers when developing individual emergency plans. It is appreciated that it is not possible to design emergency plans to take into account all eventualities. However, it is the responsibility of the Premises Manager to ensure that all reasonably foreseeable emergencies are included within an emergency plan for the premises. Schools can use the Model School Emergency Plan and accompanying guidance provided by the Health, Safety and Resilience Service on the Schools Portal at [School Emergency Response Plan](#).

**Please complete the specific information for your Service/School on the table below (page 2/3) and ensure a copy is kept with your emergency plan(s).**

### Notes:

- Most of the emergency situations will require the evacuation of the building and this is practiced by your regular fire evacuations.
- You should consider an alternative assembly point either to protect people from the smoke and heat of a real fire or the blast from a gas leak or bomb explosion. This could be a village hall, library or another school. This could also be used if the partial closure of the building is required.
- Copies of emergency plans and contact numbers etc should be backed up electronically and be accessible from elsewhere for example as hard copies stored off site or in a 'grab bag' to be taken off site quickly so they can be accessed once the building has been evacuated.
- Where LCC are not the employer a cost may be incurred for the use of certain services noted in the matrix. In the event of an emergency Lancashire County Council maintained schools and Children's Services should contact the Customer Access Service or Emergency Duty Team; see contact details at [Emergencies/Critical Incidents in Schools](#). Church Schools should keep the relevant Diocesan/Church Authority informed. All other services should contact the Communications Service for media and internal communications advice on 01772 536616.
- Premises Information should already be available within the Fire Safety Log and Premises Management Log. The General Premises Information form is on the [Intranet](#) or [Schools Portal](#).

### Contents: [Emergency Contact Numbers](#)

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<b><u>SERVICE OR SCHOOL NAME:</u></b>		
<b>Useful Emergency Contact Numbers</b> (to be completed by the Office/Establishment Manager or nominated officer)		
<b>Contact:</b>	<b>Number:</b>	<b>Additional Information:</b>
Emergency Services	999	1 <sup>st</sup> point of contact for general emergencies
Local Police Station	101	Advice on police matters such as theft, civil unrest, bomb threats
Local Fire Station	tbc	Advice on Fire Safety issues
Local Radio Station	tbc	Communication to interested parties
NHS 111	111	Advice on medical issues
UK Health Security Agency (formally Public Health England)	0344 225 0562 Option 0	Advice on Infection Control issues
LCC Infection Protection and Control Team Team Email: <a href="mailto:infectionprevention@lancashire.gov.uk">infectionprevention@lancashire.gov.uk</a> Webpage: <a href="http://www.lancashire.gov.uk/practitioners/health/infection-prevention-and-control.aspx">www.lancashire.gov.uk/practitioners/health/infection-prevention-and-control.aspx</a>	01772 536935	Advice on Infection Control issues
Local Medical Centre/Hospital/GP Surgery	School nursing team	Advice on other medical issues
Building Surveyor	Eric Wright (Diane)	Advice on building issues
Health Safety & Quality Team	01772 538877	General health and safety advice, including assistance with Fire Risk Assessment
HSE (in the event of a death, major injury or dangerous occurrence) RIDDOR	0845 300 9923  On line F2508 form (available on HSE Website)	For emergencies involving a death or major injury resulting from a work-related accident, HSE to be notified by telephone without delay For emergencies classified as Dangerous Occurrences, HSE to be notified without delay
Customer Access Service	0300 1236720	Lancashire County Council maintained schools and Services Monday to Friday 8am to 8pm

