CRISIS GO

Safety Through Communication
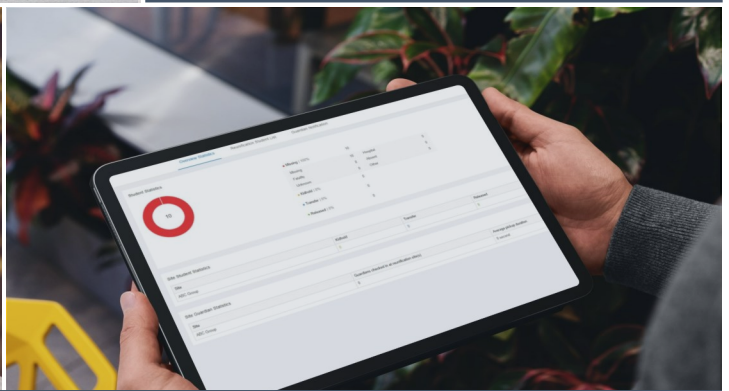
SAFETY REUNIFICATION MANAGER GUIDE
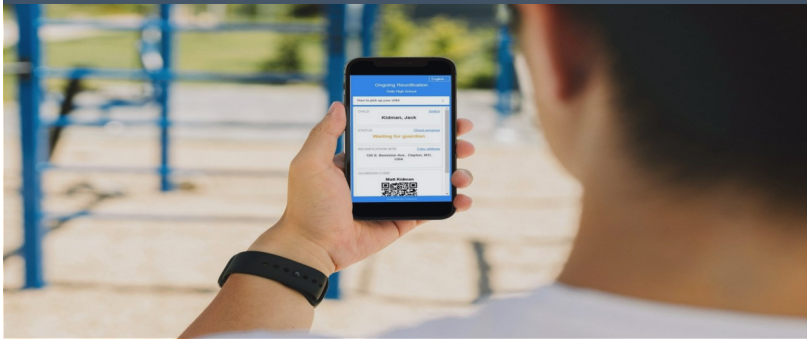
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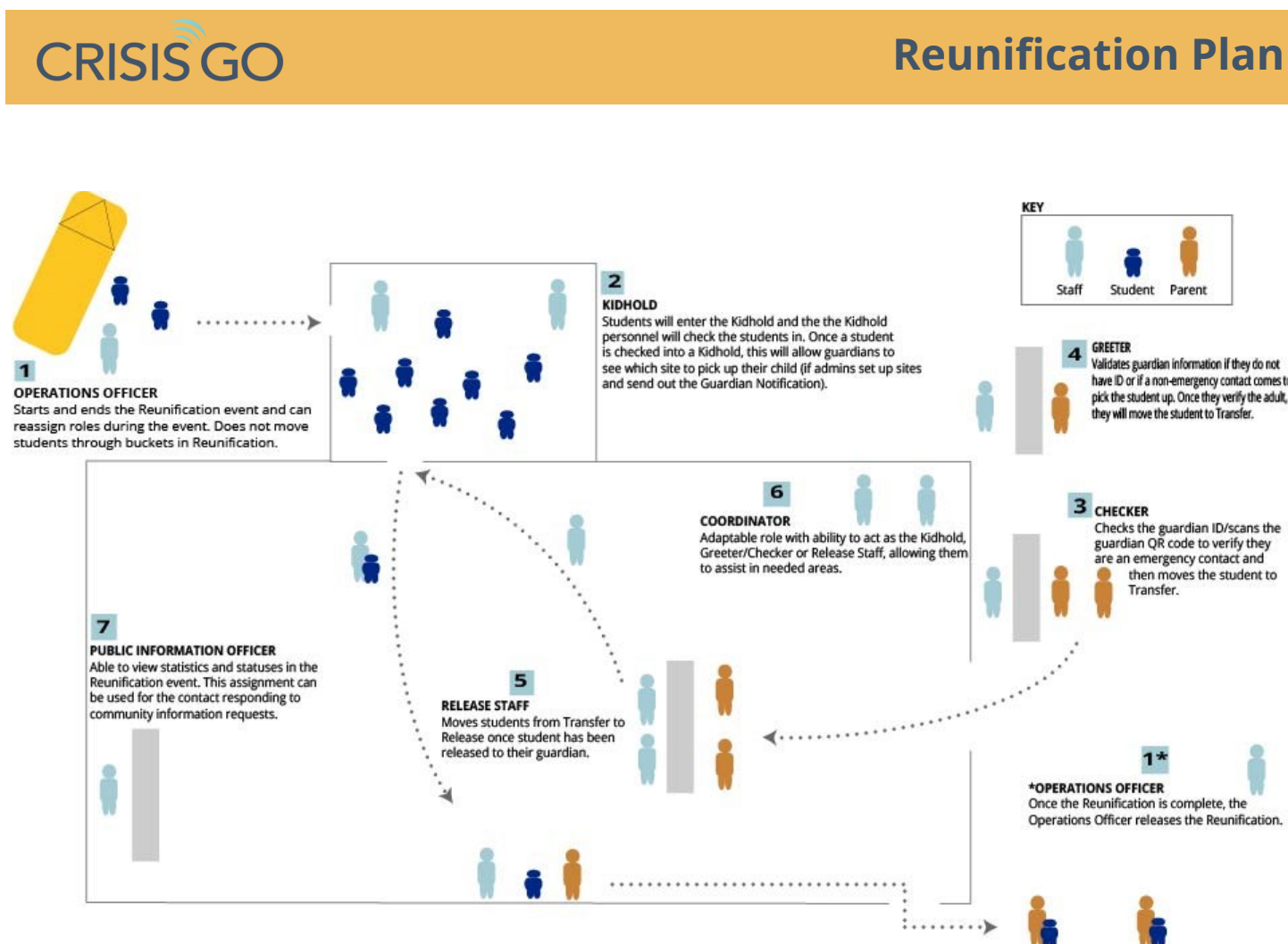## CRISIS GO | Section 2: Role Based Instructions

Reunification Overview

Usage

In the event of a large-scale emergency, a complete or partial evacuation to an off-site location might be necessary. In this case, your greatest concern is the reunification of students with their parents or guardians. CrisisGo's best practice protocols will assist you during the entire process.

Roles for Reunification

There are several roles that staff members will take on during the Reunification process. Each of these roles have unique responsibilities to ensure efficiency and effectiveness. It is also imperative that staff members assigned to these roles have all the tools necessary to complete their tasks. Below you will find an infographic overview of the different roles that can be assigned within the CrisisGo Reunification tool.

CRISIS GO   **Reunification Plan**

KEY
Staff   Student   Parent

1 OPERATIONS OFFICER
Starts and ends the Reunification event and can reassign roles during the event. Does not move students through buckets in Reunification.

2 KIDHOLD
Students will enter the Kidhold and the the Kidhold personnel will check the students in. Once a student is checked into a Kidhold, this will allow guardians to see which site to pick up their child (if admins set up sites and send out the Guardian Notification).

4 GREETER
Validates guardian information if they do not have ID or if a non-emergency contact comes to pick the student up. Once they verify the adult, they will move the student to Transfer.

6 COORDINATOR
Adaptable role with ability to act as the Kidhold, Greeter/Checker or Release Staff, allowing them to assist in needed areas.

3 CHECKER
Checks the guardian ID/scans the guardian QR code to verify they are an emergency contact and then moves the student to Transfer.

7 PUBLIC INFORMATION OFFICER
Able to view statistics and statuses in the Reunification event. This assignment can be used for the contact responding to community information requests.

5 RELEASE STAFF
Moves students from Transfer to Release once student has been released to their guardian.

1* *OPERATIONS OFFICER
Once the Reunification is complete, the Operations Officer releases the Reunification.

