



AISD

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Supervisor of Critical Incident Response Team, Dianna Groves
Department of Student Learning Support Services
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AISD CAMPUS REFERENCE GUIDE FOR CRITICAL INCIDENCE AISD Emergency Operation Plan & Critical Incident Stress Management Model

QUICK REFERENCE

CRITICAL INCIDENT RESPONSE TEAM

Advanced Planning and Communication are the KEYS to Crisis Management.

This is a general guide that has been prepared to assist administrators and staff in planning for and managing a campus during a critical incident. This Quick Reference Guide is aligned with the AISD Campus Emergency Operations Plan

CAMPUS GOALS :

1. Strengthen Safety Team
2. Help return school campus to its normal routine
3. Assist individuals recovery from the emotional impact of the incident
4. Prevent the escalation of the crisis and any long term affects.

AISD Critical Incident Response Team:

The School to Community Liaisons (SCL) serve on the district's Critical Incident Response Team.
Dianna Groves: Supervisor of Team and Liaison with AISD Police and APD Victim Services.

The Critical Incident Response Team may provide campus support for a LEVEL 3, 4 & 5 crisis. The SCL assigned to the campus will work directly with the Principal/Counselor and Campus Emergency assessment determining the LEVEL of crisis and support needed.

Main function of the Critical Incident Response Team:

- Assist campus counselors in the monitoring and counseling of students.
- Follow-up by making home visits and assisting families.
- Assist with campus follow-up and debriefing planning.

District Level Contacts

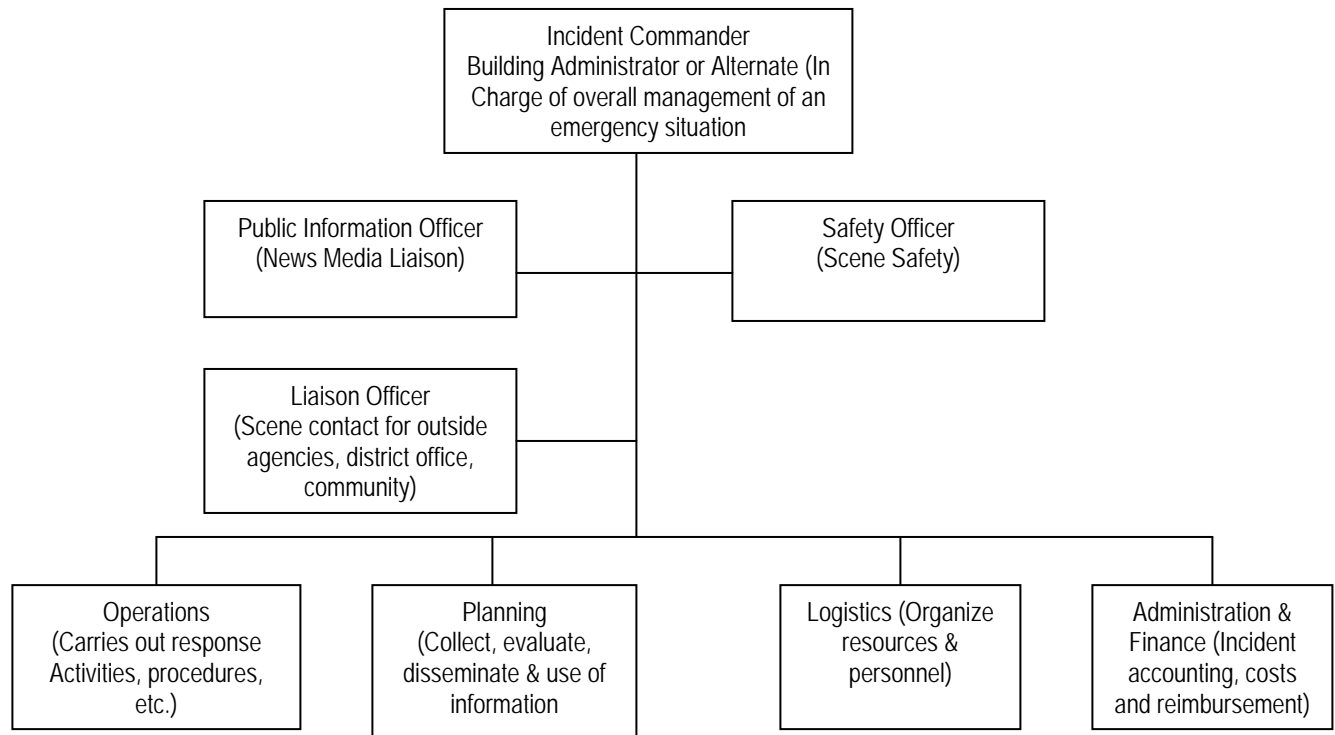
SUPERVISOR/CRITICAL INCIDENT RESPONSE TEAM	Dianna Groves	414-0177	560-1809
SECONDARY CONTACT	Barb Huffman	414-0333	913-7555
ELEMENTARY CONTACT	Amy Chalberg	414-0289	750-5299
EMERGENCY MANAGEMENT COORDINATOR.....	John Gaete	414-0462	897-9922
AISD POLICE DEPARTMENT.....		414-1703	

