

**The Cuero Independent School District
CRISIS MANAGEMENT PLAN**



**405 Park Heights
Cuero, Texas 77954
361-275-1900**

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Emergencies are unexpected, unpredictable and take many forms. No one can be fully prepared for everything that may happen, but some simple measures are helpful in any emergency.

- **Think of everyone's safety first.**
- **Use common sense and training.**
- **Act quickly and calmly.**
- **Be factual and unemotional with students and community.**

For more major kinds of emergencies some preparations can be made. Knowing whom to call can save time, property and lives. The following is intended as a practical outline of what to do in a variety of emergencies, but it requires each school to develop its own evacuation plan and make assignments.

CUERO ISD CRISIS PLAN

- I. **Crisis Team**
Principal, Assistant Principal(s), Counselor(s), School Nurse, Faculty Member(s)
- II. **Develop Plan**
- III. **Train Staff**
- IV. **Inform Off-Campus Resources**
Local School Board, Family Outreach
- V. **Develop Mechanism Through Which All Crisis Team Members Can Be Networked**
- VI. **Crisis Committee Will Meet and Decide If Faculty Should Be Notified – Then Read Statement**
- VII. **Implement Plan During A Crisis**
- VIII. **Review Plan Periodically**

MEDIA PROCEDURES

In emergency or disaster situations, **DO NOT** make any statements to the media. If pressed for information, simply state that you must apprise the Central Office of the situation prior to releasing any statement.

If a statement is made, follow these guidelines:

- **DO NOT RELEASE THE NAMES OF VICTIMS** until families have been notified.
- **BE HONEST**; only give facts; if they aren't available at the time, say the facts are being gathered and they will be released at a later time.
- **INSTRUCT ALL PERSONNEL** to refer questions from the media to the District spokesperson.
- **SET UP A DESIGNATED AREA FOR THE MEDIA**, as part of the Crisis Plan, inform all personnel where the area is and have them send all media people to that area.
- **ALWAYS** get the reporter's name, the name of the newspaper or station at which they work, their work telephone number, a mailing address, and the questions they would like answered.
- **A CENTRAL OFFICE ADMINISTRATOR** will prepare and deliver a factual statement/news release concerning the crisis as soon as appropriate. This statement will be distributed to all school staff and media.

CRISIS COMMUNICATION PROCEDURES

Step 1 – Contact 911

Step 2 – Activate Building Crisis Management Team

Step 3 – Contact

- ❖ Henry Lind, Superintendent
Office: 361-275-1915
- ❖ Ace High, Assistant Superintendent
Office: 361-275-1913
- ❖ Pam Longbotham, Assistant Superintendent
Office: 361-275-1922
- ❖ James Coburn, Administrative Assistant
Office: 361-275-1918

Step 4 – For instructions regarding all communications contact:

- ❖ Henry Lind, Superintendent
Office – 361-275-1915

STAFFING ROLES DURING A CRISIS

Principal:

- **Remain highly visible**
- **Address Media**
- **Contact Central Office**
- **Set tone and direction**
- **Chair crisis team**

Counselor:

- **Provide counseling for students**
- **Plan logistics of counseling**
- **Coordinate all counseling activities**
- **Communicate with faculty**
- **Cancel scheduled activities**
- **Seek additional counseling support**
- **Contact feeder schools**
- **Seek additional secretarial support**
- **Provide information to parents**

Faculty:

- **Announce events to students**
- **Lead class discussion**
- **Identify students in need of counseling**
- **Generate activities to reduce impact of trauma**
- **Structure and shorten assignments**
- **Postpone testing**

Directory of School Locations

Cuero Senior High School
Mike Cavanaugh, Principal
361-275-1900, ext. 203
Kim Fleener, Assistant Principal
361-275-1900, ext. 236
Katie Kucera, Assistant Principal
361-275-1900, ext. 207
920 E. Broadway
Cuero, Texas 77954

Cuero Intermediate School
Bill Hamilton, Principal
361-275-1900, ext. 412
Todd Denoyer, Assistant Principal
361-275-1900, ext. 413
502 Park Heights Drive
Cuero, Texas 77954