Reunification Roles Defined

1. Operations Officer

Administrators who will be responsible for starting and ending the Reunification event. This role will need to be a Manager with Edit Permission to be able to reassign roles from inside the CrisisGo app, or they can be an admin in the iControl system. As they are overseeing the event and moving staff around to help where there is a need, they do not have the in-app function of moving students through the Reunification tabs.

2. Kidhold

These staff members are assigned to checking students into the Kidhold area at their Reunification site and staying with the students who are waiting at the Reunification site. Kidhold staff members also maintain order and guide students through the process.

3. Checker

These staff members will check the parent/guardian identification and/or scan their guardian notification QR code if applicable to ensure a match with student emergency contact information before moving the student to the Transfer section.

4. Greeter

These members can have multiple uses depending on your needs. Some use Greeters solely to guide guardians on where to go upon arrival to the site. Others may wish for Greeters to work with guardians who may not have identification or investigate further if someone other than an emergency contact arrives to pick up a student. Once that person is verified, the Greeter can move the student to the Transfer section.

5. Release

The Release staff will move students who are in the Transfer section to the Release section to reunite students with their guardians and act as a second point of verification before a student is released to the guardian.

6. Coordinator

This utility role can do everything in the Reunification tool that the Operations Officer, Kidhold, Checker/Greeter and Release roles can do, allowing them to assist where needed.

7. Public Information Officer

An Admin assigned this role will be able to view statuses in the event and respond to community inquiries; however, they will not be able to move students through the process.
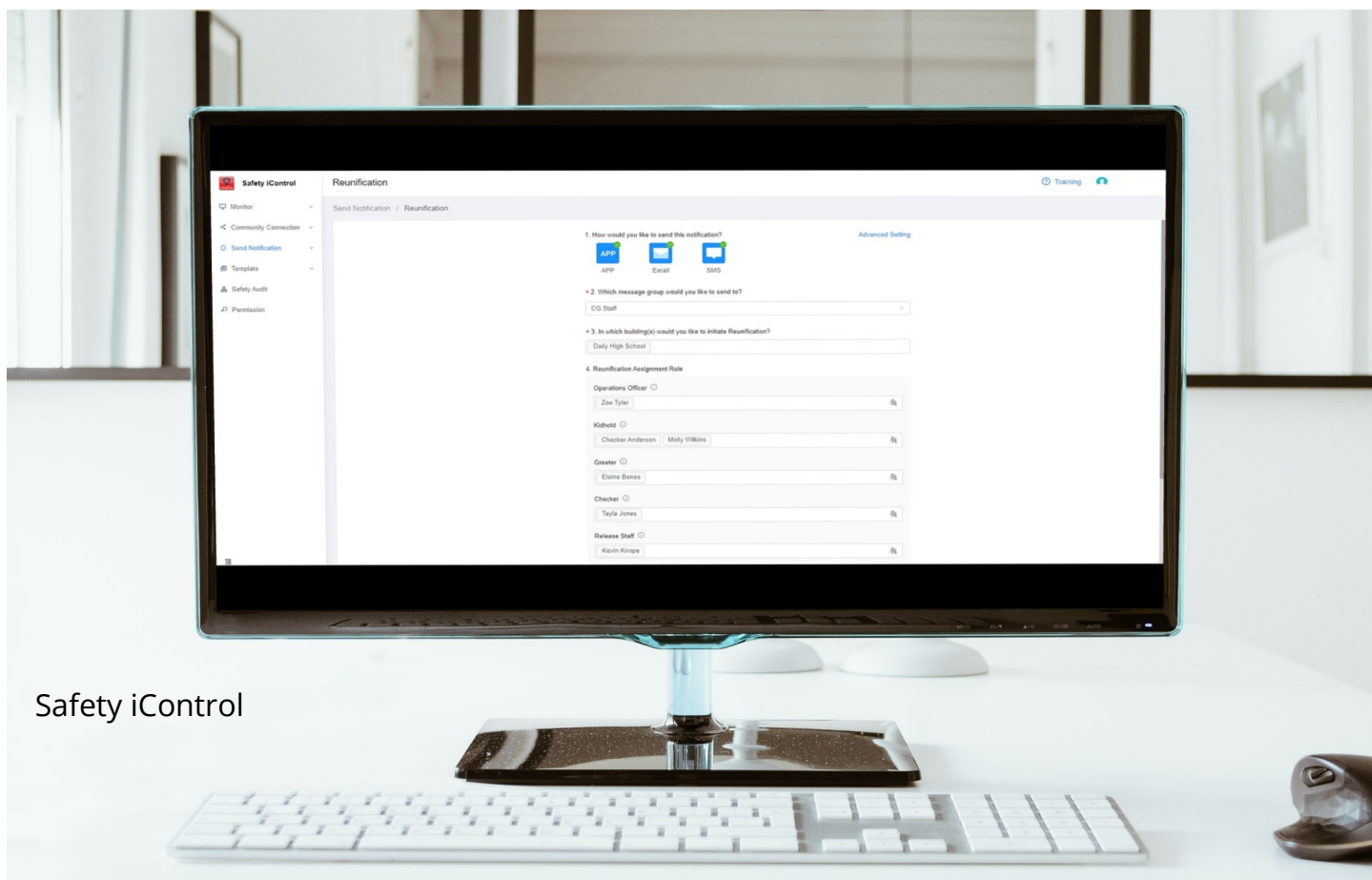
Reunification Set Up

Safety iControl

If you are using Safety iControl, you can designate roles when sending out the Reunification notification. If Reunification has already been set up in the Console for a group you want to start a Reunification with, then our assignments may prepopulate when you go to send it inside iControl. With iControl, you can reassign roles and choose which notifications channels you want to send a notification to.

CrisisGo Mobile App

You can enable Reunification from inside a message group in the CrisisGo Mobile App. You will then choose the building(s) and pre-assign roles to designated staff. The role assignees can be either Managers or Members of the group. You can also set up Reunification from the Web Console– **click here** to learn how to set up from the Console and Mobile App.
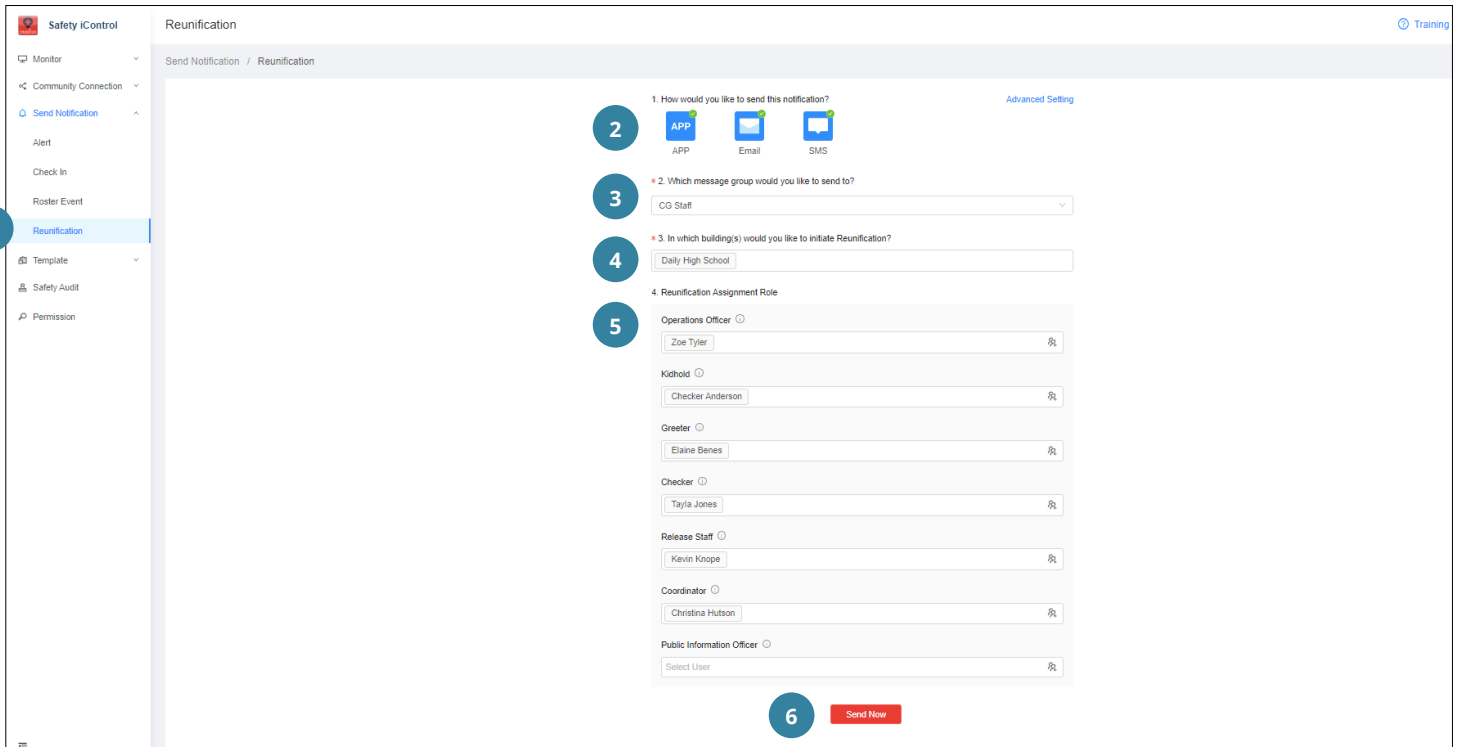
CRISIS GO   **Reunification Set Up - iControl**

