

CRISIS TEAM CHECKLIST

Order of Operations

Done?	Order	Role	What	Who
	1	SRO/ Police/ Principal/ Superintendent	Ensure the scene is safe for staff and students. Safety is both in the form of physical safety and psychological safety.	
	2	SRO/ Safety Officer	Verify death and contact school principals involved. <i>May depend on where death occurred.</i>	
	3	Principal	Notify school superintendent and function as liaison.	
	4	Superintendent/ Principal	Determine who will be the incident commander. This could be the first person on scene, the most senior official, the most experienced/trained person in a crisis, an outside party, or someone else determined by school and district leaders.	
	5	Incident Commander	Determine these key factors in the crisis to determine impact on the school community: Predictability, Duration, Consequences, and Intensity	
	6	Incident Commander	Set up incident command. The Incident Impact will determine the crisis response and which positions Incident Command System are filled. These positions may include Public Information Officer, Safety Officer, Liaison Officer, and Mental Health Officer.	
	7	Incident Commander/ Superintendent/ Principal	Determine which Crisis Annexes are necessary for the crisis response. These may include: Evacuation Annex Accounting for All Persons Annex Reunification Annex Communication and Warnings Annex Lockdown Annex, Shelter-in-Place Annex Public Health/ Medical/ Mental Health Annex Security Annex, Continuity of Operations Annex Recovery Annex, Memorials Annex Threat- and Hazard-Specific Annex	
	8	Incident Commander/ Principal/ Superintendent	Call an immediate meeting of the Building Crisis Team at the school site to begin distributing responsibilities.	

	9	Principal/ Superintendent	Notify building staff that they will need to come to an emergency meeting before school. <i>- <u>Sample Crisis Script: Staff Death Notification</u></i>	
	10	Principal/ Superintendent	Notify individual teachers of student's current schedule before the emergency staff meeting.	
	11	Finance and Administration Team	Notify district administrators and principals if siblings are in another school. Notify past schools attended.	
	12	Incident Commander	Distributes scripts for phone responses and provide support and direction to staff who answer phones. <i>- <u>Sample Crisis Script: Answering the Phones</u></i>	
	13	Finance and Administration Team	Remove student from school rosters.	
	14	Mental Health Officer	Work with Crisis Team and school staff to begin identification of potentially vulnerable students (friends, enemies, siblings, and family).	
	15	Planning Team	Implement procedure for responding to impromptu student memorials.	
	16	Incident Commander	Work with school officials to consider special populations of students. This may include students with disabilities, family members of the person who died, close friends of the person who died, students in clubs/ sports teams/ other activities with the student who died, or any other special population deeply affected by the crisis.	
	17	Incident Commander	Determine how to notify students in person. This should be done in small groups such as homeroom/ advisory/ first hour. It should never be done by overhead announcement or in a large assembly.	
	18	Principal/ Superintendent	Hold emergency staff meeting to announce death to staff. Go over plans for reading the <i><u>Crisis Script: Read to Students</u></i> , and who will be in the building to help. Let them know where a care station will be located and what to do with students who are upset. Advise faculty and staff to avoid interviews with the media. Encourage substitutes for those staff who need cover.	

	19	Public Information Officer	Draft and disseminate a Crisis Script: Letter to Parents via email. Include NASP resource, " <i>OSDE Addressing Grief and Loss</i> ," and any other appropriate resource.	
	20	Mental Health Officer	Arrange for counselor/ team member to follow class schedule of the deceased student or to stay in the classroom of a deceased teacher.	
	21	Mental Health Officer	Work with the Logistics Team to set up Care Station for students to come to as a central location for counseling services. Have multiple copies of the <i>Crisis Triage Summary Sheet</i> available at the Care Station and in the counselors offices or any other place students are receiving mental health supports. Stock the Care Station with bottled water, tissues, coloring pages, markers/crayons, drawing paper, fidgets, etc.	
	22	Logistics Team	Set up Hospitality room with bottle water, tissues, snacks, etc. This could be in the teacher's lounge or in an empty classroom or other appropriate space.	
	23	Operations Team	Check to see if items need to be collected from student locker / athletic locker facilities. Also, in an elementary classroom, remove the student's desk and rearrange the other desks. In a secondary classroom, have new seating chart for each class the student was in.	
	24	Public Information Officer	Communicate policy for releasing students during school hours to attend funeral to staff and families.	
	25	Liaison Officer	Set up waiting for parents/families that arrive unannounced on the scene to get questions answered and more information.	
			STUDENTS ARRIVE AT SCHOOL	
	26	Incident Commander	Work with all staff to simultaneously have faculty members read the <i>Crisis Script: Read to Students</i> . This is best done at the start of the day if possible. If a staff member cannot read the script, other school or district officials should step in and read the script.	
	27	Incident Commander	Work with all staff members to coordinate activity for following the reading of the script. This may be a class disucssion, writing cards to the family, or even moving on with the day's work at an appropriate time.	