Hunt Elementary School
Louis Lowe, Principal
361-275-1900, ext. 512
Jeannie Seidel, Assistant Principal
361-275-1900, ext. 513
805 N. Hunt
Cuero, Texas 77954

DeWitt Special Education Cooperative
Brian Billstein, Principal
361-275-6766
960 Broadway
Cuero, Texas 77954
Goals Campus
361-275-9634

Cuero Junior High School
Donald Garrison, Principal
361-275-1900, ext. 301
Paul Fleener, Assistant Principal
361-275-1900, ext. 307
608 Park Heights Drive
Cuero, Texas 77954

Daule-DAEP
Stetson Roane, Principal
361-275-9408
303 Daule
Cuero, Texas 77954

John C. French Elementary
Mark Iacononelli, Principal
361-275-1900, ext. 602
505 N. Henry
Cuero, Texas 77954

Emergency Phone Numbers

EMS, Fire, Police, & Civil Defense Emergency 911

Local Assistance

| | |
|---|--------------|
| City Manager's Office | 361-275-3476 |
| Cuero Community Hospital | 361-275-6191 |
| Cuero Information Disaster Center | 361-275-3642 |
| Cuero Police Department | 361-275-3552 |
| DeWitt County Juvenile Probation Office | 361-275-5162 |
| DeWitt County Adult Probation | 361-277-0889 |
| DeWitt County Sheriff's Department | 361-275-5734 |
| DeWitt County Emergency Management | 361-275-3642 |
| DeWitt County Health Department | 361-275-0920 |
| Family Outreach | 361-275-5063 |
| TX Dept. of Human Services-Child Protective | 361-275-5737 |
| Cuero Fire Department | 361-275-2411 |

Crisis Services

| | |
|--|--------------|
| Abuse/Neglect | 800-252-5400 |
| American Red Cross | 877-443-7591 |
| Dept. of Public Safety (Highway Emergencies) | 800-525-5555 |
| Missing Persons Clearinghouse | 800-346-3243 |
| Parents Anonymous/Texas Parent Hotline | 800-554-2323 |
| Poison Control Center | 800-764-7661 |
| Rape Crisis Center | 361-573-3600 |
| Runaway Hotline | 800-392-3352 |
| Women's Crisis Center Hotline | 800-870-0368 |

Health Services

| | |
|---|--------------|
| Alcohol/Drug Abuse Hotline | 800-832-9632 |
| Infectious Diseases | 800-252-8239 |
| National Pesticide Telecommunications Network | 800-858-7378 |
| Poison Control Center Hotline | 800-764-7661 |

Surrounding Hospitals

| | |
|--------------------|--------------|
| Citizen's Hospital | 361-573-9181 |
| DeTar Hospital | 361-575-7441 |

Emergency Phone Numbers Continued

Children's Services Hotline Numbers

| | |
|--|----------------|
| Child Find/Missing Children | 1-800-426-5678 |
| Heidi Search Center for Missing Children | 1-800-547-4435 |
| Runaway Hotline | 1-888-580-4357 |
| Texas Healthy Kids Corporation | 1-800-943-5437 |
| Texas Youth Hotline | 1-800-210-2278 |
| National Youth Crisis Hotline | 1-800-448-4663 |

Social Services

| | |
|----------------------|----------------|
| Governor's Hotline | 1-800-441-7323 |
| Texas Crime Stoppers | 1-800-252-8477 |

Counseling Services

| | |
|----------------------------------|--------------|
| Gulf Bend | 361-575-0611 |
| Hope of South Texas | 361-573-5868 |
| New Beginnings | 361-570-8900 |
| Palmer Drug Abuse | 361-576-4159 |
| Reclamation Group | 361-576-3385 |
| Ruschhaupt Counseling Services | 361-578-7441 |
| Treatment Associates of Victoria | 361-572-3006 |

Emergency Steps

Child Abuse

- Ensure oral report to local police, Child Abuse Unit, County Sheriff's Department, or Child Protective Services is made within 48 hours.
- Document actions and decisions.
- Do not attempt to investigate or verify information until or unless given directions by the superintendent.
- Permit interview with child by authorized, properly identified officials only.
- Cooperate with the request of the investigator regarding notice to parents.
- Provide follow-up counseling.