Safety iControl

Below you will find the steps to set up and launch a Reunification from Safety iControl. While you can launch from the Mobile app as well, iControl is the only location where you can choose notification methods and set up sites/Guardian notifications.

1. Go to **Send Notification > Reunification** inside iControl.

2. Choose the **notification methods** that you want to send the Reunification out. (App is required by default). If you choose Email and/or SMS, you can also click Advanced Setting to customize the message.

3. Select the **message group** to launch the Reunification within.

4. Choose the **building(s)** that you want to start the Reunification for.

5. Click on the roles and select who you want to assign to each role. If you have set up Reunification in a message group before, these assignments may pre-fill and you can adjust the assignments as needed.

6. Select **Send Now** when done.

Safety iControl

After choosing your notification methods, selecting the group to launch the Reunification for, and checking/assigning roles, you can send the Reunification notification. This will start the Reunification event and inform staff via the selected notification channels that the event is now available for assignees to utilize from inside the CrisisGo application.

Now that you have launched a Reunification, you may wish to keep guardians informed of important information, as outlined in the following Guardian Communication section.

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Site Set Up

Adding Sites

Keeping parents/guardians informed throughout the Reunification event may reduce anxiety levels, stress and misinformation. Once a Reunification is active, you can select the Details icon next to the event to begin adding one or more Reunification sites.
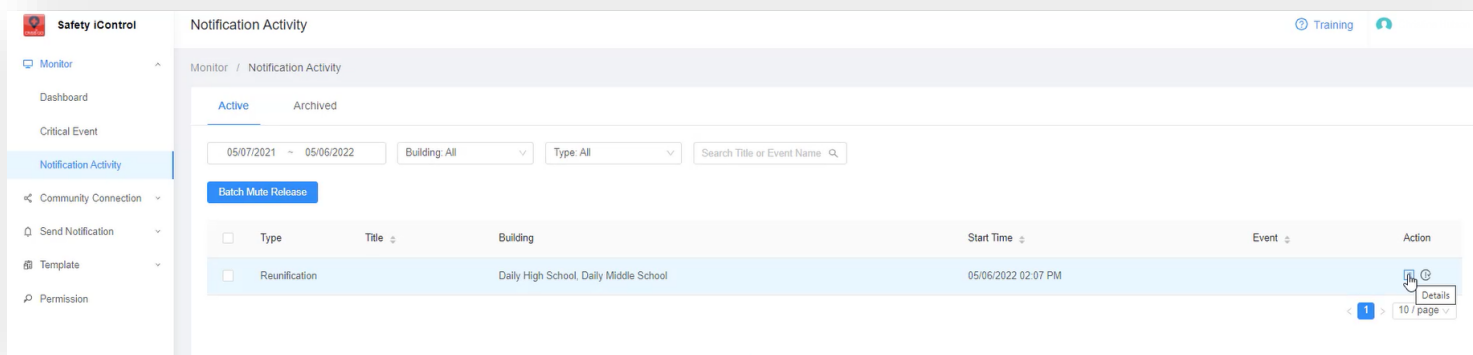
From the Site tab, you will choose Add Site to begin adding the site name, address and any Kidhold staff and/or Coordinators assigned to work in the Kidhold of that Site. Selecting Kidhold assignees is important to ensure guardians see the site a student is checked into.

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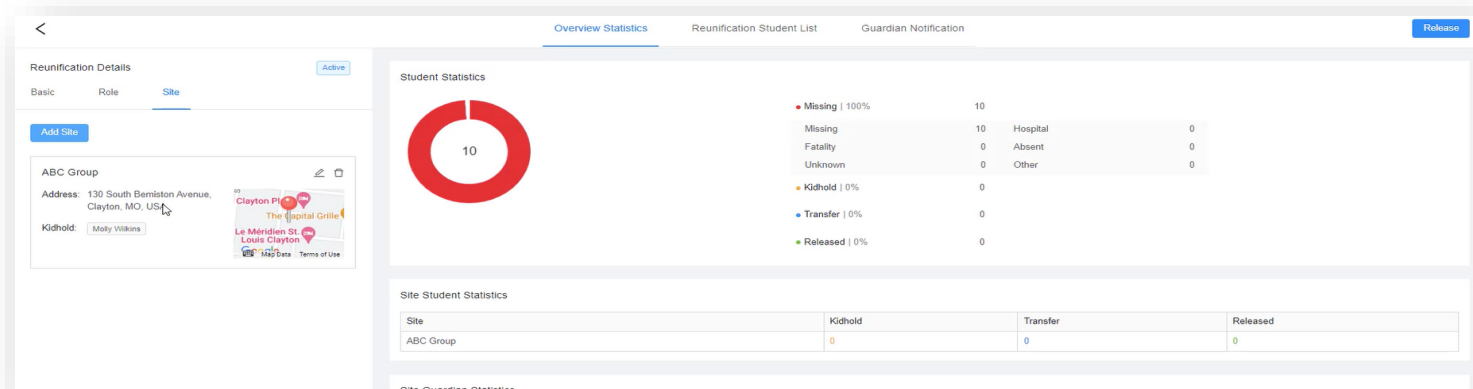
Guardian Notification

