



ALTAMIRA
INTERNATIONAL SCHOOL

CRISIS INTERVENTION PLAN

HANDBOOK

2023 - 2024

AIS





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1. Crisis Response Policy

1.1 Crisis Response Intent and Definition

- a. Crisis response policy is intended to ensure staff and student safety through a time-limited and problem-focused intervention to identify, manage and resolve the crisis by utilization and deployment of the Crisis Response Team and identified supporting community agencies.
- b. Crises include but are not limited to the death of a student, school employee, former student or school volunteer by suicide, accident, or illness; serious bodily injury of a student, school employee, former student or school volunteer by suicide, accident, or illness.
- c. The Principal of each school and/or Superintendent will determine when a crisis incident has occurred and convene the Crisis Response Team.
 - The Crisis Response Team and supporting school staff will follow the Crisis Response Procedures with the intent to reduce emotional trauma and assist in recovery from emotional trauma.

1.2 Crisis Response Team

- a. Crisis Response Team (CRT) will be established at each school to assist with crisis management during a crisis situation.
- b. Each school will complete and utilize the Site-Based Crisis Response Team Worksheet ([see Crisis Directory](#)) to identify the school staff to serve on the CRT and establish key roles.
 - Specific roles and responsibilities for the CRT are outlined in the Site-Based CRT Worksheet. The Site-Based CRT Worksheet will be updated at the beginning of each school year.
- c. The purpose of a CRT is to create an immediately accessible group of school staff to carry out necessary action following a crisis situation.



- Staff involved in this plan can include but are not limited to the Principal, Assistant Principal, Guidance Counselor/Dean of Student Services, Teacher or Coach, School Nurse or Clinic Staff, and the School Resource Officer.

1.3 Crisis Management Plan

The Crisis Management Plan will include information for pre-planning, response to a crisis, and post-crisis intervention, including the following:

1.3.1 Creation of a CRT at each school utilizing the Site-Based CRT Worksheet

- Identification of CRT Members (as well as alternate members in the event a designee is unable to fulfill their role)
- Documentation of contact information for CRT Members
- Distribution of the completed Site-Based CRT Worksheet with contact information will ensure clear communication during a crisis.

1.3.2 Explanation of procedures following a crisis situation while school is in session

1.3.3 Explanation of procedures following a crisis situation during a school break

- Crisis over the summer, winter break or spring break

1.3.4 Spokesperson to the media/Media Liaison

- This will be the Director or a designee that the Superintendent specifically allows to provide information to the media

1.3.5 A meeting with the department heads and/or team leaders and the CRT

will be called as soon as possible (preferably before school on the day following a crisis) by the Principal to initiate the crisis management plan and inform department heads of crisis situation



1.3.6 Communication within the school and to community members

- Communication techniques may differ depending on the crisis situation
- Information provided to students and staff including any announcements made in school or letters/calls to parents/guardians must be approved by the Principal to ensure accuracy of information and reduce rumors
- Principals will have sample documents for a variety of communication including letters/notification to parents and information on how to acknowledge a crisis situation with students
- Teachers and staff will receive a script and/or guidelines for classroom discussion as provided by the Principal or designee **(See Guidelines/Tips for Faculty and Staff on Talking to Students After a Death)**

1.3.7 Arrangement for support services

- A designee from the CRT will be responsible for contacting the district office to alert staff to a crisis
- A designee from the CRT will be responsible for contacting Big Bend Hospice or other approved agency to request Grief Counselors/Counselors at the school to assist students and staff with processing their grief
- A 'safe room' or designated safe space will be identified as a meeting place for students and counselors
- A designee will be responsible for contacting substitute teachers or district office staff to be on stand-by if a teacher or staff member requires bereavement services and is unable to remain in the classroom

1.3.8 Crisis Checklists

- Crisis checklists will provide a simple guide to ensure the crisis management plan is fully carried out on the next school day following a crisis



- Crisis checklists will include tasks to be carried out on day one, day two, and
- two weeks from the crisis to ensure appropriate follow-up with students and staff that may require additional supportive services

2. Crisis Management Plan

2.1 Procedures

2.1.1 Overview

- a. The intent of this Crisis Management Plan is to provide a guide for faculty/staff of ALTAMIRA INTERNATIONAL SCHOOL in responding to a crisis situation.
 - As a reminder, for the purpose of this plan, crises include but are not limited to the death of a student, school employee, former student or school volunteer by suicide, accident, or illness; serious bodily injury of a student, school employee, former student or school volunteer by suicide, accident, or illness.
- b. The following Crisis Management Plan is to ensure staff and student safety through a time-limited and problem-focused intervention to identify, manage and resolve the crisis by utilization and deployment of the Crisis Response Team and identified supporting community agencies.

2.2 Crisis Response Procedures

a. Immediately Following Notification of a Crisis

- Contact designee (Superintendent/Principal/Team Leader) to inform of possible death or serious bodily injury
- Designee to immediately verify the reported incident by contacting the police liaison to reduce/dispel any misinformation
- If notification of the crisis situation occurs at night or over the weekend designee to contact CRT Coordinator to begin phone tree contacts at both the district office and school levels



b. Following Verification of a Crisis

The following steps are outlined by order of priority. However, many of these steps will likely happen simultaneously.

