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# RESPONSE TO CRISIS SITUATIONS WORK INSTRUCTION (PSS-W003)

## Sacramento City Unified School District

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### 1.0 SCOPE:

- 1.1 This work instruction discusses the process that is used for District Police Officers responding to a crisis situation.

### 2.0 RESPONSIBILITY:

- 2.1 Police Services

### 3.0 APPROVAL AUTHORITY:

- 3.1 Supervisor Police Services

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### 4.0 DEFINITIONS:

- 4.1 Crisis situation – A crucial or emergency situation at a district site which requires local Law Enforcement, Fire/Medical, and District Administrators, to respond and handle/coordinate.
- 4.2 Command Post/Communication Center – provide a designated control point to prevent disorganization, duplication of effort, and loss of control. The Command Post is also used as a Communication Center. The purpose is to establish the most practical means of ensuring rapid communications to the media, parents, school staff, and students.
- 4.3 Crisis Team – The Crisis Team consists of District staff members specifically trained in crisis response and management. The District Crisis Response Team members must be available at any time. The District Crisis Response Team members are Counselors, Psychologist, Security Officers, and District Administrators.
- 4.4 Incident Commander – establishes command, ensures responder safety, assesses incident priorities, determines operational objectives, develops an appropriate organizational structure, maintains a manageable span of control, manages incident resources, delegates functions, coordinates overall emergency activities, coordinates the activities of outside agencies and authorizes the release of information to the media.

### 5.0 PROCEDURE:

- 5.1 Receive an emergency call from a district site.
- 5.2 Respond to district site that is in a crisis situation.
- 5.3 Notify local Law Enforcement, and or Fire/Medical of the crisis situation.
- 5.4 Coordinate the emergency response with the Site Administrator or designee.
- 5.5 Establish a Command Post/Communication Center with Site Administrator or designee and Law Enforcement.
- 5.6 Exchange known information with the Crisis Team at the Command Post.
- 5.7 Develop a plan with appropriate steps, specific assignments to Crisis Team members will be made by the Incident Commander.
- 5.8 Contact additional Community Resources if needed.
- 5.9 Communicate any new information to the Crisis Team members detailing which early intervention steps have been taken.
- 5.10 Alert school staff to the functioning and action of the Crisis Team. A general announcement about the situation is made by the Incident Commander or the School Administrator.

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- 5.11 A staff meeting should be conducted as soon as feasible, for the purpose of providing facts and collecting pertinent information about the impact of the crisis and whether it has generated any additional problems that need attention. This ongoing contact inhibits confusion and provides a continuous information flow to maintain an assessment of the crisis situation and the impact.
- 5.12 Keep parents informed and update them as often as feasible. This should be done by either the Incident Commander or School Principal.
- 5.13 Determine what needs to be done to help the students cope with the situation.
- 5.14 When the crisis has abated or ended, the Crisis Team should reassemble to evaluate the systematic response (e.g. strengths/weaknesses, pitfalls).
- 5.15 As soon as feasible, the Principal or his/her designee will chair a meeting involving school staff and members of the Crisis Response Team.
- a) Provide factual information regarding the Crisis.
  - b) Review information provided by school staff.
  - c) Compile list of students who may be directly and adversely affected by the Crisis, e.g. students who may have been close to the individual(s) involved; students who may be at risk for suicide attempts; siblings attending other schools; and students in attendance where the individuals involved live.
  - d) Explain the kind of help that will be provided for students attending the affected school by District personnel and/or Site Administrators.
  - e) In the event that the Crisis involves a student or staff death, information gathered to assist the team in its job would be factual information about the individual; identity and prior relationship to students; nature and circumstances regarding the death; characteristics regarding the students affected by the death, like age and cognitive level of development; current knowledge of the circumstances surrounding the death; nature and intensity of their reaction to date; and staff reactions and underlying agenda of requests for involvement with the Crisis Team. Any contact or requests for information from local media representatives will be handled by the Site Administrator, or the District's Communication Office.

#### 6.0 ASSOCIATED DOCUMENTS:

- 6.1 Sacramento Police Department Incident Report.

#### 7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Incident Report	File cabinet in Sergeant's Office	1 Year	Discard as desired	Secured file cabinet

#### 8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
8/4/05	A	Initial release

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