

Rapid Response Team:

In-house immediate response – when an event is unfolding, these are the people who need to fulfill many roles. Some of these staff will be assigned to these roles because of their professional training; others will be recruited from the more “general” staff. Needs include:

- Authority – overseeing the whole process (Principal or back-up)
 - May contact district office or may delegate
 - District Office may notify department heads, especially transportation and others that may be immediately involved
 - District Office gives statement for clerical staff in other buildings for phone calls
 - May arrange for trunk-hunting lines
 - Gives “one number to call” to media
 - Creates Communications and Command Central
 - Makes decision about well-being of students outside the hot spot and takes steps for safety (lockdown? Evacuation?)
 - Decision about what parents will be told, how, reuniting?
 - Contacts PIO (media liaison) to make sure media releases immediate information to parents about whether to pick children up immediately and whether at an evacuation/relocation site or at school (PIO)
- Contacting 911 – getting needed outside help
- Taking Grab and Go Container to needed location (assigned from “general” staff)
- Medical expertise (nurse)
- Providing CPR, triage at “hot spot” (could be PE & health teachers, nurse)
 - Making lists of people transported by which vehicle number
- Tracking students, overseeing system to formally check them out and know where they’re going and with whom

- Information dissemination – notifying staff of problem and steps to take, whether to notify students simultaneously, contacting district office (could be clerical person working under the direction of the principal)
- Directing parents and the curious away from the building to an acceptable “holding” site until someone can address them with facts, information (assigned from “general” staff population)
- Directing traffic in order to assure ingress and egress of emergency vehicles (also assigned from “general” staff population)

The Rapid Response Team has specific tasks during the unfolding of an on-campus event, but also can have important additional influence in:

- Addressing prevention – as crisis responders, Rapid Response Team members may be most able to see the areas of greatest need in focusing prevention efforts
- Contributing to planning efforts – the Rapid Response Team members need to participate in all phases of the planning, since they will be primary people in implementing the response when needed.
- Responding when crisis does erupt – mitigating the effect by seamlessly mobilizing immediately
- Organizing recovery – these efforts may involve a different group of people than those who would mobilize for the safety or emergency portion of the response. This group is termed the “Flight Team” in the Crisis Response Manual.

The Rapid Response Team may handle smaller events without calling in the Flight Team. Case-by-case judgment call, but err on the side of bringing in help rather than going it alone.

Flight Team or “Additional incoming support team”

Student and staff support for recovery of the school community. Flight Teams are sometime available when a district is willing to “lend” support from a school that is not in crisis to one that is. These agreements need to be made ahead of time so roles and expectations will be clear. Ideally, the entire “group’ who would be shared from one building to the next will have identical training so they have a shared philosophy, clearly defined roles and an understanding of the chain of command.

Tasks might include:

- Assisting teachers in announcing the death to students
- Staffing the Safe Room
- Providing direct support to staff in a staff Safe Room
- Providing support to parents
 - Help write parent letters / flyers
 - Support parents who show up at school
 - Help organize and support leadership with parent meetings
 - Staff a parent Safe Room
- Assisting in organizing information to be released – be a sounding board
- The Flight Team Members, whether “in house” or coming in from other buildings, will always operate under the direction of the site administrator.