

Crisis Response

While it is difficult to prescribe an all-purpose plan of action to be used in addressing crises of every conceivable sort, the Manchester Board of Education directs the Superintendent of Schools to develop broad guidelines in dealing with the challenges of a crisis situation. The intent of this protocol is to establish a set of steps to be used when necessary in responding to the specifics of a given situation.

Guidelines

1. When the situation is site or school focused, the Principal will be the leader on the scene who will immediately inform the Superintendent of the circumstances that constitute a crisis or a potential crisis; the Superintendent, or a person designated by the Superintendent, will be the spokesperson for the school district in addressing the media or other individuals. The Superintendent will immediately contact the Board of Education and determine which individuals beyond the school community will be consulted and/or informed of the situation.
2. In cases of a building specific crisis, the Principal will call together a crisis response team that will include such individuals as the school psychologist, guidance counselor, social worker, faculty members, other administrators, the school nurse, and others who can contribute to a determination of what specific actions and follow-up will occur. When the crisis involves all of the schools or affects the school district as a whole, the Superintendent will be responsible for taking similar action.
3. The crisis response team, under the direction of the Principal or the Superintendent, will determine, either in anticipation of a crisis or in the aftermath of one, the specific details of the situation, what information will be shared with students, staff, and parents regarding the events, what type of intervention is required, the scope of the intervention, and who will be responsible for delivering the intervention.
4. Should tragic event occur that constitutes crisis in the school district and school is in session, information will be shared with staff and parents in a fashion that guarantees consistency of the message. Staff will be provided sufficient detailed information to be prepared to take whatever action might be required.
5. Announcements to students will be handled in classroom groups and not via a public address system or through memorandum. Staff will be prepared to address student questions and to be able to identify student reactions that cause concern.

6. The Crisis Response Team will receive referrals from staff when they have concerns about specific student reactions. This group will serve as a general resource to staff in dealing with the crisis. The Team will support teachers who are affected by the crisis, as well as students.

7. Crisis intervention plans may involve staff members from other schools or agencies in town when there are circumstances requiring such personnel.

8. In the aftermath of a crisis, the Crisis Response Team will convene to assess how well the plan of action worked and to record recommendations for additions and deletions to this protocol.

Legal Reference: Connecticut General Statutes
 10-221(a) Boards of Education to prescribe rules

Adopted: February 27, 2012