* Department of Student Learning Support provides counseling support and does not narrow its function to any specific event.

Department will be available for consultation at all times.
Sally RothenbergDirector

INCIDENT COMMANDER PREPARATION:

- ❑ Incident Commander oversees campus Safety Team
- ❑ Safety Team:
Principal, Asst. Principals, Counselors, SCL School to Community Liaison, Nurse, SRO, PBS,
other support staff to include: (CIS, Family Resource Center, Social Worker, Parent Support Specialist, Teachers, PTA representative, Custodian, District support)
- ❑ Incident Commander: Require Safety Team meeting at the beginning of each school year. Require counselor to bring Counseling Crisis Handbook to meeting for review.



LEVELS OF CRITICAL INCIDENT

	<p>CAMPUS LEVEL EMERGENCIES LEVEL (5 or 4) Handled by Campus Staff</p> <p>Involves personal tragedy or threatening incidents primarily affecting a student, teacher or administrator <u>impacting a single campus</u>. (Eg: Death of Parent, Child Abuse, Bullying, Fights, Suicide Outcry, Assault)</p>	
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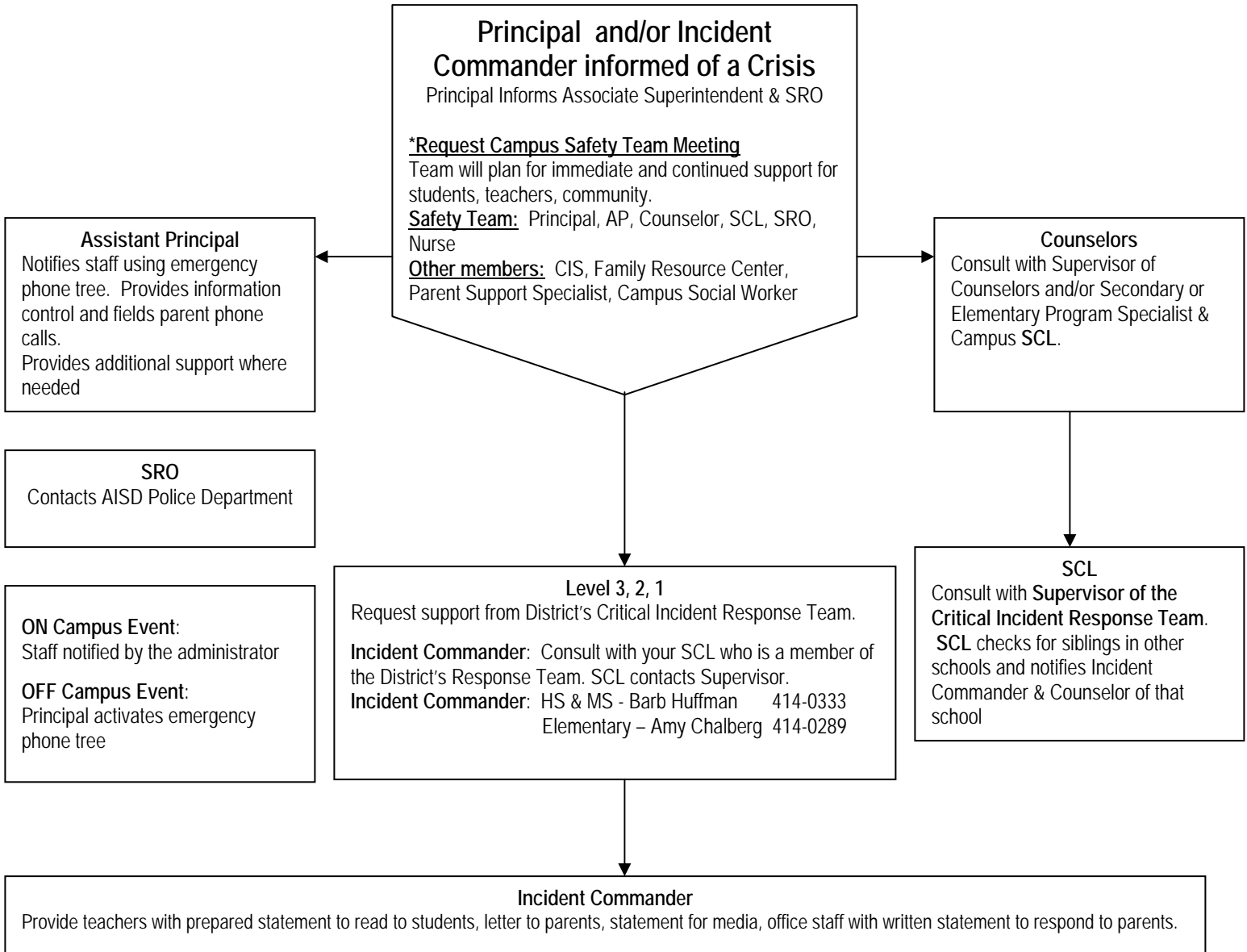


