Management During Crisis

Preparation	Response	Recovery	Post-Crisis
•Have a written plan •Have a crisis team with a clear chain of command and communication protocol •Have a phone tree, text message group, etc. ready. •Practice and do table-top drills •Use crisis prevention strategies • Risk assessment protocols • Bully response / prevention • LGBT support • etc.. • Use education to prevent crisis • Suicide prevention • Drivers ed. • DARE, SADD, etc. • PBIS strategies •Maintain an ongoing list of fragile staff (and students)	•Gather information throughout the event •Take on partners - RCT on call •Anticipate issues including press, social media, etc. •Communicate the big and little things •Look for community connections to loss • Designate a point person for family contact •Don't forget the systems - student management system •Take care of your team's basic needs •Remove family from auto-communication system •Notify transportation and registration •Script response to parent and student inquiries •Clearly document messages and phone numbers for return calls - say number back •Check "Family tree" and close relationships (coaches, advisors, etc.) •Check district calendar for events.	• Attend to long term mental health needs of community • Manage donations and scholarships. • Guidelines for memorials. • Long term reminders and anniversaries •Manage memorials and spaces for them. •Set schedule of coverage for memorials, wakes, services, •Notify next grade level or school. •Put event on calendar as a recurring reminder. •Clean student locker - save mementos. •Discuss events with parents - yearbook, graduation ceremony, etc. •Activate RCT as necessary	•Debrief and learn from response to crisis. •Make revisions to crisis plan •Save and organize resources for next time •Use event to educate community

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Leadership During Crisis

Preparation	Response	Recovery	Post-Crisis
Leaders Ask: •How can I build bridges with community leaders before I need them? •How can we ensure that all members of a school community have strong personal bonds to others before they need them? •How can I share what I know and have learned with other leaders? How can I learn from them? • How does our communities value system align with our planned response? •How can our core value system reduce future crises?	Leaders Ask: • How can I communicate with all constituents to build trust and build teamwork? •How can I take care of the mental health of the "helpers?" •How can we model and teach the beginning stages of the grieving process? • How can we respond in a way that inspires trust? •Am I balancing my display of strength and vulnerability as a leader?	Leaders Ask: •How can we bring the community together to memorialize and remember? • How can we reinforce and build partnerships forged through this crisis? •How can we model and teach the latter stages of the grieving process? •Can we use this event as a point of strength and unity?	Leaders Ask: •How can we debrief so all are willing and able to give feedback? •How can I the support the mental health of our crisis team? •How can we create a learning community so all can learn from going through crisis? •How can we inspire others to be "helpers" in our school community? •Are we nurturing our next generation of school mental health professionals?

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