



مدرسة ايليت الانجليزية ش.ذ.م.م Elite English School L.L.C

Parent & Student Protocol

When on-site classes resume at school - Safe Reopening Guidelines.

Aligned with KHDA Reopening Protocols.

A Message to Our Families

Dear Parents and Students,

Welcome back to Elite English School, Dubai. We are delighted to reopen our doors and resume on-site learning. The safety and wellbeing of our students and staff remain our highest priority. This protocol has been prepared in line with the KHDA Reopening Protocols for Schools. It explains what parents and students need to know, and what is expected of you, so that our return to campus is safe, calm and well-organized for everyone.

Please read every section carefully and discuss the key points with your child at home before the first

day back.

Our Guiding Principles

Five principles guide every decision at school. Parents and students are expected to understand and support them.

1. People First

Students and staff safety come first — always. Lives take priority over belongings. In an emergency, never go back for bags, phones or possessions. They can be replaced; lives cannot.

2. Stay Indoors

All learning and activities happen indoors. Morning assemblies and outdoor activities remain suspended. Students must not gather in courtyards, open areas or near windows.

3. Safe Zones

Every classroom and common area has a designated safe zone reachable within one minute. Students must learn these locations during the first days of school.

4. Official Alerts

Only follow official alerts from school management and UAE authorities. Do not rely on social media, forwarded messages or WhatsApp groups. Rumours create panic.

5. Dual Delivery

Both in-person and online learning options are available. However, students who opt for on-site now will have to continue with the same and will not be permitted to switch to online mode at any time. You are advised to come back and join onsite classes as soon as possible.

Parent & Student Protocol

Parent Responsibilities:

Before Leaving Home

- Check for official alerts on the school's approved communication channels before leaving home.
- If an alert is issued before departure, do not leave home. Wait for the official all-clear.
- If your child shows any signs of illness, keep them at home and inform the school.
- Make sure your child carries sufficient food, water bottle, and all required materials — backpack should be kept light.

- Ensure your child knows their class, section, emergency contact numbers and home address.
- Review the day's schedule with your child and remind them to follow all teacher instructions.

At Drop-Off

- Follow the designated drop-off points and timings communicated by the school.
- Students must enter the building directly.
- Do not gather at gates, courtyards or external sidewalks. No waiting outside the school building.
- If an alert is active during drop-off, enter the building with your child immediately if entry is safe. Do not wait outside.
- Keep drop-off brief and calm. Avoid long goodbyes that slow the queue behind you.

During School Hours

- Keep your registered phone number switched on and reachable at all times during school hours.
- Update the school immediately if your contact details or emergency contacts change.
- Ensure at least two emergency contacts are on file — we may need to reach an authorised person on your behalf.
- Do not call individual teachers during school hours; all queries go through official school channels.
- Do not attempt to come to school during an active alert unless instructed to do so.

At Pick-Up and Dismissal

- Arrive on time — late pick-ups disrupt the organised dismissal process.

- Only authorised persons (listed on the school's records) may collect students. Bring ID if requested.
- If an alert is issued during dismissal, dismissal will be suspended immediately. Students will remain inside the building until the all-clear.
- When the alert is lifted, dismissal will resume in an organised, gradual manner. Please wait for school staff to hand over your child.
- Do not gather in front of gates or on the sidewalks — this creates congestion and risk.

If an Alert Is Received While Your Child Is En Route

- If your child is with you: Proceed to the nearest safe, covered indoor location. Do not stand in open areas.
- If your child is travelling alone: Instruct them (ideally by phone) to proceed immediately to the nearest safe, covered location and stay there until the alert is lifted.
- Do not attempt to reach the school until the all-clear is issued.

Student Responsibilities

Every student at Elite is expected to follow these rules so that everyone stays safe.

General Conduct

- Listen carefully to your teachers and follow instructions immediately — especially during any alert.
- Walk, do not run, in corridors and on stairs.
- Stay with your class group at all times. Do not wander off alone.
- Keep your classroom and bag organised so you can move quickly when required.
- Do not touch any suspicious object — report it to a teacher immediately.
- Never photograph, film or share anything about an emergency or alert — this is strictly prohibited.