Accusation Against School Personnel:

- Document report. Do not investigate or attempt to verify information until or unless given direction by superintendent or personnel department.
- Notify superintendent.
- Notify personnel department and follow instructions.
- Report to local police, Child Protective Services, as needed.
- Provide for police investigators and notify parents of procedures.
- Allow time for employee to be interviewed and arrange for substitute.
- Prepare fact sheet and media statement.
- Activate Crisis Management Team and counselors as needed.
- Plan for parental inquiries, staff meeting, and safety measures.
- Notify parents of affected students that crisis counseling is being provided for alleged incident.
- Provide crisis counseling only after statements are taken.
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Accident/Serious Illness

(on campus)

- Apply First Aid/CPR, utilizing school nurse/trained staff.
- Call 911
- Activate Crisis Management Team.
- Remove students from the area.
- Secure student/staff roster/emergency cards.
- Notify central administration (specify needs if any).
- Notify families.
- Transport the person, if necessary, for medical assistance via EMS (be sure to take student health form with permission to receive treatment).
- Prepare fact sheet and media statement.
- Update communications.
- Complete incident report.
- Crisis Management Team meets to debrief at the end of the day.

(off campus)

- Follow emergency procedures.
- Call 911.
- Apply First Aid/CPR.
- Activate Crisis Management Team.
- Determine who is involved.
- Secure an event roster.
- Notify central administration (specify needs if any).
- Secure emergency health cards if possible.
- Evaluate situation and develop a plan.
- Set up incident command center, if needed.
- Notify families.
- Prepare a fact sheet and media statement.
- Update communications.
- Complete incident report
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Bomb Threat

When a threatening call is received, attempt to learn information listed on the Bomb Threat Form.

Do Not Hang Up on the phone threats; try to keep the caller talking.

- Use Bomb Threat Form (keep caller on the telephone as long as possible).
- Suspend all bells.
- Call 911 (use a different line).
- Activate the Crisis Management Team.
- Notify transportation if site evacuation may be needed or in case of inclement weather.
- Evacuate building beginning with rooms nearest device (do not use electric bells or radios).

- DO NOT:
 - ✓ Handle or attempt to dismantle device.
 - ✓ Use two-way radio.
 - ✓ Use pagers.
 - ✓ Turn lights on/off.

- Secure student/staff rosters.
- Notify Central Administration (specify needs if any).
- Re-enter building only after advised to do so by police.
- Update staff.
- Prepare fact sheet and media statement.
- Update communications
- Crisis Management Team meets to debrief at the end of the day.

Bomb Threat Call Checklist

Time and date reported: _____ How was it reported: _____

Exact words of the caller:

Ask:

When is the bomb going to explode? _____

Where is the bomb right now? _____

What kind of bomb is it? _____

What does it look like? _____

Why did you place the bomb? _____

Where are you calling from? _____

Description of the caller's voice: _____

Male _____ Female _____ Young _____ Middle Age _____ Old _____ Accent _____

Tone of Voice _____ Intoxicated _____ Speech Problem _____

Background noise: _____

Background music: _____

Time caller hung up: _____

Remarks: _____

Name, address and telephone number of recipient: _____

Emergency Steps

Bus Driver Procedures:

Stay calm, turn off bus motor, remove the key, set parking brake, and activate hazard lights.

- Protect the scene – set up emergency reflectors.
- Check for injuries.
- Call dispatcher. Give the following information: bus number, location, situation, need for EMS, fire truck, wrecker.
- Administer first aid.
- Evacuate bus (if necessary) to a place of safety.
- Enlist aid of citizens and high school students, if needed/available.
- Keep students calm and grouped together.
- Obtain names and grades of students injured.
- **Do Not Talk To Anyone Except The Police And The Transportation Departments.**
- **Do Not Leave The Scene Until The Police, Insurance Company, And The Transportation Department Representative Clear You To Do So.**
- Report to the office to fill out Accident Report.