	<p>DISTRICT LEVEL EMERGENCIES LEVEL (3) Need Additional Support from District Level</p> <p>Constitutes a major personal crisis or threatening incident at a campus or major disaster elsewhere that indirectly impacts students and teachers. <u>High emotional fall out of student</u>. (Eg: On or off campus death of staff or student, on campus suicide attempt, suicide completion, arson resulting in destruction involving emotional fall-out.</p>	
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	<p>COMMUNITY LEVEL EMERGENCIES LEVEL (2 or 1) Community Involvement</p> <p>Threatened disaster or catastrophe that directly or profoundly affects more than one campus. Coordination of services from <u>campus, district and local community response agencies</u> is warranted. However, schools must be prepared to rely on own resources until help arrives. (Eg: Shooting on campus, hostage & sniper gunfire, murder on campus, contagious disease, natural disaster, cluster suicides, server storm damages with injuries.</p>	
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COMMUNICATION FLOW CHART



ADMINISTRATOR'S GENERAL CHECKLIST FOR EACH CRITICAL INCIDENT

- ❑ Verify incident.
- ❑ Notify SRO & Associate Superintendent's Office. (If critical call 911)
- ❑ Initiate campus phone tree to inform of early meeting before school
- ❑ Communicate with family members of child involved in incident. Get as much information from family and ask permission to share with teachers & students. Ask if funeral will be private or open.
- ❑ Assemble and brief SAFETY TEAM at onset of each critical incident to clarify facts and avoid rumors.
- ❑ Request your SCL, who is a member of the Districts Critical Incident Response Team, to attend SAFETY TEAM meeting.
- ❑ Assess LEVEL of Critical Incident & Determine LEVEL of response needed:
- ❑ Campus Level = handled by campus
- ❑ District Level / Community Level = Inform District Contacts
- ❑ Contact your SCL. The SCL is a trained member of the District's Critical Incident Response Team.
- ❑ The SCL will assess for the number of Response Team members needed.
- ❑ At briefing, request core team members to carry out pre-planned responsibilities.
- ❑ Confirm that counselor has assembled: 1. Campus Crisis Packet 2. Teacher Packet
- ❑ Designate rooms/space for individual & large group counseling
- ❑ Determine what and how INFORMATION will be shared:
 - Mandatory faculty meeting to provide facts as known
 - Provide teachers with prepared statement to be read to students
 - Prepare statement for media collaborating with AISD Communication Dept.
 - Letter to parents (sample letters in Counselor Crisis Handbook & Share Drive)
 - Classroom discussions with students should be limited to facts.
 - Direct teachers to send students to counseling area if student needs additional counseling
 - Assign one office person to answer phone and disseminate facts from fact sheet and direct calls
 - Provide office staff with a written statement to respond to parent inquiries, and any pertinent information
 - Inform student's counselor and teachers privately before informing rest of staff
- ❑ Assess need for evening meeting with parents/ community
- ❑ In case of death, student or teacher's desk should NOT be removed immediately. Leaving it for a few days may help acknowledge the death.
