

01 · QUICKSTART

Version 1.2 · August 18, 2026

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.

02 · CHECKLIST

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Principal Prep Checklist

Complete before the Flight Team arrives. One pass should take 15 to 20 minutes.

This assumes your Flight Team request is already submitted. If it is not, do that first: douglassesd.link/FT.

1. Notify key staff

- ☐ Meet with your leadership team and any directly involved staff.
- ☐ Share only what is confirmed; keep details appropriate to each role.
- ☐ Designate a single point of contact for the Flight Team on arrival.
- ☐ Identify any staff who may need support themselves.
- ☐ Connect with ESD for substitute support so teachers can step away from their classrooms, or arrange one or two floating substitutes through EduStaff.

2. Prepare the physical space

- ☐ Reserve a quiet, private room for the team to operate from.
- ☐ Set out tissues, water, and chairs in a circle or small groups (not rows).
- ☐ Identify a private overflow area in case volume is high.
- ☐ Remove the room from the scheduling system for the duration of the visit.

3. Prepare communication

- ☐ Contact ESD Marketing & Communications (Harrison Bent / Heather Villa). Crisis communications support is available to every district at no cost. Recommend looping M&C in early. They can help draft, review, or coordinate messages, or serve as your media point of contact. No obligation.

- ☐ Decide who handles media for your school, and route all media to that one point of contact. Do not respond ad hoc. If a holding statement is needed, use the initial public statement in kit doc 04.
- ☐ Prepare a short statement letting students know Flight Team support is available, either for teachers to read aloud or for the intercom.
- ☐ Brief front office staff on directing students to support and handling family questions.
- ☐ The support space is for students and staff. Families and visitors go to the main office, not the support room.
- ☐ Notify the nurse and counselor so they are ready to collaborate.
- ☐ Draft family/public communication using kit doc 04 (or log a decision to delay).
- ☐ Prepare the Staff Morning Brief (kit doc 03) to distribute the morning of.

4. Logistics

Flight Team arrival time: _____

Point of contact at school: _____

Support room location: _____

Overflow space (if needed): _____

Schedule changes (assemblies, tests rescheduled): _____

REMINDER

The Flight Team will coordinate with you on the day and can support administrators with questions, concerns, and immediate staff or student needs.

03 · ALL-STAFF HANDOUT

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Staff Morning Brief

Hand this to every staff member the morning the Flight Team is on campus. One page, one read.

What is happening today

- Our Flight Team is on campus to provide emotional support to students and staff.
- They are trained crisis counselors. They will guide the support today.
- Having them on campus is part of how we take care of our people.

Your role as staff

- Maintain your normal classroom routine as much as possible.
- If a student asks to speak with someone, send them to the support room with a pass.
- Do not pressure students to talk or share feelings. Let the team guide that process.
- If you are struggling yourself, reach out to the designated contact below. Coverage will be arranged.
- Avoid discussing unconfirmed details about what happened in front of students.

What students can expect

- A caring, confidential space to talk if they need it.
- No pressure to participate or share.
- Their normal class schedule continues. Support runs alongside, not instead of, regular school.
- Counselors and support staff will check in on classrooms as appropriate.

Operational notes

Topic	Guidance
Support room	_____ (Students and staff may walk in or be referred.)
Point of contact	_____ (Coordinating with the Flight Team.)
Media or visitors	All media and visitor inquiries go to the main office. You are not expected to answer them.
Parent calls	Direct to _____. Student privacy rules mean those details are not ours to share.
End-of-day debrief	_____ (Optional, voluntary.)

Support beyond the Flight Team

988 Suicide & Crisis Lifeline: immediate, confidential support available 24/7. Call or text 988.

Adapt Mental Health Crisis Services: available 24/7 at 541-440-3532 or 800-866-9780.

SafeOregon: to report a tip about a threat to yourself or someone else, text 844-472-3367 or visit SafeOregon.com.

Employee Assistance Program: [your district's specific resource].

If you need to brief students directly

Use this script. Keep it short. The team will lead any deeper conversation.

Good morning. I want to share something with you before we start.

We have a team of counselors and support staff on campus today. They are here in case anyone wants to talk or just be in a quiet space for a while.

We will continue with our normal class today. If you would like to step out and visit with the team, raise your hand or come see me. There is no pressure either way.

Take care of yourself. Take care of each other.

More support: a full staff letter and grade-level talking points for speaking with students are available as addendums.

04 · TEMPLATES

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Family & Public Communication Templates

Pre-send checklist plus initial and follow-up statement templates. Fill the bracketed fields. Nothing else.

Douglas ESD Communications can help

You do not have to write these alone. Helping districts communicate in a crisis is part of what Douglas ESD provides to every district, at no cost. Reach out to Douglas ESD Communications as early as you can, even before anything is final, and they can help you draft, review, or send. The templates below are ready if you need to move right now. Bringing them in adds a second set of eyes to help you navigate multiple stakeholders and say the right thing at a hard moment, so you can stay focused where it matters most.

Before you communicate: required checklist

Complete every item before sending any message to staff, families, or the public.

- ☐ Are the facts confirmed? Not assumptions or rumors?
- ☐ Is the tone calm, factual, and non-reactive?
- ☐ Does this protect student and staff privacy?
- ☐ Does this avoid speculation, blame, or premature conclusions?
- ☐ Is this aligned with district guidance and legal counsel if needed?
- ☐ Has this been reviewed by a second set of eyes before sending?
- ☐ Would this message still feel appropriate and accurate in 24 hours?
- ☐ Is the distribution list correct, with no unintended recipients?

Initial public or family statement

Use this for the first message sent to families via your district's messaging platform or system, website, the school Facebook page (do not post to Facebook unless it is urgent, such as a lockdown where news must be shared quickly), or email, or as a holding statement if media ask. Fill bracketed fields only.

We are aware of an incident that occurred at [School Name] [today / on (date)].

Our priority is the safety and well-being of our students and staff. We are working closely with appropriate partners and support teams to respond thoughtfully and provide care where it is needed.

At this time, we ask for your patience as we gather accurate information. We will share updates as they are available and appropriate to share.

Thank you for your continued support and understanding.

Follow-up update

Use this 12 to 48 hours after the initial message, once more information is confirmed.

We want to provide an update to our school community regarding the situation at [School Name].

We have [brief factual summary, one to two sentences]. Our Flight Team, Douglas ESD's trained crisis-response team, and our support staff [have been / are currently] on site to provide care and assistance to students and staff who may need it.

We are committed to maintaining a safe and supportive environment for everyone in our community. If you have concerns about your student, please contact [name / office / phone].

We appreciate your patience and support.

For a fuller version with a Flight Team explanation and resources, see the family communication addendum.

Tone guidance

DO	DO NOT
Acknowledge the situation factually.	Share unconfirmed details or rumors.
Express care for students and staff.	Speculate about causes or assign blame.
Direct families to official channels.	Post on personal social media accounts.
Coordinate messaging with the district.	Send duplicate or contradictory messages.
Use plain, calm language.	Use dramatic or emotionally charged language.
Update when facts are confirmed.	Promise timelines you cannot keep.

REMINDER

Whenever you can, bring public messages to Douglas ESD Communications before they go out. They are here to help you get it right and to move fast with you, not to slow you down.