Central Office Procedures:

- Transportation Director will contact the Cuero Police Department/DeWitt County Sheriff's Department and the police/sheriff's department of the surrounding county (if outside of DeWitt County).
- Transportation Director notifies superintendent.
- Transportation Director goes to the scene of the accident, assess the situation, and make sure students are transported to the hospital (if needed).
- Transportation Director will obtain the list of all students, including list of students sent to the hospital, and communicate information to the Central Office.
- Superintendent/designee(s) will field all calls from parents.
- Transportation Director will contact hospital(s) and obtain status of all students, making sure all have been treated and released to parents/guardian.
- Transportation Director will notify the Superintendent/designee(s) when all students have been treated/released.

Emergency Steps

Chemical Leak/Spills

- Obtain Material Safety Data Sheet for spilled chemical if known.
- If life threatening, call 911.
- Activate Crisis Management Team.
- Determine source of leak/spill.
 - Evaluate what chemicals.
 - What are the physical symptoms?
 - Check for reports of spills.
- Notify central administration (specify needs if any).
- **If advised by police or fire department to remain in building:**
 - ✓ Move all students inside building away from affected area.
 - ✓ Have students and personnel breathe through wet paper towels.
 - ✓ Close up and secure affected area. Shut down electricity and gas.
 - ✓ Post warning signs at entrance.
- **If advised by police or fire department to evacuate the school site, proceed as follows:**
 - ✓ Call transportation for buses (if needed).
 - ✓ Sound alarm by ringing three (3) bells.
 - ✓ Initiate evacuation plan.
 - ✓ Teachers keep class list and go to designated areas.
- Secure student/staff roster/emergency cards.
- Document disposition of affected students.
- Estimate extent of injuries or potential physical danger with schools nurse and health services.
- Keep list of hospitalized persons and where students/staff are evacuated.
- Send information about incident with anyone going for medical treatment.
- Notify families of affected persons.
- Ring all-clear bell when appropriate.
- Prepare fact sheet and media statement.
- Update communications.
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Death at School-Natural, Homicide, Suicide, Accident

- Call 911. Call school nurse to site.
- Activate Crisis Management Team.
- Isolate the area.
- Isolate the witnesses.
- Suspend all bell schedules (everyone stays where they are)
- Notify Central Administration.
- Secure student/staff roster/emergency cards.
- Decide method to inform parents, classmates and community of death, plans, and expected child reactions.
 - ✓ Ensure the family of the deceased is notified through pre-established method (personal visit preferred).
 - ✓ Alert counselors and nurse at schools in which siblings are enrolled.
 - ✓ Inform staff and student body.
- Assign separate areas for media, parents, counseling.
- Prepare fact sheet and media statement.
- Provide counseling individually or in groups.
 - ✓ Make home visits with counselors or crisis team members.
 - ✓ Hold faculty meeting as soon as possible to process feelings.
 - ✓ Prepare to hold community meetings.
 - ✓ Plan long-term response and follow-up counseling.
- Permit students to leave only with parental permission.
- Relay information, as it becomes available.
- Communicate with staff, include a written statement. (Utilize team leaders and department leaders if necessary).
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Explosion

- Call 911.
- Initiate evacuation plan. Teachers keep class list and go to designated areas.
- Activate Crisis Management Team.
- Notify central administration (specify needs if any).
- Notify transportation if site evacuation may be needed or in case of inclement weather.
- Assist emergency personnel in locating and assisting injured persons.
- Follow instructions of police and fire departments.
- Keep students and staff away from building until area is declared safe.
- Maintain a list of hospitalized persons and location.
- If building cannot be reentered, relocate students to predetermined location.
- When safe, follow instructions of fire department for building reentry.
- Determine location for temporary classrooms and supplies (if needed).
- Prepare fact sheet and media statement.
- Update communications.
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Fire Evacuation

- Attempt to extinguish the fire if small or confined (i.e., trash can).
- Confine fire by closing the door to the area involved. Shut off HVAC and close exterior windows, secure electrical power to affected area and natural gas.
- Initiate evacuation plan. Teachers keep class list and go to designated areas.
- Sound alarm by pulling fire emergency lever or ringing three (3) bells.
- Call 911
- Activate Crisis Management Team.
- Notify central administration (specify needs if any).
- Notify transportation if site evacuation may be needed or incase of inclement weather.
- Assist emergency personnel in locating and assisting injured persons.
- Follow instructions of police and fire departments.
- Keep students and staff away from building until area is declared safe.
- Maintain a list of hospitalized persons and location.
- If building cannot be reentered, relocate students to predetermined location.
- When safe, follow instructions of fire department for building reentry.
- Determine location for temporary classrooms and supplies (if needed).
- Prepare fact sheet and media statement.
- Contact maintenance for repairs or barricade.
- Update communications.
- Crisis Management Team meets to debrief at the end of the day.
- Continue interaction with local and area counselors until trauma is resolved and school is returned to normal functioning.