- ❑ At the end of day schedule an operational debriefing with staff after school to review events of the day.
- ❑ Provide information about AISD's EAP/Employee Assistance Program. (Detailed information on AISD Web Site.)

COUNSELOR'S PROCEDURE CHECKLIST FOR CRITICAL INCIDENT

- **REQUIRED**: Collaborate with Principal & schedule meeting with Safety Team at the beginning of school year.
- **Core Team Members**: Administrators, Counselors, SCL, SRO, Nurse, PBS
- **(Other staff**: CIS, Social Worker, Family Resource Center, Parent Support Specialist)
- **Determine Levels of Crisis**
- **Review CRISIS Handbook** with Core Team members at beginning of year meeting.
- **Team will establish role & responsibilities of each Core Team member.**
- **Consult with principal to establish designated areas for individual/group counseling.**
- **Inform Counselor Program Specialist**
- **Counselor organizes Campus Crisis Packet for each Support Personnel:**
 - *Map of the building
 - *Fact Sheet
 - *Master schedule
 - *Name tags
 - ***Teacher list with room #s**
 - ***Contact log/sign in sheet for students counseled (to attendance clerk each day)**
 - ***Copies of newspaper articles**
 - ***Give support personnel assignment location**
 - * **Call List = Contact info for the Campus Core Team Members**
- **Counselor designates crisis team member to create CARE KIT:**
 - Kleenex
 - Markers
 - Art paper
 - Books
 - Stuffed animals
- **Counselor & Principal Organizes Teacher Packet:**
 - Memo to be read to students = Principal
 - Copy of the letter to be sent home (ready by noon) = Principal
 - Fact Sheet = Principal
 - Teacher handouts & activities (See CRISIS Notebook) = Counselor
 - Schedule of events for the day or week = Principal & Counselor
 - List of counselors assigned to help in classrooms = Counselor
 - Copies of pictures, newspaper articles, fact sheet = Counselor

DAY OF THE EVENT:

- **Meet with SCL & support personnel and hand out packets.**
- **Be available to go into classes to assist in discussion.**
- **After class discussions, meet with individual/groups that are referred.**
- **Keep counselor log (located in Crisis Handbook), copy to attendance clerk at the end of the day.**
- **Identify students who may be “at-risk” and call parents of children who may need further help.**

FOLLOW UP:

- **Keep running list of “thank you notes” to be written.**
- **Collaborate with Principal for memorial and or recognition (plaque, tree planting, etc.)**

ACTION PLAN

Quick Reference Guide for Suicide Intervention

Must complete 4 FORMS when working with High Risk Suicidal Students
(Forms are found in *CRISIS Notebook*)

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|---|------|
| 1. <i>SAFETY CHECKLIST: YOUTH AT RISK FOR HARM</i> - - - - - (copies: counselor & principal) | V-3 |
| 2. <i>INDIVIDUAL SAFETY AGREEMENT</i> (former title <i>Stay Alive Contract</i>)- - (copies: counselor & principal) | V-11 |
| 3. <i>EMERGENCY PARENT NOTIFICATION FORM</i> - - - - - (copies: counselor & parent) | V-12 |
| 4. <i>AISD CONSENT TO REQUEST STUDENT RECORD (S) FORM</i> * - - - - - (copies: counselor, parent, physician) | V-14 |

*Inform parent that signing consent authorizes school to mail school records to physician/therapist and allows verbal communication between school and physician/therapist.