The Guardian Notification tab of the Details section is where you will can send an email and/or SMS to parents/guardians so they can view their child's status and whereabouts in the Reunification process. This also allows them to receive a unique QR code that can be scanned by the Checker/Greeter to check the guardian in upon arrival.
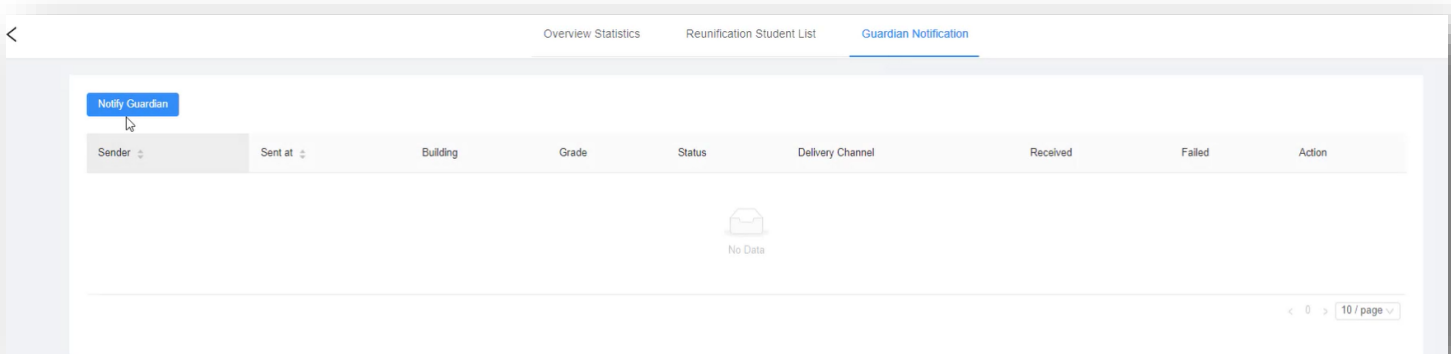
When you choose the Notify Guardian option, you will be able to select the building(s) to notify guardians of, the category of student statuses to notify certain groups of guardians, the notification channel, and can customize the verbiage to send out.
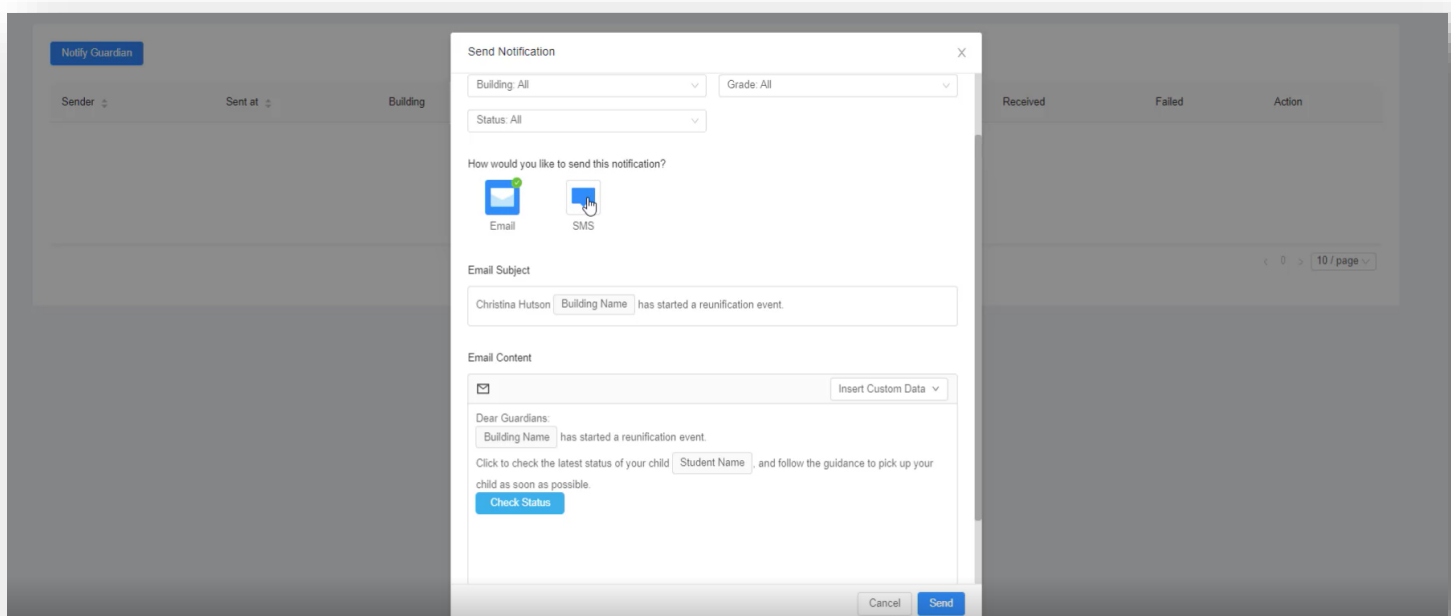
Guardian Notification

Upon receipt of the guardian notification email, they will click the View button.
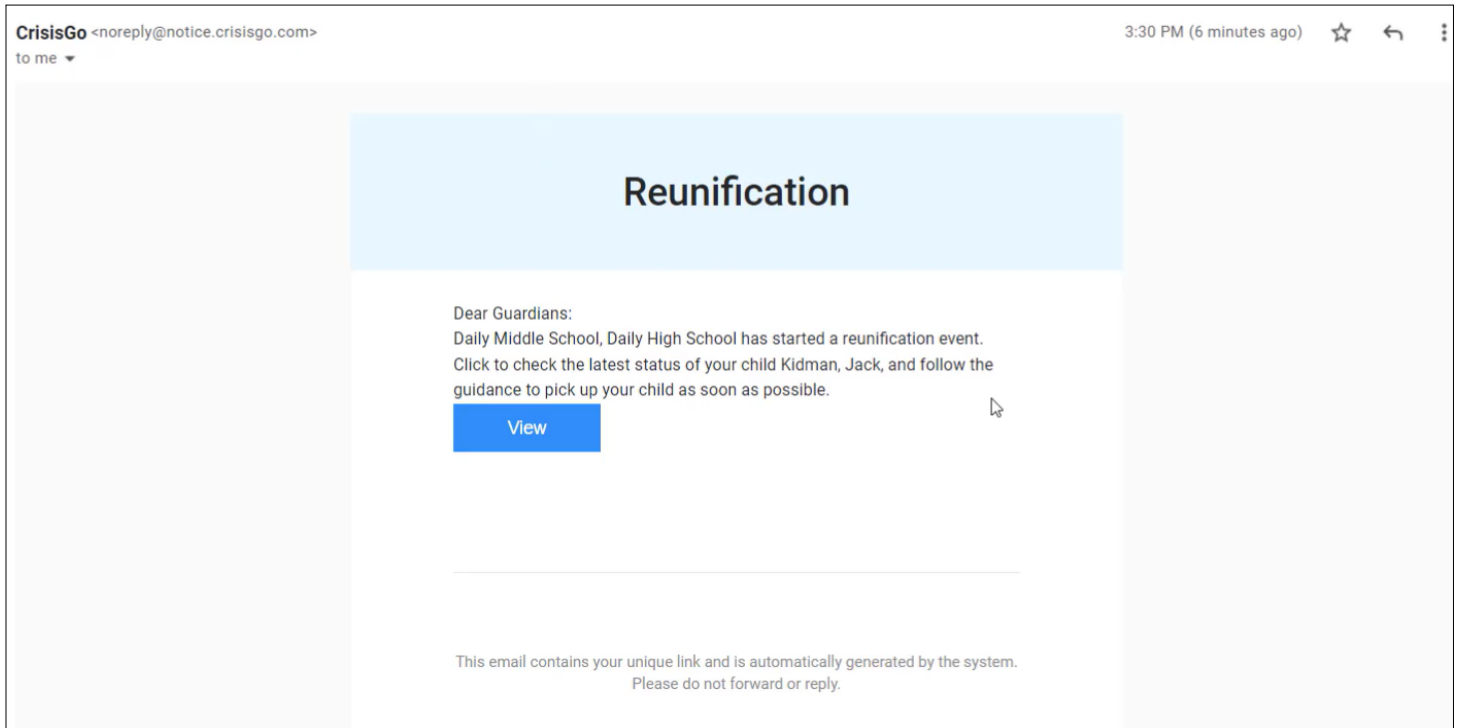
The notification will show them their student's status in the Reunification event, provide the ability to switch students if they have multiple in the Reunifcation, and view the QR code that they can show the Checker/Greeter to be scanned upon arrival. The site to pick up their child will only appear if the organization has added the site and then after the student is checked into the Kidhold.
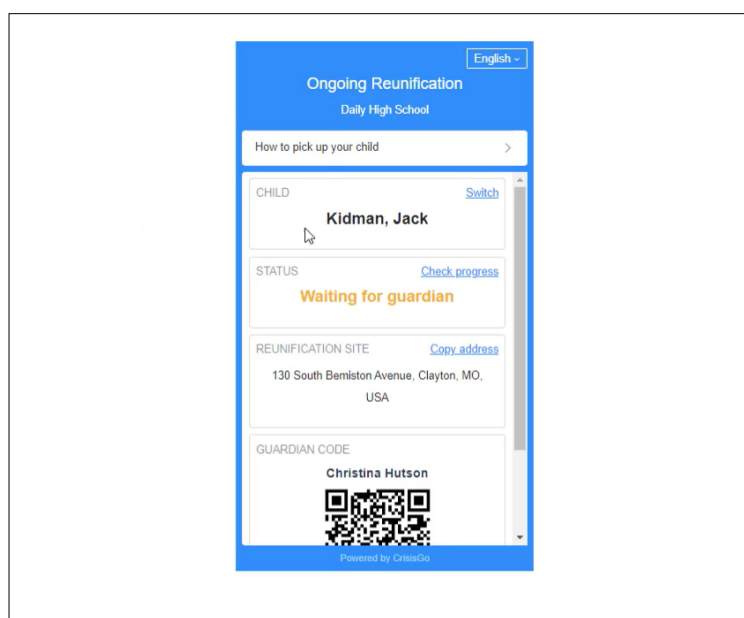
Share Event With Community Partner

