

**CHILDRESS ISD CRISIS MANAGEMENT PLAN**  
**CRISIS COMMUNICATION PROCEDURES**

Contact 911/Childress Police Department.....937-2546

**Campus Principal**

High School.....937-6131  
Junior High School.....937-3641  
Elementary School.....937-6313

**Contact Superintendent**

Office.....937-2501

**Roles and Responsibilities of CMT members:**

Traffic Controller.....Transportation Supervisor  
Verifies 911 has been called.....Principal  
Accompanies Victim to Hospital.....Nurse or Counselor  
Notifies Parents.....Principal  
Pulls Health Emergency Form.....Office Staff  
Covers Phones in Office.....Office Staff  
Covers Classrooms.....Staff  
Command Centers.....School Campus Office, Central Office

**CRISIS COMMUNICATION PROCEDURES**

## EMERGENCY PHONE NUMBERS

Ambulance/Fire Department/Sheriff's Department.....	911
Superintendent's Office.....	937-2501
Childress County Sheriff's Department.....	937-2535
Children's Protective Services.....	1-800-252-5400
CPS Online Reporting.....	<a href="http://www.txabusehotline.org">www.txabusehotline.org</a>
Childress Regional Medical Center.....	937-6371
Fox Clinic.....	937-3636
West Texas Utilities.....	1-940-684-1933
Poison Control Center.....	1-800-222-1222
Texas Department of Public Safety.....	937-2560
Texas Runaway Hotline.....	1-888-580-HELP (4357)
Texas Youth Hotline.....	1-800-98YOUTH (989-6884)
National Response Center to Toxic Chemical Spills.....	1-800-424-8802
National Runaway Hotline.....	1-800-RUNAWAY (786-2929)
Suicide Prevention Lifeline.....	1-800-273-TALK (8255)

## EMERGENCY PHONE NUMBERS

## **EMERGENCY MEDIA REQUESTS**

All requests for information regarding an emergency/crisis situation from any outside media source, i.e., newspaper, radio, television, should be channeled through the Childress ISD Superintendent's Office, 937-2501. The Superintendent's Office serves as the primary media contact for CISD and will work with you in handling media requests. The Superintendent is always the official spokesperson, unless the Superintendent designates another spokesperson in a particular situation.

### **IN EMERGENCY/CRISIS SITUATIONS**

#### **DO NOT MAKE ANY STATEMENTS TO THE MEDIA.**

*If pressed for information, simply state that all media requests are to come through the Superintendent's Office, and any statements about the situation will come from that office. You may request that media personnel leave the campus property. You may **not** prohibit them from filming your campus if they are located off of school property.*

After all appropriate staff has been notified, you may be asked to make a statement to the media. IF so, follow these guidelines:

- Always get the reporter's name, the media source they represent, a telephone number, and any questions they would like answered.
- Remember that when you speak, you are doing so as a representative of CISD. Do not express personal opinions about the issues or situations.
- Be honest, give **ONLY** the facts. If you do not know the answer to the question, simply state that those facts are not available at the time, but you will try to get the information they are requesting as soon as possible.
- Do not release the names of victims until families have been notified.
- After you have notified the Superintendent's Office, and depending upon the situation, you may be asked to designate an area for the media. Inform all personnel where the area is and have them escort all media people to that area. The Superintendent's Office will facilitate under those circumstances.

## **MEDIA PROCEDURES**

# HAZARDOUS MATERIALS

## Leaks/Spills

- Call 911
- Notify Principal
- Notify Superintendent's Office
- Determine source of leak/spill\*
- Evaluate what chemicals are involved
- Note the visible signs
- Note the physical symptoms of victims
- Check for report of spills
- Secure emergency health cards/student/staff roster
- Document disposition of affected students
- Send information about incident with anyone going for medical treatment
- Notify families of affected persons
- Update communications
- All staff meets for feedback and debriefing

\*Off campus source: Shut off all air conditioning, vents, and fans. Have students remain inside unless otherwise instructed.

\*On campus source: Evacuate students to outside area (upwind) unless otherwise instructed.

