

01 · QUICKSTART

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After You've Submitted a Flight Team Request

For school principals and superintendents. Read this first; it points you to the rest of the kit.

Not requested the team yet? Start there: douglasesd.link/FT. This document picks up once your request is in.

What happens next

Once your request is in, three things move in parallel. You don't need to chase any of them.

- Within the same business day (school hours): ESD Behavioral Health Services acknowledges receipt and contacts the school point of contact.
- Same day: A Flight Team lead is assigned, and a deployment window is confirmed with you.
- On arrival: The Flight Team checks in with your designated point of contact and runs intake from the support space you've prepared.

What we need from you in the next 24 hours

Four things, in this order. The Principal Prep Checklist (kit doc 02) walks each one in detail.

- ☐ Designate a single point of contact at the school for the Flight Team.
- ☐ Reserve a quiet, private support room and remove it from the scheduling system.
- ☐ Brief your leadership and directly involved staff, then all staff, before the wider school community or the public hear it. Share only what is confirmed.
- ☐ Decide whether you'll send an initial family communication today, or wait. ESD Communications can help; reach out early. Use kit doc 04 if you go now.

The rest of this kit

Four short documents. Grab the one you need; the others are here when you do.

Doc	Use it when
01 After You've Requested	This document. Quickstart and pointer to the rest.
02 Principal Prep Checklist	One page. Walk it before the team arrives.
03 Staff Morning Brief	Hand to every staff member the morning the team is on campus.
04 Family Communication Templates	Pre-send checklist plus initial and follow-up statement templates.

Who to call

Function	Contact
Behavioral Health Services	Tiana Oaks , Assistant Director of Behavioral Health Allen Sjogren , School Safety Prevention Specialist
Communications	Harrison Bent, Marketing and Communications Coordinator Heather Villa, Marketing and Communications Analyst
One team	Behavioral Health and Communications work together throughout. Reach either one and they will bring in the rest.

REMINDER

The Flight Team is here to provide additional emotional support for students and staff, a safe place to come together, talk, process grief, or sit quietly and reflect. They can also point students and staff toward secondary mental health resources. They will coordinate with you and let you know what they need.