A permissioned iControl Admin can share the Reunification event with a Community Partner once the event has begun. One example of this tool is sharing the Reunification with local Law Enforcement departments and/or medical First Responders to keep them informed with live critical status information throughout the event.

From Community Partner —-> Event Sharing, select Share Event or Activity.
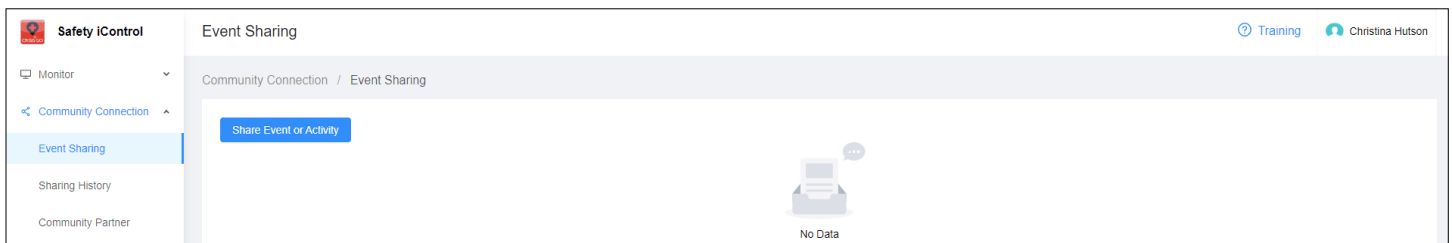
Fill out the form and choose Share. Contacts within the Community Partner(s) groups you selected will be sent an email notification to view the Reunification event.

You can view the Sharing Partner List or End Sharing with the Partner(s) after sharing the Reunification event.
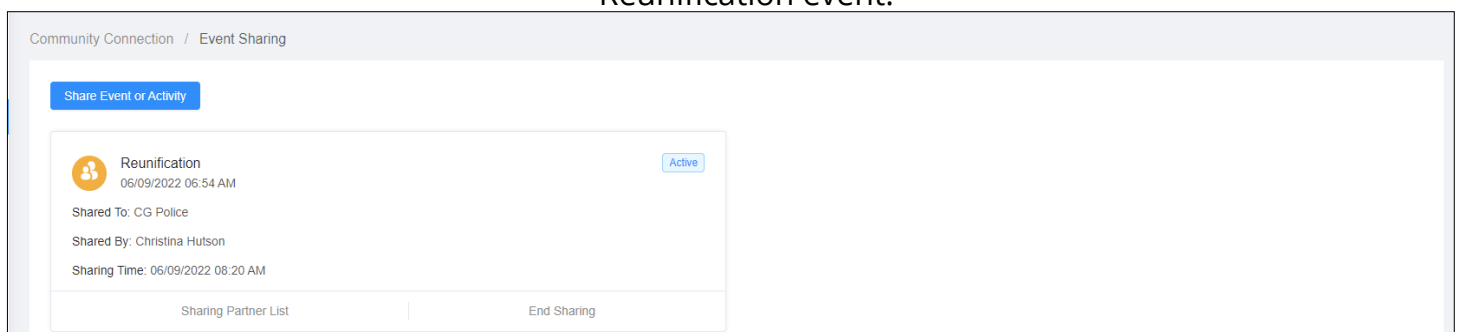
Assigning Roles via Mobile App

Reunification set up can also be completed from inside the CrisisGo Mobile App; however, you can only add sites and Guardian notifications from inside of Safety iControl. Only Managers with Edit Permission can set up Reunification inside the app. It is recommended that these roles be assigned in advance to expedite the activation of Reunification during an emergency. Edits may be made to all assignments before or during the Reunification event.

Begin by logging into your CrisisGo app and navigating to the desired Message group. Next, tap on the three dots in the upper right-hand corner.

From the Group Details screen, tap Edit in the upper right-hand corner. Note- only a Manager with Permission to Edit the group can access this area of a Message group.

