

Crisis Management

A Quick Reference for SCHOOLS

(Details are in the eBook on School Crisis Management at <http://www.edb.gov.hk>)

A crisis can be precipitated by the suicide of a student or staff, sudden or accidental death, a violent incident, an infectious disease or a natural disaster. In facing a school crisis, a school should:

1. Evaluate the Impact

- Collect and verify information of the incident
- Assess the severity of the impact and the number of people affected
- Identify who the victims, survivors and witnesses are
- Determine if outside support is required

2. Activate the School Crisis Management Team

- To coordinate all resources in and outside school
- To draw up a crisis management plan on how to:
 - ensure immediate safety of all students and staff
 - control the consistency and the flow of information in and outside school to eliminate the spread of rumor
 - render support to emotionally disturbed individuals and groups
 - enhance students' personal growth through effective coping with the incident

3. Conduct a Staff Meeting

- To inform all teachers of the incident and clarify any query
- To explain the crisis management plan & the division of labor e.g. handle enquiries from the media & parents
- To handle the emotions of teachers and provide support to those in need

4. Arrange Special Class Period for Students

- To provide a safe and familiar environment to students
- To help students adopt a positive attitude in facing a crisis
- To provide age-appropriate channels or activities for students to express and manage their emotions
- To assist students to transfer their grief into constructive behaviours
- To identify at-risk students and refer them for follow-up support by the school's guidance personnel.

5. Monitor Progress & Coordinate Follow-up

- To evaluate the overall effectiveness of the crisis management work
- To receive continuous feedback from staff on students' reaction
- To remind teachers to keep on observing students at-risk
- To work out and decide on short-term follow up plan for students
- To identify needs and organise preventive activities or programmes for students
- To identify needs and organise training for teachers