



Burlington County School Crisis Response Team

2016-2017

September 28, 2016

Overview

- ◆ Open to all Burlington County Districts, Charters and Colleges
- ◆ Comprised of approximately 98 team members, Four Team Leaders/Specialized Team
- ◆ Team members —administrators, guidance counselors, psychologists, social workers, nurses, school resource officers, teachers, public information liaison
- ◆ Volunteers have received specialized training
- ◆ Ability to activate 24/7

How You Got Here

- ◆ Your district administration appointed you to be a team member based on your level of expertise which will be invaluable as a member of the Crisis Response Team
- ◆ OR
- ◆ You are attending as an administrator for information on the Crisis Response Team

Key Personnel

MARIE PHILLIPS, BCSCRT ADMINISTRATOR

TEAM LEADERS

MIKE MAZZONI

DAVID LENTINI

ANTHONY FALTZ

STACEY BOYLE-WELLER

Crisis Team Secretary

ERIN TERREI

Goals

- ◆ Define a school crisis
- ◆ Understand role as member
- ◆ Obtain specialized first responder training
- ◆ Learn our team process

CRISIS:

A time of intense difficulty, trouble or danger when important decisions must be made or actions taken.

Elements of a Crisis

- ◆ Traumatic event
- ◆ Usually unpredicted
- ◆ Often emotionally overwhelming
- ◆ Alters school environment

Examples of a Crisis

- ◆ Accident involving a student, student's family or staff member
- ◆ Suicide/death involving a student, student's family or staff member
- ◆ Violent act/s
- ◆ Natural Disasters

Typical District Options Without Team Assistance

- ◆ School Rapid Response Team
- ◆ District Response Team

Why Engage A County Team?

- ◆ Aids in the sustained stages of handling a crisis
- ◆ Frees those most familiar with students and staff to assist
- ◆ Relieves district personnel impacted by event
- ◆ Provides district support through crisis situation
- ◆ Enables day-to-day school operations to continue

Benefits & Considerations

- ◆ Shares the cost of training and resources
- ◆ Avoids district burn-out
- ◆ Keeps "walking wounded" from serving as caregivers
- ◆ Provides a highly-skilled team to district in need
- ◆ Offers benefits of increased experience within your district
- ◆ Can respond to multiple crisis situations by combining teams
- ◆ Offers technical support as needed

Sample Services

- ◆ Facilitation of a faculty meeting before/after school
- ◆ Preparation of an announcement for faculty to share with students in the classroom
- ◆ Establishment and staffing of Safe Room/s for students, staff and parents to express grief
- ◆ Assisting with security needs / Media liaison support
- ◆ Assisting with district website information
- ◆ Support where students and/ or staff congregate (i.e. cafeteria, recess, faculty rooms, latch key programs)
- ◆ Debriefing / Assistance with parent communication

Team Member Expectations

- ◆ Attendance at all required trainings
- ◆ Completion of the CMI online training segments
- ◆ Submission of your completion certificate
- ◆ Apply use of your crisis knowledge in your home district
- ◆ Respond to activation calls and participate in debriefings
- ◆ Communicate changes in your contact information promptly

Upon Team Arrival

Principal

Always remains in charge of response

School Personnel:

Attempt to retain normalcy

Work with most affected students

Refer those in need of Safe Room assistance

Flight Team Leader:

Handles the crisis

Responsible for teams in building

Direct link and support for administration

Tasks of Various Team Members

Crisis Response Team Administrator

- ◆ Responsible for activating team
- ◆ Communicates with County Executive Superintendent
- ◆ Administrative functions such as district participation, annual report, team trainings
- ◆ Collaboration with county resources (TLC, Superintendents' Roundtable)

School Crisis Response Team Leader

- ◆ Alerts team members of activation
- ◆ Meets with Building Principal to determine needs
- ◆ Supports and coordinates team
- ◆ Attends and contributes to school meetings
- ◆ Communications
- ◆ Maintains documentation of events

School Crisis Response Team Leader

- ◆ Identifies resources needed
- ◆ Plans for follow –up
- ◆ Scheduling debriefing sessions
- ◆ Other responsibilities as needed by Team
- ◆ Suggests, troubleshoots, supports, generate ideas, stabilizes, facilitates as needed

Tasks of Various People

Safe Room Coordinator

- Responsible for set up and supplies
- Responsible for sign-in sheets and activities
- Refers students
- Supports Team Leader

Flight Team Members

- Responds to School in Crisis
- Attends before-school meetings
- Facilitates Safe Rooms
- Supports district staff in various ways

Safe Room Coordinator

- ◆ Assigned by the Team Leader
- ◆ Attends all Team meetings
- ◆ Establishes a safe place for pupils, staff and others to discuss feelings and gain help in processing event.
- ◆ Oversees that Safe Room is working effectively
- ◆ Schedules and assigns Team Members who have counseling training
- ◆ Monitors Staff to Student ratio
- ◆ Acquires and replaces supplies as needed
- ◆ Assists Team Leader as appropriate.

Crisis Communication

- ◆ District should appoint single spokesperson
- ◆ Message should be consistent wherever it appears
- ◆ Share script with all who answer school/district phones
- ◆ If letters are to be sent home with young students, place in sealed envelopes
- ◆ Include resource materials on website to support parents in discussing crisis
- ◆ Advise Staff: Only official spokesperson speaks with media
- ◆ Media can be removed from campus if disrupting program
- ◆ Select site away from school grounds for media conferences

Acknowledgment

CRISIS MANAGEMENT INSTITUTE

BCSCRT training follows the principles of the Crisis Management Institute (CMI) via online training and CMI training resources. CMI was founded by Cheri Lovre, M.S. Most notably, Ms. Lovre provided assistance for the crisis situations in Columbine, Littleton, and Nickel Mines.

Previous Comments

“...No words seem adequate to thank the members of the BCSCRT for all the help and support given that horrible day and the days which followed. The team was here immediately and provided critical support and guidance when it was most needed.”

- *Superintendent*

“...I would like to express our appreciation to the BCSCRT for their help and support...the Team provided counseling to staff, students and graduates in need during a very difficult time for our community.” - *Superintendent*

“... In a most tragic circumstance, the dedicated work of the Team was invaluable in this time of need. There is no doubt that we could not have served our students and staff in accepting and coping with this unfortunate incident without the effort of our BCSCRT.”

- *Superintendent*

Contact Information

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