## HAZARDOUS MATERIAL SPILLS

## ACCIDENTS

### On-Campus

- Call 911, if needed\*
- Notify Principal
- Notify Superintendent's Office
- First aid/CPR
- Remove students from area
- Secure emergency/health form
- Notify family
- Transport person if necessary  
(be sure to take student's health form with the signed permission to treat)
- Update communications
- Complete incident report
- All staff meets for feedback & debriefing

### Off-Campus

- Call 911, if need\*
- First aid/CPR
- Determine involved parties
- If appropriate, secure event roster
- Notify administration (specify needs)
- Notify families
- Update communications
- Complete incident report
- All staff meets for feedback & debriefing

**\*Principal will designate someone to call 911**

### Car Wreck-On/Off Campus

- Call 911, if needed\*
- Notify Principal
- Notify Superintendent's Office
- First aid/CPR
- Determine involved parties
- Notify families
- Transport person if necessary  
(be sure to take student's health form with the signed permission to treat)
- All staff meets for feedback & debriefing

### Food Poisoning-On Campus

- Notify school nurse
- Notify principal
- Notify Superintendent's Office
- Close cafeteria
- Notify families
- Document who is affected and treatment received
- Follow checkout procedure
- Notify staff
- Update Communications
- All staff meets for feedback & debriefing

## ACCIDENTS

## FIRE/VIOLENCE/WEAPONS

### Fire

- Call 911
- Notify Principal
- Notify Superintendent's Office
- Follow evacuation route posted by classroom doors
- Evacuate building (fire alarm)
- Secure student/staff roster (grade book)
- Contact utilities as needed
- Update communications
- All staff meets for feedback & debriefing

### Weapons on Campus

- Call 911
- Notify Principal
- Notify Superintendent's Office
- Determine degree of danger (make a plan of action – Lockdown or evacuate)
- Confiscate weapon-discreetly, if possible
- Notify parents of student
- Update communications
- Complete incident report
- All staff meets for feedback & debriefing

#### **If unable to confiscate weapon:**

- Notify staff discreetly (code word)
- Evacuate area, if possible
- Lock down
- Notify parents
- Update communications
- All staff meets for feedback & debriefing

### Explosion

- Call 911
- Notify Principal
- Notify Superintendent's Office
- Evacuate building according to evacuation routes posted by classroom doors
- First aid/CPR
- Secure student/staff roster/grade book/emergency forms
- Notify staff
- Update communications
- All staff meets for feedback & debriefing

### Violence/Riot

- Call 911
- Notify Principal
- Notify Superintendent's Office
- Isolate area
- Activate lock down team
- Identify leaders of disturbance
- Document action/investigation
- Update communications
- All staff meets for feedback & debriefing

#### **If unable to confiscate weapon:**

- Notify staff discreetly (code word)
- Evacuate area, if possible
- Lockdown
- Notify parents
- Update communications
- All staff meets for feedback & debriefing

## FIRE/VIOLENCE/WEAPONS

## STUDENT/STAFF CRISIS

### Suicide/Attempted Suicide

- Notify Principal
- Notify Superintendent's Office
- Call 911
- Secure the area
- Isolate the witness
- Suspend bell schedule (if warranted)  
**(everyone stays where they are)**
- Secure health/emergency form
- Notify parents (personal visit, if possible)
- Assign separate areas for media, parents, and counseling
- Communicate with staff, including a written statement
- Document all students checking out
- Announce the availability of counseling and location
- Teachers identify students that need counseling
- Document who receives counseling and needs follow-up
- Complete incident report
- Debrief staff

### Death/Homicide (On-Campus)

- Notify Principal
- Notify Superintendent's Office
- Call 911
- Secure the area
- Isolate witnesses (do not allow them to talk to anyone)
- Secure health/emergency forms
- Inform staff (verbal and written communication)

### Death/Homicide cont.

- Notify family (in person, if possible)
- Announce the availability of counseling
- Update communications
- Complete incident report
- Debrief staff

