

Needs During Unfolding of Catastrophic Events

	Phase One A <i>The "hot spot"</i>	Phase One B <i>Remainder of building</i>	Phase Two <i>Release to resuming school</i>	Phase Three <i>Resuming of school</i>
Leadership	Need information for making decisions Communication with Emergency Services Someone else to deal w/ media; isolate them To get info to staff (before students if poss.) Clear list of things to remember / do Back-up in case principal is out of the building To already have a comprehensive plan! To have practiced drills, scenarios	Decision about lock-down or evacuation Someone else to oversee safety of students whose lives are not imminently in danger Organize evacuation Re-uniting with parents Clear check-out procedure What do other buildings need?	Collaborative coordination of services to school, students, staff, parents Collaboration meeting daily Collaborate w/ agencies & PIOs Strong team approach Delegate Be visible / accessible Trauma intervention, self care	Continued support from outside agencies Direct support (mentor) Continued media communicat'n Trauma intervention for self Lead toward "new normal" Take a break when possible
Staff	Help for the injured Information about the event To hear/know action to take To know who is to provide immediate aide (CPR, first aide, etc.)	Information about the event before the kids if possible Lockdown? Evacuation? Is help coming? Directing parents away from scene For staff families to get information	Gather as soon as possible Trauma intervention Predict and prepare Support for their families Self-care	Support in classrooms Subs for breaks Continued updates Counseling, gatherings Time with family Sense of control Empowerment in "new normal"
Students	Help for the injured. To see adults taking control Clear information. Names on kids transported by ambulance For someone to keep a list of the transported	Trust in adult actions To reunite with their parents ASAP Clear information Concrete communication Reassurance	Trauma intervention To re-group with peers Normalize reactions Visitation of repaired site Predict and prepare Protection from media and religious zealots	Counselors in classrooms One-to-one therapy for some Protection from media Finding, trusting "new normal" Continued discipline, soft touch Empowerment / memorial
Parents	To get their hands on their kids Information - where to go to reunite Information over local media Reassurance, trust Counselors with parents at reuniting site	To get their hands on their kids Information Reassurance, trust Counselors with parents at reuniting site	Parent meeting ASAP Visitation of repaired site Regain trust in school To be included, empowered	Ongoing updates (some) Defining "new normal" Appropriate memorializing For life not to become a memorial event.
Media	Immediate story, and if you don't give them one, they'll come up with their own "spin." To be corralled away from the hot spot Immediate information about your school	Same as Phase One	Press conferences Ongoing news releases Access to prepared students? Restrained at memorial wall! Kept out of meetings w/ staff and parents	Updates occasionally and: <ul style="list-style-type: none"> • First anniversary • Next similar event • Graduation • First day next year • Others....