# **CRISS** Responding to Critical Incidents – For Administrators

Jenny Williams, Director Educational Support Serrvices & Safe School Coordinator, SCSBC

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## Agenda

#### Key Concepts in Critical Incident Response

#### Administrator Sharing - Quentin Flokstra

#### Administrator sharing - David Michel

Key takeaways

**Crisis:** a time of intense difficulty/danger that disrupts the usual pattern of functioning.

## Key Terms

**Critical Incident:** any incident, whether natural or human caused, that has a strong negative emotional impact on those affected resulting in a state of stress or discomfort and feelings of loss of control.

> Emergency Management Planning Guide for Schools, Districts & Authorities, BC Ministry of Education 2015

# Types of Critical Incidents

- 1. Natural
- 2. Human
- 3. Accidents
- 4. Violence
- 5. Death





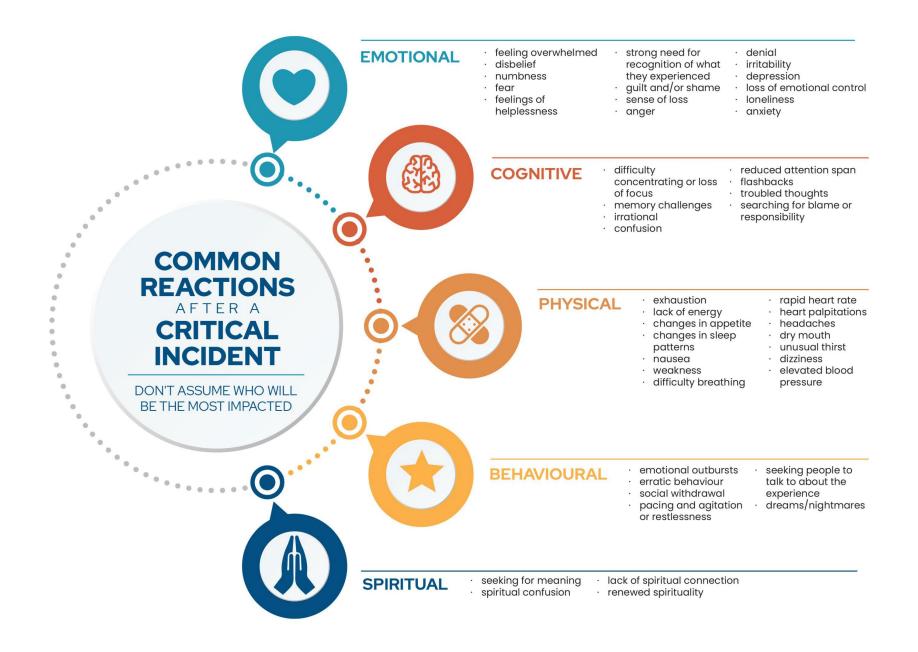
Some factors that determine the impact of a critical incident on your school community

- 1. Pre-incident functioning
- 2. Number of people involved or impacted
- 3. Complexity in managing the crisis response
- 4. Expectedness of the incident
- 5. Media attention
- 6. How close those involved are to the school community

# Common Reactions After a Critical Incident

- 1. Emotional
- 2. Cognitive
- 3. Physical
- 4. Behavioural
- 5. Spiritual





## **Goals of Crisis Intervention**

- 1. Awareness
- 2. Assessment
- 3. Intervention
- 4. Recovery



# Critical Incident Response Training

#### 1. Cheri Lovre

- Crisis Management Institute (Oregon)
- 2-day Crisis Response Training

#### 2. Kevin Cameron

- North American Center for Threat Assessment and Trauma Response
- 2-day Traumatic Events Systems Training (through Safer Schools Together)







# 10 Keys to Help in a Crisis

- 1. A CIRT has been established & trained
- 2. All school staff have had orientation to CIR
- 3. Have a Community Key Contact List & reach out to them
- 4. Have communication examples on hand
- 5. Develop a plan for managing media
- 6. Have effective & regular communication with staff/ families
- 7. Set up support spaces for students/staff
- 8. Identify who is impacted & provide counselling support
- 9. Plan for debriefing
- 10. Carefully plan remembrance activities



- Establish a Critical Incident Response Team (CIRT)
- Provide training for your CIRT and orientation for your staff
- Staff need your calm in a crisis
- How you respond during a crisis will impact the recovery of your school community
- Critical incident debriefing for those exposed to traumatic and highstress events helps to promote resilience and recovery