Knowing Your School

- Learn the location of the safe zone.
- Know evacuation routes from your classroom.
- Know your class assembly point outside the building.
- Memorise your parents' phone numbers and your home address.
- Know the names of your class teacher and Supervisor.

When an Alert Is Issued

- Stop what you are doing immediately and listen to your teacher.
- Do not shout, run or push others.
- Leave your belongings — bags, books, devices— behind. Lives come before possessions.
- Move to the safe zone or evacuation line as directed. Stay low and away from windows and glass.
- Stay silent so you can hear every instruction.
- Help a classmate who needs support, but do not leave the group to do so.

Staying Calm

Feeling scared is normal — your body is trying to protect you. Here are four simple techniques you can use to stay calm:

- Box breathing: Breathe in for 4 seconds, hold for 4, breathe out for 4, hold for 4. Repeat 3 times.
- Feet flat: Press both feet firmly to the floor. Feel the ground under you.
- 5-4-3-2-1: Name 5 things you see, 4 you hear, 3 you can touch, 2 you smell, 1 you can taste.
- Long exhale: Breathe in normally, then breathe out slowly for twice as long.

The Four Daily Phases

Whether or not an alert has been issued, every school day is managed in four phases. Parents and students must know what to do in each.

Phase 1 — Before Arriving at School

NO ALERT

- Student leaves home as usual with a parent, guardian, or independently.

ALERT ISSUED

- Before departure: Do not leave home. Await the official all-clear.
- While enroute: Proceed to the nearest safe, covered indoor location. Stay until the alert is lifted.

Phase 2 — At Drop-Off

NO ALERT

- Students enter the building directly.
- No morning assembly.
- No gatherings at gates, courtyards or external sidewalks.

ALERT ISSUED

- Parent/guardian enters with the student immediately if entry is safe.
- No waiting outside the school.

(School gates open only by 7:30 am RTA AND Own Transport users must not wait anywhere or sit near residences if arriving earlier)

Reminder: Even on GREEN days, morning assemblies and outdoor gatherings remain suspended.

Phase 3 — While Inside the School

NO ALERT

- Classes continue as normal.
- Break time is held inside classrooms.
- No activities in courtyards, open areas or near windows and glass.

ALERT ISSUED

- All activities stop immediately.
- Move to the nearest safe zone.
- Students sit low and calm, away from windows and glass.
- Teachers remain with their group throughout.

Phase 4 — During Dismissal and Return

NO ALERT

- Dismissal proceeds in an organised, swift and gradual manner.

ALERT ISSUED

- Dismissal is suspended immediately.
- Students are not allowed outside the building.
- Once the alert is lifted, dismissal resumes in an organised, gradual manner.
- Gatherings in front of gates and sidewalks are prohibited.

(RTA USERS will be guided in 2 groups to the 2 points for RTA bus. Parents must come in personally to pick up their children. Students will not be allowed to wait in external waiting area or outside school. Between 27th of April to 30th of April, Parents must pick up their children between 1: 40 pm to 2:45 PM, from respective class. Over waiting is strictly prohibited beyond this time)

Pick up timing:

Grade 1 and 2 - 1: 40PM onwards

Grade 3 and 4 - 1: 50PM onwards

Grade 5 and 6 - 2:00PM onwards

Grade 7 and above - 2:10PM onwards

Emergency Response — What Students Must Do

Depending on the alert, the school will either SHELTER in place or EVACUATE. Both require calm orderly behaviour from every student.

SHELTER

Used when there is a local incident with no direct impact, or the risk of projectiles or falling debris.

- Stay with your teacher — your place is with the group.
- Move to the classroom's safe zone, away from windows and glass.
- Sit low, stay quiet and listen for instructions.
- Do not go to the window, corridor or toilet to "check" what is happening.
- Wait for an official all-clear before moving.

EVACUATE

Used when there is a fire, smoke, gas leak, or suspicious object on or near the premises.