### Sexual Assault

- Notify Principal
- Notify Superintendent's Office
- Call 911
- Care for victim (do not touch victim)
- Secure health/emergency forms
- **Isolate witnesses**  
(Do not allow them to talk to anyone)
- Detain suspect, if possible
- Inform staff (verbal and written communication)
- Notify family (in person, if possible)
- Update communications
- Complete incident report
- Debrief staff

### Hostage Situations

- Notify Principal
- Notify Superintendent's Office
- Call 911
- Isolate and close off area
- Activate lock down team
- Identify leader(s) of takeover
- Document action/investigation
- Update communications
- Debrief staff

## STUDENT/STAFF CRISIS

## KIDNAPPING/MISSING STUDENT/CUSTODY LAWS

### KIDNAPPING/MISSING STUDENT

- Notify Principal
- Notify Superintendent's Office
- Secure student's emergency form
- Call police Dept.
- Notify parents
- Police Dept. controls situation upon arrival
- Do not release any information to the media
- All staff meets for feedback & debriefing

### Custody Laws

#### *Request to Release Child*

#### Divorced Parents

1. Refuse to release child except to custodial parent. An exception can be made only upon the written request of the custodial parent. Written requests shall be kept on file.
2. A change in custody should be noted with a copy of the court order or court document and kept on file.

### Separated Parents

Released to either parent unless there is a court order on file.

#### *Request to See Child at School*

#### Divorced Parents

Notify custodial parent. Abide by the court document (a divorce decree) if on file.

### Separated Parents

Permit either parent to visit

### MEDICAL EMERGENCY

#### Divorced Parents

1. Use information listed on the student's emergency form.
2. Contact noncustodial parent, if situation warrants.

### Separated Parents

1. Use information listed on the student's emergency form.
2. Either parent may be contacted.

## KIDNAPPING/MISSING STUDENT /CUSTODY LAWS



## WEATHER-RELATED EMERGENCIES

Tornado\*Hurricane\*Thunderstorm\*Flooding\*Snow\*Ice

1. *If a weather-related emergency/storm is forecast or has hit the area, the superintendent will determine if school will remain open.*
2. *Monitor local radio stations to be updated on weather conditions.*
3. *If a storm develops during the school day, the superintendent or designee will determine the action to be taken and advise principals and other appropriate staff.*

### Pending

- Evaluate situation (dependent on type of disaster, imminence, damage, monitor media)
- Secure student/staff rosters/emergency forms
- Notify administration (specify needs)
- Notify staff
- Update communications
- All staff meets for feedback & debriefing

### Occurred

- Call 911
- Notify Superintendent's Office
- Emergency procedures
- Notify staff
- Secure rosters (if applicable)
- Contact utilities, if needed
- Update communications
- All staff meets for feedback & debriefing

### Weather-Related Closings:

Most weather closings of schools will occur overnight; however, a few may occur during the school day.

### Overnight Weather Closings:

- Staff and students, along with parents, should be reminded to listen to local radio stations and to local television stations for weather closing announcements.
- Building principals should develop plans for checking on building security and should develop plans to aid students and staff that may arrive at a building unaware of a weather closing.

### School Day Closings:

- Information on daytime weather closings will reach the building principal through the Superintendent's Office.
- Only the Superintendent or designee is authorized to close schools, delay openings, or accelerate the end of the school day.

# WEATHER-RELATED EMERGENCIES BOMB THREAT

## Procedures

- Use bomb threat form (below)
- Keep caller on the phone as long as possible
- Contact 911 (use a different line)
- Contact Principal
- Contact Superintendent's Office
- Evacuate buildings to:
  - High School – City Auditorium
  - Junior High School – Junior High Cafeteria
  - Elementary School – Elementary Cafeteria
- Secure student/staff rosters
- Update staff
- Update communications
- All staff meet for feedback & debriefing

## Bomb Threat Call Checklist

Time and date reported: \_\_\_\_\_  
How reported: \_\_\_\_\_  
Exact words of the caller: \_\_\_\_\_  
\_\_\_\_\_