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		Saturday to Sunday 8am to 7pm
Emergency Duty Team – out of hours	0300 123 6720	Lancashire County Council maintained schools and Children's Services Monday to Friday 8pm to 8am Saturday to Sunday 7pm to 8am
Liaison and Compliance Team (Unavoidable School Closures)	01772 531555	Lancashire County Council maintained schools
Emergency Duty Team (Out of Hours)	0300 123 6722	Lancashire County Council Social Care
Communications Service / media relations	01772 535933	Media Relations
Other users of premises	n/a	For example After school Club, Keep Fit group
Integrated Transport Services:		To co-ordinate arrangements for pupils to travel home safely, should home-to-school transport be required
East Lancashire	01282 831858	
Chorley & West Lancashire	01695 587420	
Preston & South Ribble	01772 705055	
Fylde & Wyre	01772 537290	
Lancaster & Morecambe	01524 581260	

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Type of incident	Where to find Guidance:
<p>Adverse/Severe weather conditions LCC Clearing snow and ice does not work <a href="#">Back to top</a></p>	<p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Unavoidable School Closure (Liaison and Compliance Team)</a></li> <li>- <a href="#">Severe Weather Guidance, including Winter Gritting</a></li> <li>- <a href="#">Severe Weather (including Winter Gritting) General Risk Assessment</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Severe Weather Guidance, including Winter Gritting</a></li> <li>- <a href="#">Severe Weather (including Winter Gritting) General Risk Assessment</a></li> </ul> <p>Other Useful Links:</p> <ul style="list-style-type: none"> <li>- <a href="#">Winter in Lancashire site</a></li> <li>- <a href="#">LCC - Winter driving advice</a></li> <li>- <a href="#">LCC Grit Bins information</a></li> <li>- <a href="#">LCC Clearing snow &amp; ice</a></li> <li>- <a href="#">Met Office – Weather forecast</a></li> <li>- <a href="#">Environment Agency – Flood information</a></li> <li>- <a href="#">Cancer Research internet guidance on sun safety</a></li> <li>- <a href="#">HSE publication 'Keep your top on – health risks from working in the sun'</a></li> </ul>
<p>Asbestos Release  <a href="#">Back to top</a></p>	<p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Emergency Procedures Regarding Asbestos</a></li> <li>- <a href="#">Unavoidable School Closure</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Emergency Procedures Regarding Asbestos</a></li> </ul>

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Type of incident	Where to find Guidance:
<p>Bomb Threat</p> <p><a href="#">Back to top</a></p>	<p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Bomb Threat Guidance</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Bomb Threat Guidance</a></li> </ul>
<p>Chemical/biological/ radiation incident Link to Regional EHO does not work</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- If the incident has occurred in the general area, building occupants will be safer inside, unless advised otherwise by the emergency services.</li> <li>- If you have been advised to remain within the building, close all windows and doors and remain clear of them. Turn off air conditioning/blowing systems.</li> <li>- Await further advice from the emergency services.</li> </ul> <p>Schools and Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Regional Environmental Health Office</a></li> </ul>
<p>Child Abduction</p> <p><a href="#">Back to top</a></p>	<p>Schools and Children's Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Child Protection – Children Missing from Home or Care</a></li> </ul>
<p>Civil unrest/public disorder</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Contact the Police for advice.</li> <li>- Make your Service Manager aware of the issue.</li> <li>- If an incident occurs in the general area and there is no immediate threat to occupants of the building, an evacuation will not be necessary, however everyone should move away from windows and outer doors.</li> <li>- A nominated member of staff may be required to ensure access to the building is prevented i.e. lockdown procedure to ensure the incident is kept as far away from the service as possible.</li> <li>- Dependent upon the extent of the incident, it may be appropriate, upon advice from the police to; evacuate the building and arrange transportation away from the premises for service users, visitors and staff etc; or to remain within the building.</li> </ul> <p>Guidance on School Lockdowns can be found at Appendix F in the <a href="#">School Emergency Plan Guidance</a></p>

