Crisis Intervention During COVID 19: Lessons Learned
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All schools in my district closed.

Other schools locally and across the country began to close.
With our schools physically closed, how do we respond in the virtual environment?
Adapting Processes and Procedures

Collaboration with our community partners

Identifying secure, reliable communication

Membership and structure of school crisis teams

Equity Lens

Communication with our School Community
Adapting Processes and Procedures

- Crisis Team Deployment
- Collaborating with Families
- Monitoring and Follow up
Challenges When Responding in a Virtual Environment

1. Care for the Caregiver
   - Self care
   - Caring for family members
   - Impact of change in economy
   - Their own health
   - Managing own child’s education

2. Information Overload
   - Dramatic increase in electronic communication
   - Staying up to date with the current procedures

3. Ongoing Uncertainty
   - Rapid changes in how teams could engage
   - Inefficiencies in communication at times
Incidents

Within My District
- COVID 19 Staff Death
- COVID 19 Infections of Staff
- Increase stress and anxiety
- Suicide assessments
- Non-COVID 19 medical deaths
- Accidental Deaths
- Adult suicides

From Colleagues
- COVID 19 Deaths
- COVID 19 Infections
- Increase stress and anxiety
- Suicide assessments
- Non-COVID 19 medical deaths
- Accidental Deaths
- Youth suicides
- Youth Homicides
- Natural Disasters
Response Considerations

Triage
Verifying and collecting information may be similar, but how will direct observation of reactions change?

Interventions
Using a tiered approach is still possible, with adaptations. Focus on do no harm. Caregiver empowerment.

Documentation
Efficiently and effectively documenting the response in virtual world. Adapting how effectiveness is examined.

Care for Caregiver
Very different through a screen. How do you establish and maintain connectedness? Promote self care?

Virtual/Distance Learning Environment
- Incident Action Plan
- Communication and Collaboration – with school & community partners
- Virtual Suicide Prevention and Threat Assessment procedures

Hybrid Learning Environment
- Incident Action Plan
- Deployment Strategy – virtual team and in person team
- COVID 19 Mitigation Strategies
Logistical Considerations
• Multiple Environments
• Multiple Locations
• Team considerations
• Deployment strategies
• Information tracking and documentation

COVID 19 Mitigation for Crisis Teams
• Training for your team members
• Expectations of schools & their role
• Communicating to families
• Documentation of mitigation practices
Lessons Learned

Teams must be agile and flexible in the face of ongoing uncertainty

Establishing & Maintaining a COOP Mindset

Collaboration

Examining Communication Practices

Technology and information overload
Future Directions and Considerations

What are implications for future practice?

What will school mental health and psychological recovery look like in future years?

What dilemmas have developed?

1. COOP and Preparedness
   - Needs assessments
   - Balancing the focus on the possible vs. the probable
   - COOP as it relates to psychological recovery services

2. Training for School MH Professionals
   - Telehealth practices
   - Virtual crisis response
   - New approaches to interventions and delivery

3. Technology
   - Identify secure and efficient communications tools
   - Training in the use of such technology
   - Data collection and analysis