If parent signs, parent can deliver *CONSENT FORM* to physician/therapist or the counselor can mail *CONSENT FORM*.

If parent chooses **not** to sign, counselor must document "parent chooses not to sign" and date *CONSENT FORM*.

I. HIGH RISK - Student has a specific plan or previous suicide attempt. Must be seen immediately

- If student is **presenting imminent danger to self or others**, contact SRO (School Resource Officer) or 911 **immediately. Inform SRO that a Mental Health Officer is needed.**
- Inform Campus administrator.
- Contact parents immediately.
- If medical emergency is in progress, including a suspected drug overdose, dial **911**, SRO and contact **school nurse**.
- A Mental Health Officer has the authority to declare immediate need for voluntary or involuntary admission to hospital.
- Student should be monitored at all times – **do not leave alone**, even for a minute.
- Share your concern – communicate that you care and that you want him/her to be safe.
- Obtain commitment from the child/student not to harm self by completing the *INDIVIDUAL SAFETY AGREEMENT* (*CRISIS Notebook*, p. V-11).
- Principal Notification – verbal notification and a copy of the *SAFETY CHECKLIST: Youth at Risk for Harm* (*CRISIS Notebook*, p. V-3).
- Inform your School Nurse.
- Do not release student from school at the end of the school day. Student must be released to a parent or guardian!** An *INDIVIDUAL SAFETY AGREEMENT* must be made with student, parent or guardian. If unable to contact parent or guardian, contact your SRO for assistance. **Student must be accompanied at all times.**
- MCOT (Mobil Crisis Outreach Team) An additional crisis intervention resource available to provide assistance to trained professionals in school settings. MCOT: Extension of PES (Psychiatric Emergency Service) 472-HELP (4375) Available 24 hours a day.**

Assisting the Parent:

- Parent should immediately contact physician/therapist, Hospital Emergency Room or PES.
- Complete *EMERGENCY PARENT NOTIFICATION FORM* and provide a copy to parent to share with physician/mental health professional (*CRISIS Notebook*, p. V-12).
- Request that parent/guardian complete and sign *AISD CONSENT TO REQUEST STUDENT RECORD (S) FORM** which will allow school to provide school records to physician/therapist and verbally communicate with physician/therapist.
- If parent chooses **not** to sign, counselor must document "parent chooses not to sign" and date *CONSENT FORM*.
- Families **with private insurance** should contact their Primary Care Physician.
- If student has therapist or psychiatrist, parent should contact immediately and schedule an appointment.
- Families **without private insurance** – will need to transport their child to Psychiatric **Emergency Services (PES) @ 56 East Ave. (Holly Street & I-35); Phone #: 472-HELP (4357) or Hospital Emergency Room.**

Follow Up:

- Phone call home within 48 hrs.** to confirm parent followed through for medical/mental health assistance.
- If counselor suspects parent **did not** follow through, complete report to Child Protective Services (CPS) **Inform SRO.**
- If parent signed release, follow up by contacting physician or mental health provider.
- Upon student's return to school**, a transition meeting should take place between the student, parent, and counselor. Other staff might be included, at counselor discretion (i.e. SCL, campus administrator, school nurse, teacher). The *INDIVIDUAL SAFETY AGREEMENT* (*CRISIS Notebook*, p. V-11) should be reviewed and updated, as appropriate to student's needs.
- Ensure student has understanding of **plan** and how to seek help both at school and home.
- Refer student to IMPACT Team. Monitor student closely.