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Type of incident	Where to find Guidance:
<p>Collapse of building</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Premises Manager, Office/Line Manager, Headteacher, and other staff within the building, visitors etc. Building Surveyor, Emergency Services, parents/carers, any neighbours who may be affected, Communications team*, HSE and Health Safety and Quality Team.</li> <li>- Follow the advice provided by your Building Surveyor/Health Safety and Quality Team/Emergency Services as appropriate.</li> <li>- In the event of a collapse of the building, it is likely that a full evacuation will be required quickly.</li> <li>- Evacuate to an alternative assembly point that is appropriately distanced away from the premises.</li> <li>- The fire evacuation procedure should be followed and a decision can then be taken as to whether or not to arrange transport away from the premises for services users, visitors and staff.</li> <li>- Consider whether any neighbours may be affected and communicate the danger to them.</li> <li>- Ensure a report is made under RIDDOR – dangerous occurrence.</li> </ul> <p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">School Emergency Guidance &amp; Response Plan</a></li> <li>- <a href="#">Critical Incident Physiological First Aid (CIPFA)</a></li> <li>- <a href="#">Unavoidable School Closure</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- Service Resilience Plans</li> </ul>

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Type of incident	Where to find Guidance:
<p>Death of child, person using service or member of staff</p> <p><a href="#">Back to top</a></p>	<p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">School Emergency Guidance &amp; Response Plan</a></li> <li>- <a href="#">Critical Incident Physiological First Aid (CIPFA)</a></li> <li>- <a href="#">Occupational Health Service for Counselling and Trauma Support</a> (Helpdesk: 0845 130 9490)</li> <li>- <a href="#">Employee Support &amp; Quality web site</a></li> <li>- <a href="#">Health, Safety and Quality Team</a> (if death resulted from work-related accident)</li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Occupational Health Service for Counselling and Trauma Support</a> (Helpdesk: 0845 130 9490).</li> <li>- <a href="#">Employee Support &amp; Quality web site.</a></li> <li>- <a href="#">Health, Safety and Quality Team</a> (if death resulted from work-related accident).</li> </ul>
<p>Failure of waste services</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Ensure waste is not stored where it could damage the environment for example could spill into storm drains.</li> <li>- Ensure food waste does not become an attraction to pests for example rats, mice.</li> <li>- Ensure waste is stored safely and does not cause slip/trip or cut injuries.</li> <li>- Ensure excess waste does not block fire exits.</li> <li>- Store waste that would attract pests, in containers with lids.</li> <li>- Optimise space in bins by breaking down waste and prioritising which waste can be stored outside of regular containers.</li> <li>- Obtain heavy duty refuse bags and double bag waste.</li> <li>- Once collection has restarted, there may be a need for additional collections.</li> <li>- Maintain regular liaison your <a href="#">Environmental Health Department</a></li> </ul>

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Type of incident	Where to find Guidance:
<p>Fire</p> <p><a href="#">Back to top</a></p>	<p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Arrangements In the Event of Fire and Other Emergencies Affecting the Property</a></li> <li>- <a href="#">School's Emergency Response Plan and Guidance</a></li> <li>- <a href="#">Emergency Preparedness and Response</a> (Health and Safety Guidance)</li> <li>- <a href="#">Unavoidable School Closure</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Arrangements In the Event of Fire and Other Emergencies Affecting the Property</a></li> <li>- <a href="#">Emergency Preparedness and Response</a> on the Health, Safety &amp; Quality web site</li> <li>- Service Resilience Plans</li> </ul>
<p>Gas leak</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Follow the advice provided by your Building Surveyor/Service Manager/Health Safety and Quality Team as appropriate.</li> <li>- Turn off at mains.</li> <li>- If the leak is confined to a particular area, evacuation may not be required, seek clarification from your Building Surveyor or National Grid Gas/or provider.</li> <li>- If an evacuation is required, follow the procedure for fire evacuations.</li> <li>- An alternative assembly point may need to be used, that is appropriately distanced away from the premises.</li> <li>- Await confirmation from your building surveyor or National Grid Gas/or provider before re-entering the building and follow any advice provided, such as ventilating the building.</li> </ul> <p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Premises Management Guidance (Gas)</a></li> <li>- <a href="#">Unavoidable School Closure</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Premises Management Guidance (Gas)</a></li> </ul>