Emergency Steps

Food Poisoning

(on campus)

- Activate Crisis Management Team.
- Close Cafeteria.
- Notify Central Administration.
- Call the County Health Department.
- Notify families.
- Document who is affected and treatment received.
- Follow checkout procedures.
- Notify staff.
- Update communication.
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Gang Violence – Riots

- Provide first aid to injured utilizing school nurse or trained staff.
- Call 911.
- Suspend all bells.
- Activate Crisis Management Team.
- Notify Central Administration (specify needs if any).
- Activate campus crowd control team if needed.
- Isolate area and close it off.
- Identify leaders/groups and purpose.
- Assess danger, injuries, students involved, location of altercation, and presence of weapons.
- Reestablish order with assistance from staff/crisis team.
- Do not allow disruptive persons to enter school property or request they vacate immediately. Assign staff to all building entrances to prevent further disturbance.
- Direct teachers to keep classroom doors closed and locked.
- Keep offices locked; provide security measures for files and records.
- Keep faculty informed.
- Document police action/investigation.
- Prepare fact sheet and media statement.
- Prepare plans to prevent retaliation or further campus violence:
 - ✓ Remove graffiti.
 - ✓ Enforce dress code.
 - ✓ Notify probation officers.
 - ✓ Ask student leaders to recommend ways to resolve issues.
 - ✓ Facilitate discussion between gang or ethnic groups.
 - ✓ Conduct workshops on ethnic or gang related issues.
- Reassure parents, students, and faculty that steps are being taken to ensure safety.
- Ask parents of those involved to come to school. Follow disciplinary procedures according to board policy.
- Prepare for community meetings as needed.
- Prepare fact sheet and media statement.
- Update communications.
- Crisis Management Team meets at the end of the day.

Emergency Steps

Hostage Situation in Building

- Call 911.
- Suspend all bells.
- Activate Crisis Management Team.
- Notify Central Administration (specify needs if any).
- Isolate area.
- Assess the situation.
- Decide to remain in classrooms or evacuate building(s), allow **NO** reentry.
- Notify staff. If remaining in classrooms, keep all students away from the windows.
- Secure building, keeping all students away from the affected area. Lock doors.
- Set up incident Command Center.
 - ✓ Log all activities and discussions.
 - ✓ Remain available to law enforcement and negotiators.
 - ✓ Have multiple copies of floor plans available for police.
 - ✓ Secure student/staff rosters.
- Monitor situation via the Public Announcement System.
- Identify spokesperson in communication with the hostage taker until law enforcement arrives.
- Designate separate area for the media.
- Notify families of all persons involved.
- Prepare fact sheet and media statement.
- Update communications.
- Crisis management meets to debrief at the end of the day.

Emergency Steps

Kidnapping

Witnessed:

- Call 911. Notify superintendent, counselors, and nurses as needed.
- Gather facts about abduction and description of abductor and any vehicle.
- Notify parents.
- Activate Crisis Management Team, including counselors.
- Decide on plan of action:
 - ✓ Faculty meeting.
 - ✓ Visit classrooms as requested.
 - ✓ Letters home to parents.
- Prepare classmates to be supportive.
- Prepare fact sheet and media statement.
- Provide for follow-up counseling.
- Crisis Management Team meets to debrief at the end of the day.

