

# ISLA CRISIS MANAGEMENT TOOLKIT

## KEY TERMS

### ACTIVE SHOOTER

An individual actively engaged in killing or attempting to kill people in a confined and populated area, usually with firearms. No pattern or method to selection of victims.

### ANONYMOUS THREAT REPORTING

Process of passing information on possible threats in a non-identifiable and untraceable way. Allows person to feel safe in reporting information while providing school authorities awareness and information to start an investigation.

### BEHAVIORAL THREAT ASSESSMENT & MANAGEMENT (BTAM)

A multidisciplinary, fact-based, systematic approach to identify, assess, and manage potentially dangerous situations. Helps schools distinguish between threats in which there is no intent to harm vs an actual threat of targeted violence.

### BUSINESS INSURANCE

Insurance that protects a business from the unexpected costs of running a business. Includes liability, property, cyber liability, and auto insurance along with workers' comp insurance directors & officers coverage (legal costs for board & leadership errors); and cyber liability (digital data).

### CHAIN OF COMMAND

Organizations' hierarchy of reporting relationships - who reports to whom and who supervises whom. Establishes accountability and explains decision-making responsibility.

### COMMUNITY RESOURCES

Resources in the community that have information, programs, or requirements relating to your school.

### CRISIS

Time of intense difficulty, trouble, or danger - important decisions will have to be made. (Specific time or event)

### CRISIS COMMUNICATION PLAN

A detailed document with instructions on how to disseminate information to students, teachers, parents, the community and the media in the event of an emergency, recognizing each constituent's unique needs related to information.

### CRISIS MANAGEMENT PLAN (CMP)

An outline of how to respond to a critical situation that would negatively affect an organization's profitability, reputation, or ability to operate.

### CRISIS RESPONSE PLAN (CRP)

A plan that outlines how your business will respond if a crisis occurs, and identifies likely crises along with their potential impact.

### CRISIS SCENARIOS

Examples of situations that would cause a significant disruption to your school operation, including closure.

### EMERGENCY CONTACTS

List of updated contact information for all students and staff, as well as visitors, contractors, and other individuals on school premises.



## **CRISIS SELF-ASSESSMENT**

A tool to provide quick, high-level portrait of your risks, vulnerabilities, weaknesses, and strengths.

## **CYBERSECURITY (IT)**

Practice of protecting critical systems and sensitive information from digital attacks.

## **CYBERSECURITY & INFRASTRUCTURE SECURITY AGENCY (CISA)**

Federal agency working to strengthen the security, resilience, and workforce of the cyber system to protect critical services and way of life.

[www.cisa.gov/cybersecurity](http://www.cisa.gov/cybersecurity)

## **DEBRIEFING**

It is a structured meeting following an exercise or event that reviews the actions taken.

## **EMERGENCY COMMUNITY CONTACTS**

List of names, community agencies, and phone numbers, that would be needed in the event of any type of crisis.

## **EMERGENCY OPERATIONS PLAN (EOP)**

A plan detailing what the school will DO during a disaster.

## **EXERCISE STARTER KITS (ESKS)**

A set of tools and resources used by an academic community to self-conduct a tabletop exercise testing existing emergency plans, protocols, and procedures while also strengthening preparedness, response, and recovery capabilities.

## **FEDERAL, STATE, LOCAL, TRIBAL & TERRITORIAL (F/SLTT) AGENCIES**

Agencies within the US that deal with security issues.

## **PUBLIC INFORMATION OFFICER (PIO)**

Individual that communicates timely information about their organization with members of the public.

## **GOVERNMENT FUNDING FOR CRISIS**

Funds that are available from government agencies for pre and post emergency or disaster related projects, for organizations and entities.

## **INCIDENT COMMAND SYSTEM (ICS)**

A standardized, integrated approach to the command, control, and coordination of emergency responses, organized by five key functions.

## **INCIDENT COMMANDER**

Primary decision maker during an a major incident.

## **LIAISON OFFICER**

Point of contact for agency representatives.

## **MULTI-TIERED SYSTEMS OF SUPPORT**

A foundational, evidence-based framework for effectively integrating multiple systems and services to simultaneously address students' academic achievement, behavior, and social-emotional well-being.

## **NATIONAL THREAT EVALUATION & REPORTING (NTER) OFFICE**

Clearinghouse for information and resources relating to security issues.

[www.dhs.gov/nter](http://www.dhs.gov/nter)

## **NATIONWIDE SUSPICIOUS ACTIVITY REPORTING INITIATIVE (NSI)**

Joint collaborative effort between all US security partners. Standardized process for identifying and reporting suspicious activity within the US.

## **PREPAREDNESS**

The ability to anticipate and respond effectively to the impact of a possible hazard, event, or crisis.

## **WELLNESS PROGRAM**

An employer program focussed on improving employee health and assisting individuals to overcome particular health-related programs (mental & physical).



## **RESILIENCE**

The ability to face a problem or challenge, overcome it, and return to life a little bit stronger and/or wiser.

## **REUNIFICATION PLAN**

A plan that covers the safe return of children to their parent(s) and families as quickly as possible after an emergency.

## **RISK MANAGEMENT**

Risk management encompasses the identification, analysis, and response to risk factors that form part of the life of a business.

## **THREAT EVALUATION**

A threat assessment is an evaluation of events that can adversely affect operations and/or specific assets. Historical information is a primary source for threat assessments.

## **SAFETY EDUCATION**

Education is helping others develop a better understanding of concepts surrounding an issue.

## **SAFETY OFFICER**

Individual responsible for developing safety management, monitoring, education, and reporting programs.

## **SAFETY TRAINING**

Training is teaching people specific skills or actions related to a specific type of issue.

## **SITUATION MANUAL**

A document that provides participants with all necessary tools for their role in a discussion-based exercise.

## **SITE ASSESSMENTS**

An ongoing process through which school districts and campuses identify and evaluate potential risks and areas of weakness that could adversely impact the campus or school system.

## **TRAUMA**

Severe and lasting emotional shock and pain caused by an extremely upsetting experience or series of experiences.

## **SCHOOL SYSTEM REMOTE ACCESS**

The ability for authorized person(s) to remotely access a computer or network through a network connection while physically far from the school site.

## **SUSPICIOUS ACTIVITY REPORTING (SAR)**

Suspicious activity is any observed behavior (NOT appearance) that could indicate pre-operational planning related to terrorism or other criminal activity. Report to local law enforcement.

[www.dhs.gov/see-something-say-something](http://www.dhs.gov/see-something-say-something)

## **TABLETOP EXERCISES (TTX)**

Tabletop exercises are small group discussions that walk through a scenario and the courses of action a school will need to take before, during, and after an emergency to lessen the impact on the school community.

## **SAFETY DRILLS**

A drill that is practised to prepare for an emergency. Drills should include multiple hazards and unexpected occurrences, and consider special needs of individuals within the community.

## **NATIONAL THREAT EVALUATION & REPORTING (NTER) OFFICE**

NTER equips homeland security partners with tools and resources to identify, report, and mitigate threats of terrorism and targeted violence to keep America safe.

[www.dhs.gov/nter](http://www.dhs.gov/nter)

## **THREAT REPORTING**

Reporting on a variety of concerning student behaviors and other suspicious activities provides authorities and school personnel with the information they need to stop violence before it occurs.

## **US DEPARTMENT OF HOMELAND SECURITY**

U.S. federal agency tasked with maintaining: border security, cybersecurity, critical infrastructure, counter terrorism, economic security, and general preparedness.

[www.dhs.gov](http://www.dhs.gov)