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Type of incident	Where to find Guidance:
<p>Industrial Action</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Follow the advice provided by Head of Human Resources as appropriate.</li> <li>- It may not be necessary, or possible, to continue with a full service.</li> <li>- Review the situation on the day(s) of industrial action.</li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- Service Resilience Plans</li> </ul> <p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Unavoidable School Closure</a></li> </ul>
<p>Loss of services (electricity, water etc.)</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Contact the Premises Manager who should contact the Building Surveyor/Utility Provider.</li> <li>- Follow the advice provided by your Building Surveyor/Service Manager/Health Safety and Quality Team as appropriate.</li> <li>- An evacuation may not be necessary, as this will be dependent upon the nature of the emergency and its effect on the whole or part of the premise.</li> <li>- In the event of a major power cut, turn off electrical appliances that will automatically switch on when power is restored. If several appliances restart at once, they may overload the system.</li> <li>- In the event of failure of the water supply, an assessment should be made as to whether normal service can be maintained; bottled water may need to be provided.</li> <li>- Consider whether the provision of school meals will be affected.</li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- Service Resilience Plan</li> </ul> <p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Unavoidable School Closure</a></li> </ul>

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Type of incident	Where to find Guidance:
<p>Major chemical release within premises (in particular laboratories within schools and swimming pools)</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- If an evacuation is required, follow the procedure for fire evacuations.</li> <li>- Follow the advice provided by the Emergency Services/your Service Manager/Health Safety and Quality Team as appropriate.</li> <li>- It may be necessary to evacuate the entire building to the fire assembly point or as per instructions from the emergency services.</li> <li>- Await further advice from the emergency services before taking further action.</li> </ul> <p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Unavoidable School Closure</a></li> <li>- <a href="#">Control of Substances Hazardous to Health Guidance</a></li> <li>- <a href="#">CLEAPSS</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- Service Resilience Plans</li> <li>- <a href="#">Control of Substances Hazardous to Health Guidance</a></li> </ul>

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Type of incident	Where to find Guidance:
<p>Medical emergency / epidemic / pandemic / outbreak of an infectious disease (large scale)</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Follow the advice provided by Public Health (England)/LCC Infection Protection and Control Team/Service Manager/Health, Safety &amp; Quality Team as appropriate.</li> <li>- An evacuation will not normally be necessary however any affected areas should be isolated.</li> <li>- The extent of the problem will determine whether or not services have to be suspended temporarily.</li> <li>- If services have to be suspended, follow the general arrangements for ensuring the safe transportation of service users, visitors and employees etc.</li> </ul> <p>School's refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">School's Emergency Response Plan and Guidance</a></li> <li>- <a href="#">Unavoidable School Closure</a></li> <li>- <a href="#">Public Health (England)</a></li> <li>- <a href="#">*COVID-19 web pages – Health &amp; Safety</a></li> <li>- <a href="#">*COVID-19 web pages – HR</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- Service Resilience Plans</li> <li>- <a href="#">Public Health (England)</a></li> <li>- <a href="#">*COVID-19 web pages – Health &amp; Safety</a></li> <li>- <a href="#">* LCC - COVID-19 web pages</a></li> </ul> <p>*These links have been included in this section due to the current situation with the Coronavirus pandemic.</p>