Not Witnessed:

- Verify child is missing. Search building and grounds.
- Call 911. Notify superintendent, counselors, and nurses as needed.
- Notify parents.
- Activate Crisis Management Team.
- Question child's friends or ensure availability for police questioning.
- Search neighborhood, if prudent, with police leadership. Decide on plan of action:
 - ✓ Faculty meeting
 - ✓ Visit classrooms as requested.
 - ✓ Letters home to parents.
- Prepare classmates to be supportive.
- Prepare fact sheet and media statement.
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Natural Disasters

Upon being alerted by the local authorities, weather alert radio and/or the telephone relay system, do the following:

- Activate Crisis Management Team.
- Evaluate situation (dependent on type of disaster, eminence, damage, and monitor media).
- Call 911. Ask for advice to retain or evacuate.
- Notify Central Administration (specify needs if any).
- Set up incident command center with communication capability on-site.
- Log all activities and procedures.
- Prepare for emergency action in conjunction with police department, fire department, and local Office of Emergency Management instructions.
- Initiate retention or evacuation plan, depending on emergency.
 - ✓ Notify transportation in case of site evacuation or inclement weather.
 - ✓ Teachers should take class rosters and accompany class to designated shelter area if tornado (not auditorium or gymnasium).
 - ✓ Once at the shelter area, everyone should sit facing the interior wall with knees and head down, hands covering face and head.
 - ✓ Group should remain calm, stay together, and listen for instructions.
 - ✓ Stay at shelter until instructed to move.
 - ✓ Prepare special needs students and personnel.
- Designated personnel should check restrooms and vacant classrooms.
- Use battery powered radio for weather information.
- Keep a record of hospitalized or evacuated and their location.
- Notify staff.
- Contact utilities (if needed).
- Prepare fact sheet and media statement.
- Update communications.
- Assign staff to answer phone inquiries.
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Sexual Assault

- Call 911.
- Activate Crisis Management Team.
- Care for the victim (do not touch victim). Ensure that the victim stays with the school nurse, counselor, psychologist, or trusted friend until the police arrive.
- Secure emergency health card.
- Log all activities and decisions.
- Notify family (in person if possible).
- Notify Central Administration (specify needs if any).
- Isolate witnesses (do not allow them to talk to anyone).
- Detain suspect if possible.
- Allow school professional providing support to accompany victim and police/parents to hospital.
- Prepare fact sheet and media statement.
- Update communications. (verbal and written communication).
- Provide counseling for victim and family.
- Reassure concerned parents regarding safety precautions at school.
- Meet with parents and teachers of victim regarding safety precautions at school.
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Sniper or Outside Emergency

(or if unable to confiscate weapon)

- Call 911.
- Activate the Crisis Management Team.
- Announce to the whole building the following statement:
“Please turn to page _____ of the CMP guidelines and follow those directions.”
Note: “CMP” signifies a major crisis.
- Suspend all bells.
- Notify central administration (specify needs if any).
- Isolate area, if possible.
- Assess the situation.
- Decide to remain in classrooms or evacuate building(s), allow **NO** reentry.
- Notify staff of decision. If remaining in classrooms, keeping all students away from the affected area. Lock doors.
- Set up incident Command Center.
 - ✓ Log all activities and discussions.
 - ✓ Remain available to law enforcement and negotiators.
 - ✓ Have multiple copies of floor plan available for police.
 - ✓ Secure student/staff rosters.
- Monitor situation via the Public Announcement System.
- Identify spokesperson in communication with the hostage taker until law enforcement arrives.
- Prepare fact sheet and media statement.
- Update communications.
- Crisis Management Team meets to debrief at the end of the day.

Emergency Steps

Weapons on Campus

- Notify principal or assistant principal immediately. Do not hesitate, but do not put yourself or others in danger. Do not approach someone with a weapon in hand. Remain calm.
- Activate Crisis Management Team and suspend all bells.
- Assess the situation calmly. Determine degree of danger (make a plan of action).
- Quickly determine the location of the suspected weapon.
- Walk the student or person to the office area. Never go alone. One person should walk beside him/her. The other should walk behind him/her.
- Confiscate weapon discretely, if possible. If weapon is not found on his/her person, check locker (hall and P.E.).
- If weapon is found, call police.
- Notify central administration (specify needs if any).
- Contact parents immediately and inform them of the Code of Conduct procedures.
- Prepare fact sheet and media statement.
- Update communications and give necessary information to teachers.
- Crisis Management Team meets to debrief at the end of the day.