

Support staff crisis plan



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School name: _____

Last updated: _____

Emergency contacts

Crisis management team

Individual	Phone number	Cell number	Pager number

Medical emergency response team

Individual	Phone number	Cell number	Pager number

Media guidelines

All media requests should be referred to superintendent or district Public Information Officer.



Evacuation

When to evacuate

Evacuate when there is a threat of violence, a gas smell or leak, fire, explosion, or other internal situation where leaving the building is the safest option.

Important: If the evacuation is due to a threat of violence or a gas smell/leak, do **not** use radios, cell phones, fire alarms, or light switches.

What to announce

The principal or designee should announce:

“Attention, please. We need to evacuate the building. Teachers should take their students to their designated assembly area. Please bring your class roster and take a headcount once you arrive.”

What to do

Main office

- Make the evacuation announcement if directed by an administrator — or immediately if the situation is urgent
- Contact any staff who are outdoors and inform them of the situation
- Bring the evacuation kit and visitor log/student sign-out sheets
- The nurse should bring the first aid kit, student emergency cards, and any critical medications
- Go to the designated assembly area
- Collect attendance counts from teachers and report any missing students or staff to the principal or incident commander

Support staff

- Escort students to their assigned assembly areas or a nearby classroom if needed, avoiding any danger zones
- Report to the unassigned staff area — you may be reassigned as the situation develops

Custodial staff

- Meet emergency responders on arrival
- Help manage building utilities and provide other building-related assistance as needed

Transportation director

- Monitor the situation and prepare to start off-campus evacuation procedures if needed



Lockdown (internal threat)

When to lockdown

Initiate lockdown when there is a threat of violence inside the building, including an intruder, weapon on campus, hostage situation, shots fired, or serious assaultive behavior.

Note: Evacuation may be appropriate if a secure lockdown is not possible or if escaping the threat is safer than sheltering.

What to announce

The principal or designee should announce:

“Attention, please. We are experiencing an emergency situation and need to lockdown the school immediately. Students and staff should go to the nearest classroom or office. Teachers, lock your doors and keep students inside until further notice. Disregard all alarms and bells unless advised otherwise.”

What to do

Main office

- Make the lockdown announcement and contact outdoor staff to advise them of the situation
- Switch bells to manual mode and deactivate fire alarms, if possible. If this must be done by maintenance staff, make the appropriate contact.
- Bring visitor logs and sign-out sheets
- Move to the designated lockdown shelter area
- Monitor phones for urgent staff calls or instructions from district or law enforcement
- Check on classroom status remotely when possible

Custodial staff

- Help with bell and alarm systems as needed
- Lock all delivery doors
- Move any contractors or visitors inside to a secure area and lock the door

Transportation director

- Alert all drivers and redirect inbound buses to the designated relocation site



Exterior lockdown

When to secure the building

Used when there is a potential threat outdoors or in the surrounding community, such as an unauthorized person near the building, a disturbance on school grounds, or a community incident.

What to announce

The principal or designee should announce:

“Attention, please. We have been advised of a security situation in the community and need to secure the school. Please secure all exterior doors immediately. Teachers should continue normal classroom activities, but no one will be allowed outdoors.”

What to do

Main office

- Make the exterior lockdown and reverse evacuation announcements as needed—or immediately if the situation is urgent
- Monitor building entrances—only emergency personnel may enter
- Monitor phones for updates from district or law enforcement
- Review new information with the administrator before updating staff

Custodial staff

- Lock all exterior and delivery doors
- Help monitor entrances

Transportation director

- If buses are en route, consult law enforcement on next steps



Clear the halls

When to clear the hallways

Used when hallways must be cleared and movement limited due to situations such as a medical emergency, animal in the building, disruptive behavior, or a drug or weapons search.

What to announce

The principal or designee should announce:

“Attention, please. We need to clear all hallways immediately. Please go to the nearest room and stay there until further notice. Disregard all alarms and bells.”

What to do

Main office

- Make the announcement as directed—or immediately if the situation is urgent
- Coordinate with outdoor staff about sheltering or reverse evacuation
- Monitor building entrances—only emergency personnel may enter
- Monitor phones for updates from district or law enforcement

Custodial staff

- Notify any contractors or visitors and ask them to move to a safe area
- Help monitor entrances
- Support building administration or emergency personnel as needed

Transportation director

- Hold students on buses until the situation is resolved



Reverse evacuation

When to move back inside

Used when conditions outside are unsafe and it is safer to be inside the building. Threats could include an exterior gunman, hazardous material spill, disturbance on school grounds, or a community threat such as a bank robbery or escaped prisoner.

What to announce

The principal or designee should announce:

“Attention, please. We need to implement a reverse evacuation. There is a security situation outside the building, and everyone must return indoors immediately. Anyone already inside should remain inside until further notice.”

What to do

Main office

- Make the announcement and contact outdoor staff as needed—or immediately if the situation is urgent
- Help monitor entrances, allowing only staff, students, and emergency personnel to enter
- Monitor phones for updates

Custodial staff

- Lock exterior doors once everyone is inside
- Help monitor entrances and assist emergency personnel as needed

Transportation director

- If buses are en route, consult law enforcement for next steps



Off-campus evacuation

When to evacuate off campus

Used when students and staff must relocate to a pre-designated off-campus site due to safety concerns such as a threat of violence, hazardous material spill, or utility outage.

What to announce

The principal or designee should announce:

“Attention, please. For safety reasons, we are evacuating off site to [location, address]. We will implement the family reunification plan from that location.”

What to do

Main office

- Make the evacuation announcement as needed—or immediately if the situation is urgent. Contact staff outdoors and advise them of the situation.
- Bring the evacuation kit, visitor log, and sign-out sheets
- The nurse should bring the first aid kit, emergency cards, and essential medications
- Go to the designated evacuation site or bus staging area
- Gather attendance information and report missing individuals
- Help staff the family reunification area

Support staff

- Escort students to the evacuation site or bus staging area
- Report to the command center—you may be assigned to assist with reunification

Custodial staff

- Secure the building before leaving
- Report to the command post to assist as needed

Transportation director

- Arrange buses and drivers as requested
- Confirm safe routes with law enforcement and communicate them to drivers



Shelter in place

When to shelter in place

Used to keep students and staff safely inside the building during emergencies such as severe weather, chemical spills, radiation release, or exterior gas leaks.

What to announce

The principal or designee should announce:

“Attention, please. We are experiencing an emergency situation and need to implement shelter-in-place procedures. Students and staff should move to designated shelter locations. Anyone outside should immediately move to an interior shelter area. Disregard all alarms and bells.”

What to do

Main office

- Make the shelter-in-place announcement — or immediately if the situation is urgent
- Contact staff outdoors to bring everyone inside
- If weather-related, monitor the NOAA weather radio

Custodial staff

- If directed, shut down heating, ventilation, and air conditioning systems to prevent outside air from entering
- Escort any contractors or visitors to shelter areas

Transportation director

- If buses are in transit, consult with administration and law enforcement for guidance