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Type of incident	Where to find Guidance:
<p>Missing child / vulnerable persons</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Follow the advice provided by the Police/your Service Manager/Health Safety and Quality Team, Communication Team as appropriate.</li> <li>- Registration can be taken to ensure all others are accounted for.</li> <li>- An evacuation will not normally be necessary.</li> <li>- Keep record of times and actions taken.</li> <li>- When appropriate review systems.</li> </ul> <p>Schools and Children's Services refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Child Protection – Children Missing from Home or Care</a></li> </ul>
<p>Serious traffic incident</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Follow the advice provided by the Police/your Service Manager/Health Safety and Quality Team as appropriate.</li> <li>- If the incident has not directly affected the safety of the building or its occupants, an evacuation will not be necessary and occupants will be safer inside.</li> <li>- If the incident has affected the structure of the building and it could potentially collapse, the fire evacuation procedure should be followed and alternative assembly point used.</li> <li>- If the incident will affect planned deliveries or visitors gaining access to the premises, make alternative arrangements where possible.</li> <li>- Await further advice from the Emergency Services before taking further action.</li> </ul>

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Type of incident	Where to find Guidance:
Safeguarding measures breach / violence or assault  <a href="#">Back to top</a>	General Advice: <ul style="list-style-type: none"> <li>- Follow the advice provided by your dedicated LCC Safeguarding Officer, Service Manager, Police, Health Safety and Quality Team as appropriate.</li> <li>- An evacuation may not be required in the first instance, but a school lock down procedure may be necessary. There may be a case to evacuate class by class without the use of the alarm system.</li> <li>- If possible, make a record of times, actions taken and by whom. If not, write this information down as soon as is possible after incident and ensure the incident is reported following local procedures.</li> <li>- When appropriate, review systems.</li> </ul>
Suspect packages – receipt or discovery  <a href="#">Back to top</a>	Schools refer to: <ul style="list-style-type: none"> <li>- <a href="#">School's Emergency Response Plan and Guidance</a></li> <li>- <a href="#">Dealing with Suspect Packages Guidance</a></li> </ul> Services refer to: <ul style="list-style-type: none"> <li>- <a href="#">Dealing with Suspect Packages Guidance</a></li> </ul>

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Type of incident	Where to find Guidance:
<p>Water leak /flood/heavy rain (Large scale)</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"> <li>- Follow the advice provided by your Building Surveyor/Health Safety and Quality Team/ United Utilities (water leaks) or the Environment Agency (flooding) as appropriate.</li> <li>- If there is a major leak within the premises, isolate the area.</li> <li>- If this cannot be achieved; it may be necessary to evacuate the building following the fire evacuation procedure and await additional advice from the building surveyor.</li> <li>- In the case of localised flooding, consider the alternative assembly point; follow the advice of the United Utilities or Environment Agency and Emergency Services on the radio/TV.</li> <li>- It may be appropriate to evacuate the building and arrange transportation away from the premises for service users, pupils, visitors and staff etc.</li> <li>- If the flooding happens overnight, it may be necessary to suspend services and inform service users, pupils and parents/carers etc dependant on the scale of the incident. If the emergency services are involved inform them of your actions.</li> </ul> <p>Schools refer to:</p> <ul style="list-style-type: none"> <li>- <a href="#">Unavoidable School Closure</a></li> <li>- <a href="#">School's Emergency Response Plan and Guidance</a></li> </ul> <p>Services refer to:</p> <ul style="list-style-type: none"> <li>- Service Resilience Plans</li> </ul>

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Type of incident	Where to find Guidance:
<p>Disaster in the Local Community</p> <p><a href="#">Back to top</a></p>	<p>General Advice:</p> <ul style="list-style-type: none"><li>- Follow the advice provided by the Local Emergency Services/Health Safety and Quality Team/Local Authority as appropriate.</li><li>- Fire evacuation procedures and the use of the alternative assembly point may need to be implemented.</li><li>- It may be appropriate to evacuate the building and arrange transportation away from the premises for service users, pupils, visitors and staff etc.</li><li>- Normal Services may need to be suspended.</li></ul> <p>Schools refer to:</p> <ul style="list-style-type: none"><li>- <a href="#">Unavoidable School Closure</a></li><li>- <a href="#">School's Emergency Response Plan and Guidance</a></li></ul> <p>Services refer to:</p> <ul style="list-style-type: none"><li>- Service Resilience Plans</li></ul>