

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT

MENTAL HEALTH CRISIS RESPONSE PROCEDURES

If a life threatening emergency, call 911, contact the school district Safe Schools Manager, Nina Delgadillo, and refer to the school safety plan. ***A mental health crisis is a sudden, generally unanticipated event that profoundly and negatively affects the social and emotional well-being of a significant segment of the school population and often involves serious injury or death.*** If you think your school is in need of mental health crisis response support, follow the procedures below:

1. VERIFY FACTS

- If the crisis involves a possible crime, contact the police and/or chaplaincy (916-857-1801) to verify facts.
- If appropriate, contact family to verify facts and obtain additional information.
- Ask family what information they want shared with teachers and students.
- Ask family what support they need.

2. NOTIFY DISTRICT STAFF

- Notify one of the Mental Health (MH) Crisis Response Administrators listed below:
 - Jacqueline Rodriguez, Coordinator II, Student Support & Health Services
916-643-9141 (office); 916-752-3353 (cell- call or text)
 - Victoria Flores, Director III, Student Support & Health Services
916-643-9144 (office); 916-752-3643 (cell- call or text)
 - Becky Bryant, Director III, Special Education
916-643-9163 (office); 916-752-3442 (cell)
- Provide above administrator with the following information:
 - Nature of incident (violent or non-violent)
 - Number of staff and students affected
 - Crisis history of school
 - Safety (perceived threat to students and staff)
 - Other schools that may be affected
- MH Crisis Response administrator will contact your area assistant superintendent. If school site has a Student Support Center (SSC), Administrator will also notify SSC coordinator. SSC Coordinator may also be designated as the Mental Health Crisis Team leader (Principal may contact assigned Instructional Assistant Superintendent as well.)
- MH Crisis Response Administrator will contact Chief Communications Officer, Alex Barrios, 916-643-9145 (office); 916-752-3705 (cell)
 - Chief Communications Officer will inform the superintendent and chief of staff.

3. SPEAK WITH MENTAL HEALTH CRISIS TEAM LEADER

- Schedule emergency staff meeting.

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- Contact staff about the meeting using phone trees, classroom visits, memos, etc. Include all staff (classified, cafeteria, temporary, yard duty, Student Support Center staff, any Before/After School Programs, PTA, etc.).
- Work with Communication Dept. to prepare written communication to be shared with the school. Include known facts of crisis, availability of support and other critical information.
- Work with MH Crisis Team Leader to [prepare script for teachers and staff](#) to use in informing students.
- Determine location of Wellness Center/counseling spaces and referral procedures.
- If appropriate, develop structured activities (e.g., memorial wall, ceremony, etc.).
- Identify teachers who may be at risk and determine need for substitute teachers.
- Assign staff to assist MH crisis team in locating supplies (paper, markers, water/food, etc.) and places to store personal items.
- Prepare copies of staff roster with emergency numbers, school map and school schedule for MH crisis team.

4. EMERGENCY STAFF MEETING

- Provide teachers/staff with prepared script to use with students.
- Provide information about the school's response plan including changes in the school day.
- Emphasize the importance of maintaining attendance records and knowledge of student's whereabouts.
- Share location of counseling rooms and procedures for utilization and referrals.
- Identify students who may be at risk.
- Provide guidelines for helping students who are upset.
- Encourage staff to dispel rumors whenever possible and discourage any "glorification" of the event (especially in cases of suicide).
- Announce time and location of debriefing.
- Allow staff opportunities to share reactions and feelings with one another, taking time for mutual support.
- Determine who is unable to inform students and who needs a crisis team member to assist in informing the students.
- Encourage teachers to allow for expressions of grief, anger, etc., in classes throughout the day. Emphasize the acceptability/normalcy of a range of expressions.

5. CONTACT PARENTS

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- Prepare & [send letter](#) to parents; include known facts, steps taken and future plans. Work with Communication department staff to develop and review letter.

6. FACILITATE DEBRIEF MEETING WITH MH CRISIS TEAM & SCHOOL STAFF

- Discuss how the day went for students and staff. Allow time for staff to share reactions and feelings, provide [staff resources](#), and emphasize [self-care](#).
- Discuss future plans for memorial. Consult with Communications Department to follow district protocol regarding memorials.
- Determine what other supports and actions, if any, are needed at the school.
- Identify specific students at risk, plan for tracking them and who to contact.
- Discuss variety of grief reactions and provide [resources](#) and other useful information.

7. COMPLETE [EVALUATION OF CRISIS RESPONSE FORM](#)*