Once in the Edit Group menu, tap on Reunification.
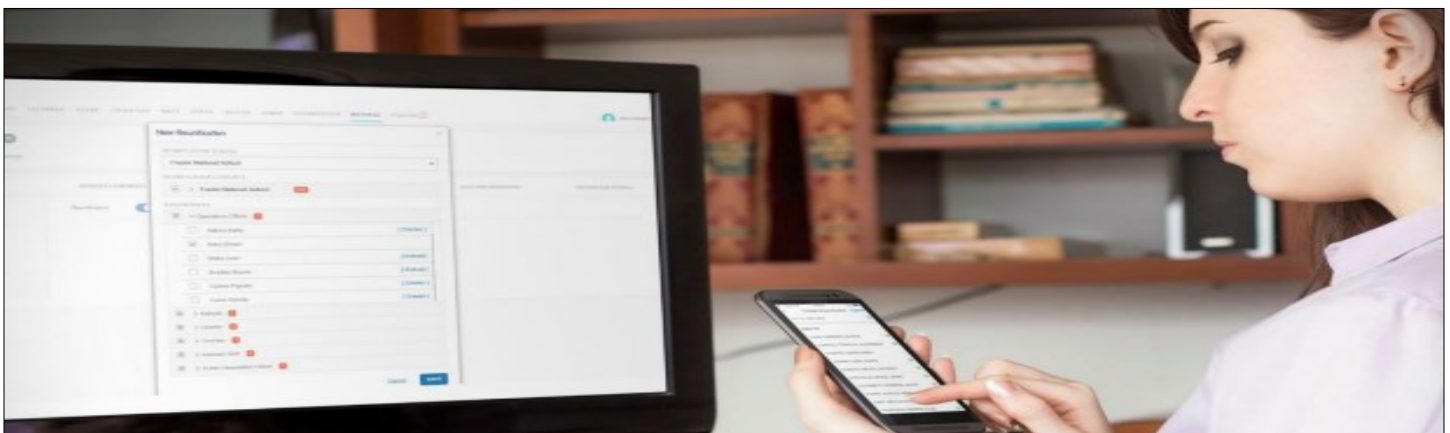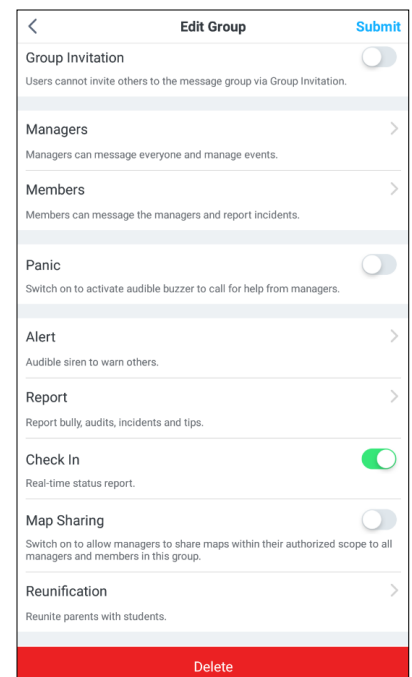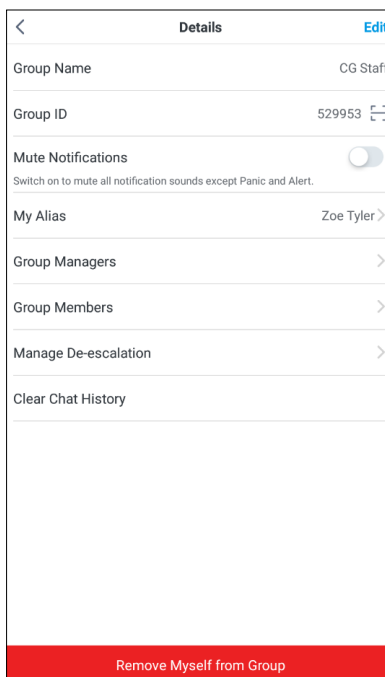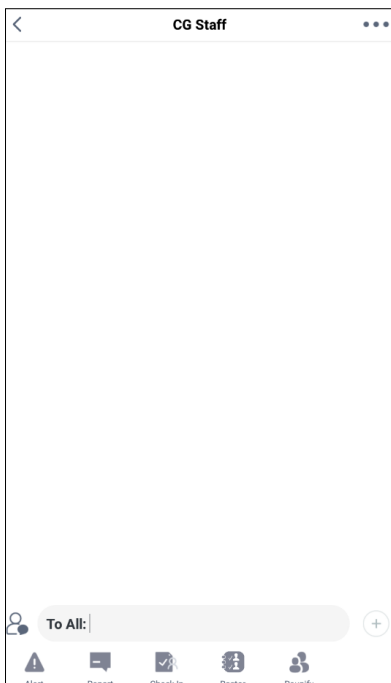
Next, switch on the Reunification tool and tap on Reunification School.
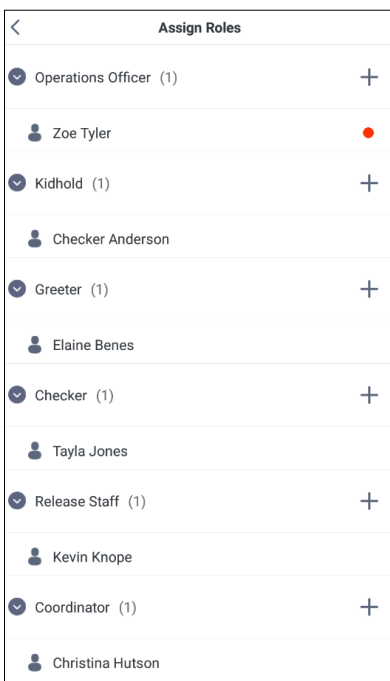
Reunification Settings	
Reunification	🟢
Reunification School	›
Assign Roles	›
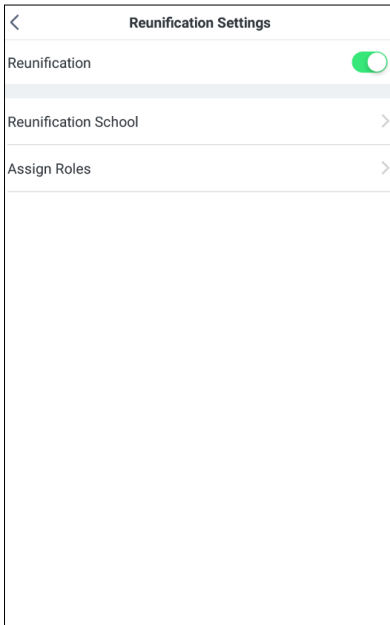
Select the school or schools associated with this Reunification event. Multiple schools may be selected as needed.

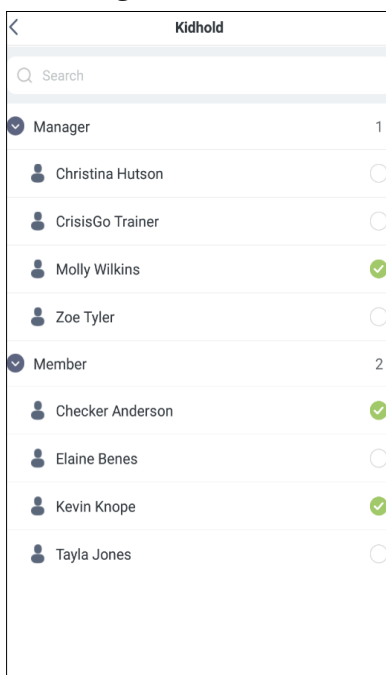| Reunification School	
CG Child Care Center	○
CG Elementary School	○
CG High School	○
CG Middle School	○
Daily High School	✓
Daily Middle School	✓
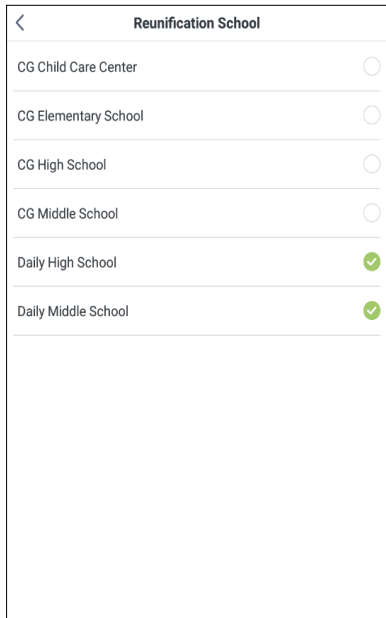
After selecting the school(s), you will return to the Reunification Settings page and select Assign Roles to begin assigning staff to the event.

Reunification Settings	
Reunification	🟢
Reunification School	›
Assign Roles	›
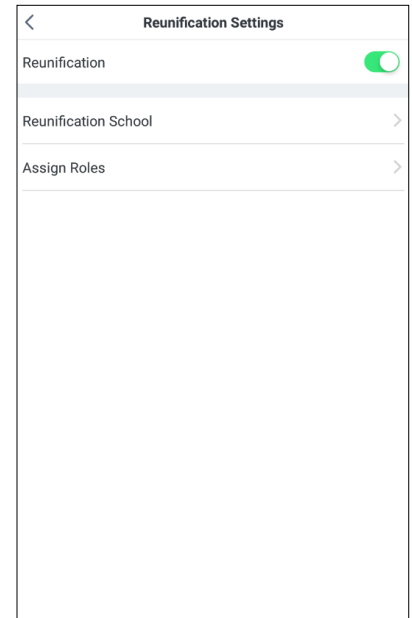
Select the Plus Sign (+) next to the roles that you want to assign Managers or Members to.

Assign Roles	
⌄ Operations Officer (1)	+
👤 Zoe Tyler	🔴
⌄ Kidhold (1)	+
👤 Checker Anderson	
⌄ Greeter (1)	+
👤 Elaine Benes	
⌄ Checker (1)	+
👤 Tayla Jones	
⌄ Release Staff (1)	+
👤 Kevin Knope	
⌄ Coordinator (1)	+
👤 Christina Hutson	

Select the names of the staff whom you want assigned to this role. As a reminder, staff can only be assigned to one role.