- Principal and/or Team Leader to convene the CRT, preferably before school hours, to review procedures and plan for the upcoming school day
- Principal and/or Team Leader to convene or e-mail department heads and/or team leaders with short descriptions of crisis situations to reduce rumors and provide the most accurate information available. Guidelines and tips on talking to students will be provided to department heads.
 - Department heads and/or team leaders to notify their staff and provide sheet of guidelines and tips on talking to students in class
- Principal/Superintendent/or designee to prepare formal statement for initial announcement to the school staff, students and parents
 - This will include only minimal details the school is legally allowed to share (only public information as provided by the police liaison during verification of crisis)
- CRT designee(s) to carry out plan including (but not limited to):
 - Contacting outside community mental health agencies to assist with grief counseling on campus throughout the day
 - Staffing and setting up safe room where students who need to speak with a counselor can be sent throughout the day
 - Provide staff in the safe room with student contact log (**See Follow up Meeting**). This will be used to identify students that might require follow-up/long term grief counseling and for attendance purposes
- Designee to inform all staff/teachers of location of safe room for the day to allow staff/teachers to send students requiring bereavement services
- Designee to determine if additional staff support is necessary and contact substitute teachers/district office staff to be on standby if a school staff member needs to be relieved for bereavement services
- If necessary, assign a grief counselor/designee/District Licensed Clinical Social Worker to follow a deceased student's class schedule for the day if this would be beneficial to teachers



- Principal and/or Team Leader to determine mode of announcement (via public address or class by class) and announce to students and staff

c. Following the school-wide announcement

Assigned Staff to complete the following:

- Monitor for students leaving campus without permission. Re-direct to safe room to speak with grief counselor/counselor or allow student to call home
- If the crisis situation involves the death or serious bodily injury of a student:
 - Notify the bus drivers. Especially those who drove the student and may require additional support
 - Collect belongings from his/her locker
 - Officially withdraw the student to remove from attendance lists
- Contact other schools in the district to identify any schools that may require additional supports including on campus grief counseling services

2.3 Annual Initiation of Crisis Response Team Procedures for All Schools

A meeting with the CRT will occur at the beginning of each school year

- a.** Utilize the Site-Based Crisis Response Team Worksheet to identify staff involved in the CRT for that school year
 - Confirm membership on the CRT at the beginning of each school year. Update contact information or assign new staff as needed
 - Review CRT member roles and responsibilities and talk through the procedures of what will happen on the day of a crisis situation to ensure each CRT member is comfortable with their role
- b.** Send a copy of the completed Site-Based CRT Worksheet to the Student Services Department at the District Office via e-mail, interoffice mail or fax
- c.** Provide copies of the completed Site-Based CRT Worksheet to CRT team members and any identified school staff that would benefit from having the information
- d.** Discuss and identify alternate designees for the CRT in the event a staff member is unable to fulfill their duties



- e. Plan another CRT meeting mid-way through the school year. It is necessary that the CRT meet at the beginning of the school year and recommended that another meeting is scheduled to review the plan and make updates to CRT membership if needed
- f. Update staff phone tree to ensure reliable communication during a crisis situation

2.4 Crisis Response Team

- a. The CRT will operate under the leadership and supervision of the Principal and/or Team Leader who will coordinate and supervise all crisis response activities
- b. The CRT will be comprised of a:
Responsibilities of these roles are outlined in the Site-Based Crisis Response Worksheet (**Key Roles on the Crisis Response Team**)
 - Crisis Response Team Coordinator
 - Family Liaison
 - Media Liaison-The Superintendent serves as the only contact person for the media unless otherwise specifically designated by the Superintendent
 - Communications Coordinator
 - Staff Notification and Support
 - Student Notification and Support
 - Safe Room Coordinator
 - Crowd Management-The Student Resource Officer assigned to your school will likely manage this position.
- c. The CRT will complete and utilize the Site-Based Crisis Response Worksheet to ensure effective communication and response during a crisis situation
- d. CRT Members will participate in two CRT meetings each school year
 - One meeting at the beginning of the school year and one half-way through the school year



- e. CRT Members will provide guidance and assistance to all school staff and students during a crisis situation to reduce ongoing traumas
- f. The CRT will have a debriefing following a crisis situation
 - This time will allow CRT Members to support each other and review effectiveness of the Crisis Management Plan

2.5 Crisis Management During a School Break

- a. If a staff member is alerted to a crisis over the summer, during Thanksgiving break, during Winter Break or during spring break the school response will be more limited. The following steps should be taken if this occurs:
 - Initiate phone tree to reach all Crisis Response Team Members-The
 - Principal should contact the Superintendent who will then initiate the District Office phone tree
 - Principal and/or Team Leader or Crisis Response Team Coordinator will request a short meeting with CRT if possible. If not, communicate via telephone
 - Identify close friends/staff most likely to be affected by the crisis. CRT Designee should keep the list and follow-up with those individuals once school resumes
 - As appropriate, CRT Designee should contact those individuals identified in iii to offer community resources including grief counseling information
 - Notify faculty/staff, as appropriate, via telephone or update department heads at a meeting the morning school re-opens.
 - CRT Member and supporting staff to determine if individual or group grief counseling should be requested upon return to school