II. MODERATE to LOW RISK (Student has vague or no plan.)

- Immediately contact parents.
- An **INDIVIDUAL SAFETY AGREEMENT** (*CRISIS Notebook*, p. V-11) must be completed with student.
- If unable to contact parent or guardian, contact SRO for assistance.
- Ensure student has understanding of the Safety Agreement and how to seek help at school and home. Establish a safe place to go when feelings of doom present themselves.
- Share your concern – communicate that you care and that you want him/her to be safe.
- Explore problem solving strategies and alternatives for staying safe.
- Increase counseling opportunity with focus on increasing coping skills, problem solving strategies, stress management.
- Inform Principal – verbal notification and provide a copy of the **SAFETY CHECKLIST: Youth at Risk for Harm** (*CRISIS Notebook*, p. V-3).
- Do not release student from school without prior notification and consent of an adult family member, preferably a parent or guardian.
- Inform school nurse.
- Inform SRO.

Assisting the Parent:

- Complete **EMERGENCY PARENT NOTIFICATION FORM** (*CRISIS Notebook*, p. V-12) and provide a copy to parent to share with physician or mental health provider.
- If parent is not able to come to school, inform the parent or guardian that an Emergency Parent Notification will be sent home with the student.
- Families **with private insurance** should contact their Primary Care Physician.
- If student has therapist or psychiatrist – parent should contact them immediately and schedule an appointment.
- Families **without private insurance** may contact **PES @ 472-HELP (4357)– PES-Psychiatric Emergency Service @ 56 East Ave (Holly Street & I-35)**.
- Refer student and family to outside counseling agency, if appropriate. May contact your School to Community Liaison (SCL) for assistance.

Follow Up:

- Phone call home within 24 to 48 hours.
- Monitor student closely. Review **INDIVIDUAL SAFETY AGREEMENT** (*CRISIS Notebook*, p. V-11). Continue to explore problem solving strategies and alternatives to staying safe. Ensure student understanding of plan and how to seek help.

COMPLETED SUICIDE

COMPLETED SUICIDE:

- Get The Facts:
- Principal or designee contacts family. Consult with family about public acknowledgement of cause of death.
- Disclosure of information to students and staff:
 - Teacher or staff person who is familiar with students should read prepared announcements to small groups.
 - Make the announcement early in the school day (so students can be provided with support and structure and an opportunity to talk).
 - Do be honest and direct about what occurred without going into graphic detail.
 - Send letter home to parents (with students) so they will be aware of what is happening.
 - Provide information regarding funeral arrangements as soon as it is known.
 - Identify and monitoring at risk students.

MEMORIAL SERVICES AND REMEMBRANCES:

Memorial service can be a highly emotional event that has the potential for either increasing or decreasing the possibility of **suicide contagion**.

Suicide **contagion** can occur when events (such as memorial services and media coverage) glorify or sensationalize the death of the individual. This increases the risk factors for youth who are depressed, troubled, or at increased risk for suicide. Media reports, as well as memorial services, are **two** of the biggest factors that contribute to **suicide contagion**.

- Avoid any type of large-scale memorial service or remembrance that takes place at school and especially during school hours.
- Do not allow permanent plaques or dedications to the individual to be erected in public buildings or other locations (other than traditional cemetery markers).
- Publicly acknowledge that the death is a suicide (**only if family wants this**).
- Openly acknowledge and discuss the pain, and heartache the death has caused.
- Encourage donations to **suicide prevention** efforts. (Austin Suicide Prevention Coalition.)

SPECIAL CONSIDERATIONS:

A good rule of thumb to consider before deciding on a permanent memorial (for any student or staff death) is to consider what it would be like to times it by three or five if similar events happened in the future. What may seem like a good idea at the time (planting a tree, erecting a park bench, etc.) may seem much less appropriate when applied in multiples. **Consult with Associate Superintendent's Office.**

- Allow students and faculty time away from school to attend memorial service.
- Consider allowing attendance at service to be an excused absence. **Check with Associate Superintendent's Office.**
- Require a note from parents giving permission to attend.
- Encourage parents to attend the service with their son/daughter or have them be accompanied by another parent or responsible adult.