Kidhold	
🔍 Search	
⌄ Manager	1
👤 Christina Hutson	○
👤 CrisisGo Trainer	○
👤 Molly Wilkins	✓
👤 Zoe Tyler	○
⌄ Member	2
👤 Checker Anderson	✓
👤 Elaine Benes	○
👤 Kevin Knope	✓
👤 Tayla Jones	○

When done, return to the Edit Group menu and tap on Submit in the upper righthand corner to save.

| Edit Group	Submit
Group Invitation	⚪
Users cannot invite others to the message group via Group Invitation.	
Managers	›
Managers can message everyone and manage events.	
Members	›
Members can message the managers and report incidents.	
Panic	⚪
Switch on to activate audible buzzer to call for help from managers.	
Alert	›
Audible siren to warn others.	
Report	›
Report bully, audits, incidents and tips.	
Check In	🟢
Real-time status report.	
Map Sharing	⚪
Switch on to allow managers to share maps within their authorized scope to all managers and members in this group.	
Reunification	›
Reunite parents with students.	
Delete	

Role Based Instructions

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Reunification is of the utmost importance to safely and efficiently reunite children with their parents/guardians following mass events. Often times, the reunification site(s) is separate from the site of the incident, requiring transportation of the students/staff and communication with the guardians so they are in the know about protocols and the location to pick up their child. **The Operations Officer will be responsible for launching, overseeing, and closing the reunification event**.

From inside your message group, tap the Reunification icon.

After choosing the school(s) and checking role assignments (if needed), choose Start.
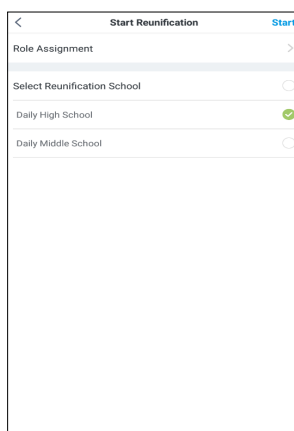
Enter any additional comments to be send with the notification and then choose OK to begin the event.
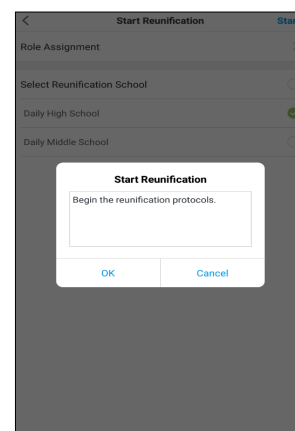
Select the Reunify icon to enter the Reunification.
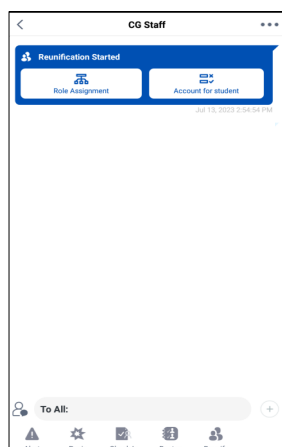
Operations Officers can monitor the event by selecting the Stats icon.
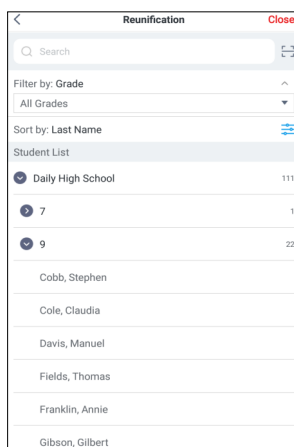
This area provides an overview of the student statuses.
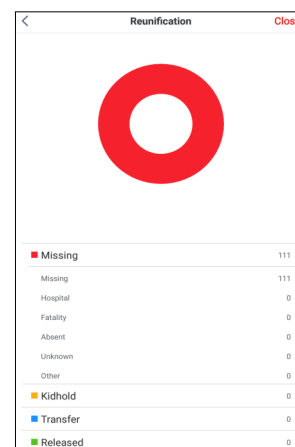
Role Based Instructions

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Kidhold

During a Reunification event, **Kidhold** staff members will be the primary supervisees checking students into the site and staying with the students who are pending guardian pick up. The assignments in the Reunification are fluid so you may have more Kidhold staff initially, as a larger amount of students may start out being checked into the Kidhold site. **Once a student is checked into the Kidhold, this will make their site visible on the guardian notification.**

Kidhold assignees will be working out of the Missing bucket.
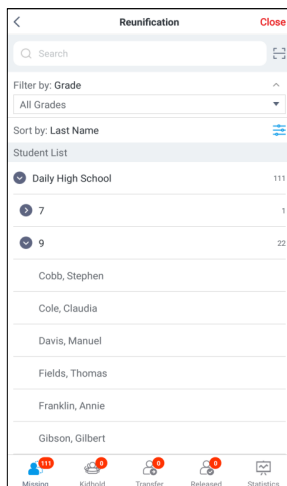
From here, you can log hold/press on the student's name.
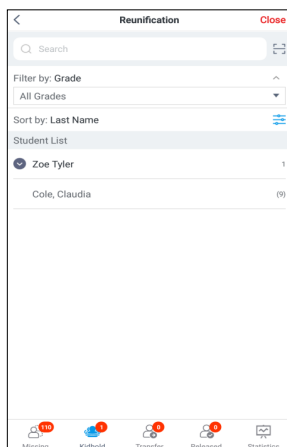
Use the scan icon to open the device camera to scan a student ID or swipe left and choose Check In.
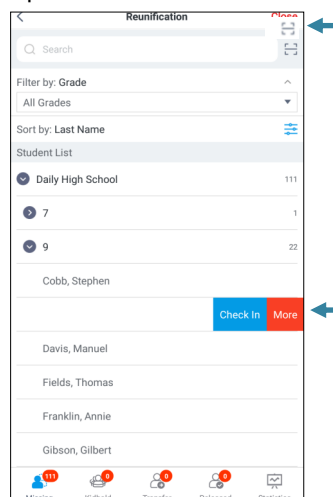
This will bring up their emergency contacts. You can also select Comment to leave any needed notes.
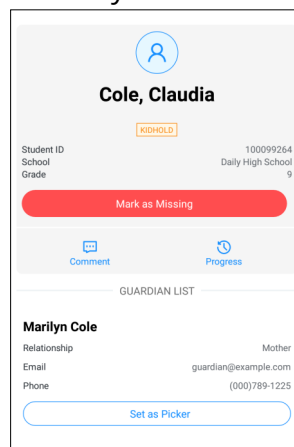
The student will then be moved to the Kidhold bucket.
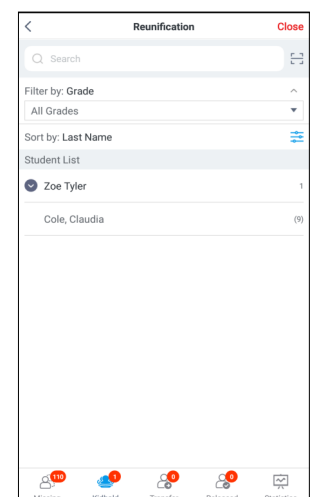
If you leave a comment, it will be added to the notes under the student's name.
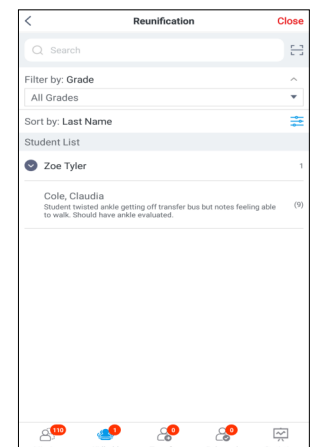
Role Based Instructions

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In the CrisisGo App, the **Checkers and Greeters** have the same functional capabilities. **Both roles are responsible for ensuring that the person arriving to pick up a student is authorized as a guardian/emergency contact prior to releasing the student** to them. This can be done by manually referencing their ID with the student contact data or scanning the QR code from the guardian's notification. Outside the App capabilities, Checkers and Greeters may have differing roles in the reunification process depending on your Organization's protocols.