	28	Public Information Officer	Communicate policy for releasing students during school hours to attend funeral to staff and families.	
	29	School Representative (Counselor, Principal, Superintendent)	Along with the school counselor, reach out to the family of deceased. Determine who is best to contact the family. Inquire about funeral arrangements. Ask if the funeral will be private or if students are allowed to attend.	
	30	Public Information Officer	Assists in setting up parent information meetings if necessary	
	31	Public Information Officer	Develops parent material for email and for the school web page to include NASP resource noted at end of this document and Mobile Crisis Response Team Contact information.	
	32	Mental Health Officer	Work with Crisis Team and counselors to perform a crisis assessment of vulnerable students in person or virtually. Meet with all students needing assistance in the Care Station or other private location.	
	33	Principal/ Superintendent	Update faculty/staff on postvention activities.	
	34	Mental Health Officer	Hold end-of-day debrief for all mental health professionals, principals, school counselors, and other key individuals. Review what went well, what could have gone better, and what the needs are for the next day.	
	35	Mental Health Officer	Review the Crisis Triage Summary Sheets and divide up who will check on students who need to be checked on and when it will happen	

ONGOING SUPPORTS

Who	What
Safety Officer	Ensure the school and scene remain safe for staff and students.
Operations Team	Anyone who answers the phone should be prepared to field calls from parents and media and know where to refer as necessary. <i>The Crisis Script: Answering Phones</i> will be provided.
Mental Health Officer	Work with school officials to continue to monitor the most affected staff. Provide support and resources.
Public Information Officer	Provide staff with guidance and talking points for students and staff. How to answer questions, rumors. Ensure staff knows how to refer students for help.
Liaison Officer	Contact and update appropriate community services.
Incident Commander	Continually monitor progress of crisis team and help where needed.
Incident Commander	Work with school officials to assess school in returning to regular routine and what additional supports may be needed.
Incident Commander	Work with school officials to update faculty/staff on postvention activities.
Public Information Officer	Monitor web-based student tributes on social media sites, student comments on Facebook accounts, funeral home condolences pages or other social media channels for up to 72 hours.
Public Information Officer	Alerts the team to all media coverage and keeps media files
Logistics Team	Manages logistics of locations, staffing, protocol for dismissing students to care stations

Operations Team	Work with school officials to manage early dismissal of students to parents
ALL	Be knowledgeable about where and how to send students to care stations.
ALL	Be knowledgeable with guidance and talking points for students and staff. How to answer questions, rumors.
ALL	Know to direct all media calls to the District Public Relations Office.
ALL	Be knowledgeable about where and how to send students to care stations.
Incident Commander	Continue to monitor which Annexes might need to be used in the hours, days, and weeks following the crisis.
Incident Commander	Evaluate the use of annexes and make improvement plans for the future.
Planning Team	Plan for recovery from the crisis.
Planning Team	Identify long-term needs of the school or district, which may include a Continuity of Operations Plan and a Recovery Plan.

RESOURCES

[National Association of School Psychologists: Crisis: Helping Children Cope with Grief and Loss](#)

[Mobile Crisis Response Team: 1-833-885-CARE \(2273\) | Youth Crisis Mobile Response](#)