- Stop all activity when the teacher gives the command.
- Leave belongings behind — do not pick up bags or phones.
- Line up quietly and walk briskly in an orderly line — no running.
- Follow the evacuation route shown in your classroom.
- Stay with your class at the assembly point until you are accounted for.

The First 3 Minutes

The first three minutes of any emergency are critical. Teachers will guide the class through three steps:

1. Minute 1 — Response and decision: The teacher assesses the situation and decides to shelter or evacuate.
2. Minute 2 — Orderly movement: Students follow the pre-designated safe procedure calmly and without panic.
3. Minute 3 — Assembly and headcount: At the assembly point or safe zone, every student is counted and any missing person is reported immediately.

UAE Emergency Numbers

Number / Service /When to Use

997 - Civil Defence - Fire, smoke, gas leak, suspicious object, building hazards.

998 - Ambulance - Life-threatening medical emergencies — call without waiting.

999 - Police Security incidents, suspicious persons or objects near the premises.

Students must never dial these numbers themselves. Always alert a teacher or adult, who will make the call.

Communication with the School

How we communicate in a crisis defines how families trust us. Every word matters.

Official Channels Only

- All school communication comes through approved channels only — school app, official email, and SMS.
- The School Principal is the sole authorised voice during any incident.
- Do not rely on WhatsApp groups, social media posts, forwarded messages or personal phone numbers.
- Do not call individual teachers during school hours or during an incident — direct all queries to the school office.

What Parents Must Not Do

Do not photograph or film the incident

This causes panic, violates student privacy, obstructs the emergency response and carries legal consequences.

Do not share unconfirmed information

No personal opinions, rumours or unofficial updates on any form or platform.

Do not rush to the school during an active alert

This creates congestion and puts you and the students at risk. Wait for official instructions.

Do not assume the all-clear yourself Only the school will confirm when it is safe. Wait for the official message before acting.

What Parents Can Expect from Us

- Clear, calm updates before, during and after any incident.
- Information on what is happening, what is being done, and what to expect next.
- No student will be released to anyone other than a parent, guardian, or authorised person on file.

Every contact attempt will be documented.

- Post-incident support including psychological first aid for any distressed student.

Health, Wellbeing & Emotional Support Daily Health

- Do not send your child to school if they show signs of illness. Inform the school immediately.
- Medication required during school hours must be handed to the school nurse with clear written instructions — never in the student's bag.
- Update any changes in your child's medical condition or allergies in writing.

Emotional Wellbeing

During exceptional periods, some students may show signs of anxiety, regression or changes in behaviour. This is normal and expected.

- Talk calmly with your child about the day and listen without pressure.
- Keep home routines consistent — fixed mealtimes and sleep schedules help children feel safe.
- Avoid exposing your child to distressing news, graphic images or fear-inducing social media content.
- If you notice ongoing distress, withdrawal or behaviour changes, contact the school counsellor through official channels.
- The school will offer Psychological First Aid (Look, Listen, Link) and counsellor support to any distressed student during and after any incident.

Quick-Reference Checklists

Parent Checklist

- I have read this full protocol and discussed it with my child.
- My registered phone number and at least two emergency contacts are up to date with the school.
- I have saved the school's main phone number and official communication channel on my phone.
- My child has their class, home address and my mobile number memorised.
- I have informed the school of any medical needs, allergies or additional support needs.
- I know what to do if an alert is issued before departure, during the journey, or during dismissal.

Student Checklist

- I know my teacher's name and my classroom location.
- I know the safe zone and evacuation routes.
- I know my class assembly point outside the building.
- I have my parents' phone numbers and home address memorised.
- I understand the difference between SHELTER and EVACUATE.
- I know to leave my bag behind in an emergency.
- I know which calming technique I will use if I feel scared (Box Breathing)
- I will never photograph or share anything about an emergency.

Key Reminders

Safety first. Indoor only. Follow official alerts. Communicate through approved channels. Thank you for partnering with Elite School, Dubai in keeping our community safe.

For any questions about this protocol, please contact the school office through the official communication channel.