## Ask:

When is the bomb going to explode? \_\_\_\_\_  
What kind of bomb is it? \_\_\_\_\_  
What does it look like? \_\_\_\_\_  
Why did you place a bomb? \_\_\_\_\_  
Where are you calling from? \_\_\_\_\_  
Description of the caller's voice:  
Male?\_\_ Female?\_\_ Young? \_\_ Middle Aged?\_\_ Elderly?\_\_ Accent?\_\_  
Tone of Voice? \_\_\_\_\_ Intoxicated? \_\_\_\_\_ Speech Problem? \_\_\_\_\_  
Time caller hung up: \_\_\_\_\_ Remarks: \_\_\_\_\_  
Name, address, and phone number of recipient: \_\_\_\_\_

## BOMB THREATS

# DEATHS/SUICIDE

## Suicide

- Contact Principal
- Principal should contact emergency medical personnel immediately or confirm event.
- Principal should notify parents immediately or confirm with family if it happened at home.
- Principal should notify Superintendent.
- Principal should brief school personnel as soon as possible.
- Notify principal at feeder schools.
- Principal should prepare a written statement for teachers to read in class.
- Principal should prepare information for parents of victim's classmates.
- Staff should identify students most at-risk of self-harm as a result of the suicide.
- Staff member should be assigned to follow the victim's schedule.
- Special counseling should be top priority for first few days. A quiet room should be put in operation.
- Victim's friends in other schools should be identified and provided counseling.
- Meet with victim's family to make arrangements and clarify their wishes.
- Inform family regarding where personal possessions will be delivered.
- Develop appropriate communicative activities in agreement with family.
- Major tests should be rescheduled.
- Debrief faculty at end of first and second day.
- Inform students about funeral arrangements. If students attend, do so with parents.
- Redo process, if necessary.
- Return to regular routine as appropriate.
- Follow-up with faculty within a week.
- Remove student's name from mailing lists.
- Debrief, if necessary, at first anniversary.

# DEATHS/SUICIDE

## ACTIONS TAKEN FOR CRISIS

In the event of an emergency, the following actions should be taken:

- **Always respond to the emergency first.** If first aid or emergency personnel are warranted, the school employee should take the necessary steps to handle the situation. Ask another school employee to notify the school nurse on campus.
- **Notify the building administrator.** Once the initial first aid has been administered, a school employee should notify the campus administrator of the situation. This could be done by sending a student or fellow employee to the office. The health care professional on campus should also be notified at the time, if he/she has not already been notified.
- **Notify the parents.** Once the building administrator is apprised of the situation, he or she should begin procedures to notify the parents or guardian of the child. If the injured party is a school employee, a spouse or next of kin should be notified. The campus administrator should give this notification, if possible. Otherwise, someone on the office staff should make the call.
- **NOTE:** If a parent or guardian cannot be reached, a message should be left. If no answering machine is available, the office staff should continue to reach next of kin or the parent at 5-minute intervals until someone is reached.
- **Notify Superintendent.** The next call from the school administrator or office staff should be the Superintendent's office. Questions about the presence of an emergency vehicle on campus may reach the Superintendent's office, and the staff there needs to be updated periodically about what is happening.

### Actions Defined

- **The Campus Principal** – *The Principal will communicate to staff that a crisis situation exists and meet to plan as appropriate.*
- **Notify Superintendent's Office** – *Use Crisis Communication Procedures to notify administration. Give preliminary assessment of crisis and specify assistance, support or particular needs the situation requires.*
- **Activate campus control team** – *A predetermined group of selected staff (assistants, aides, and coaches) to assist in crowd and traffic control, and movement if a crisis warrants.*
- **Update communications** – *As the crisis is managed, have ongoing two-way communication with staff and update central administration as to status.*
- **Staff needs to debrief** – *As soon as practical, after the crisis situation is under control, the staff should meet to debrief as to how the crisis situation was handled, noting problems in managing, corrective actions suggested and other information that may be helpful in dealing with similar incidents.*

## ACTIONS TAKEN FOR CRISIS