Checkers and Greeters will work out of the Kidhold bucket.
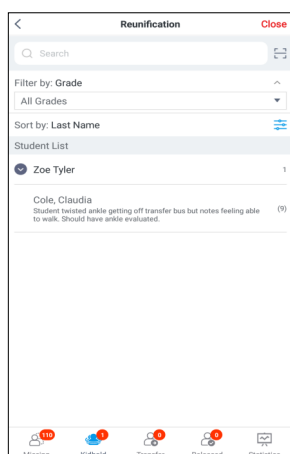
Alternatively, choose the Scan QR code option in the upper right corner of the Kidhold bucket.
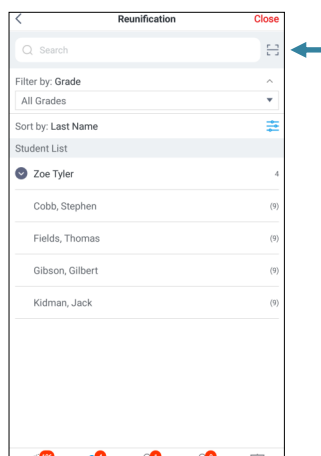
After locating the student, one method to move a student to the Transfer bucket is to swipe left on their name and choose Move to Transfer.
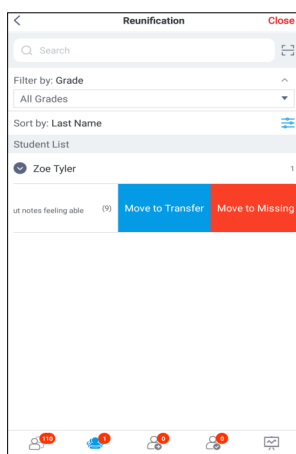
After using your device's camera to scan the guardian's QR code, select Transfer.
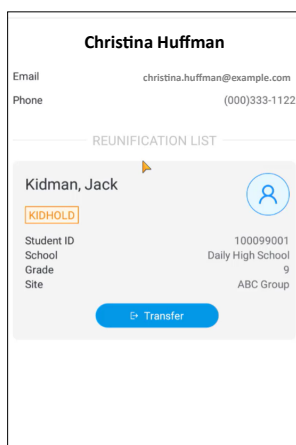
Select the emergency contact that has been verified to pick up the student and choose OK.
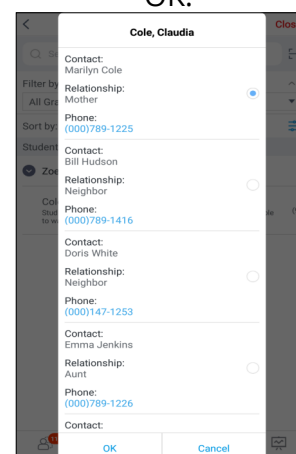
You will see a status change after choosing Transfer and the student will be moved to the Transfer bucket.
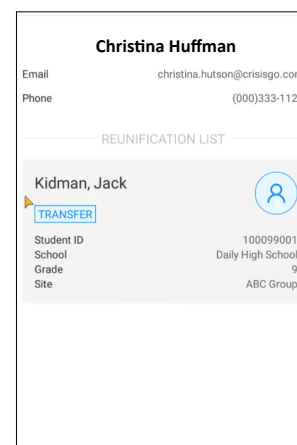
Role Based Instructions

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The **Release Staff** members will be responsible for noting which students are ready to be released to their guardian. Schools may utilize runners to move the students from the Kidhold area to the Release station. From inside the app, the Release Staff will view the students in the Transfer bucket and then move the student to Release after the student has been brought to them to release. At that point, **they will have the guardian sign to verify that they have been reunited with the student.**

From the Transfer bucket, locate the students name and swipe left.
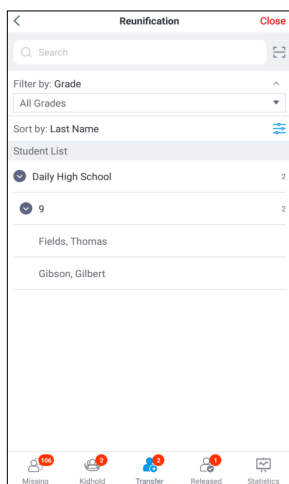
Select Release.

Alternatively, you can use scan the student ID instead of swiping.
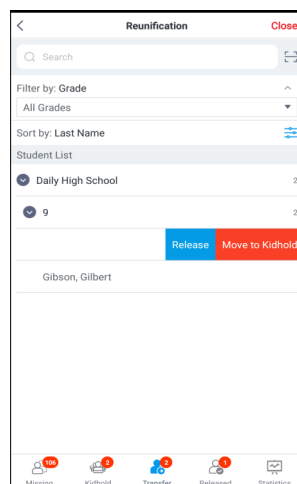
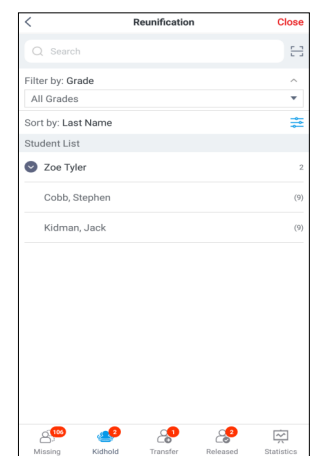The handwritten signature form will appear for the guardian to sign.
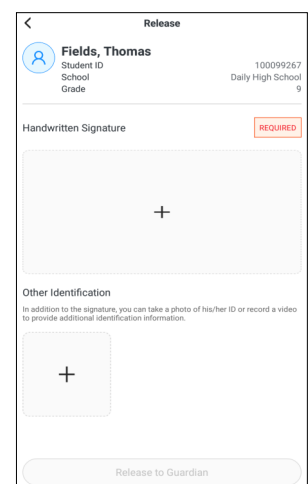
You can take and add a photo of their ID, record a video, etc. When done, select the "Release to Guardian" button.
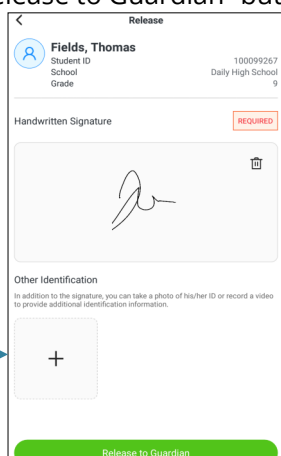
The student will then be moved to the Released bucket.
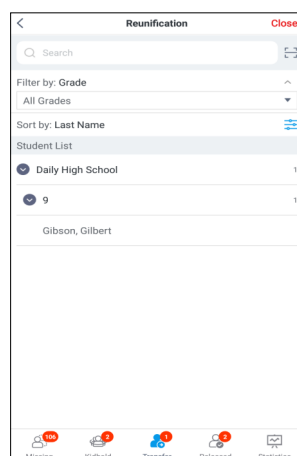
Reminder– you can use the filters or search icon to help easily locate a student.
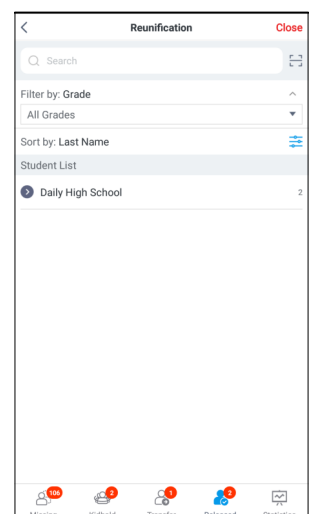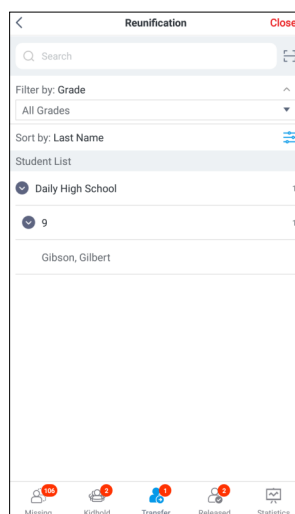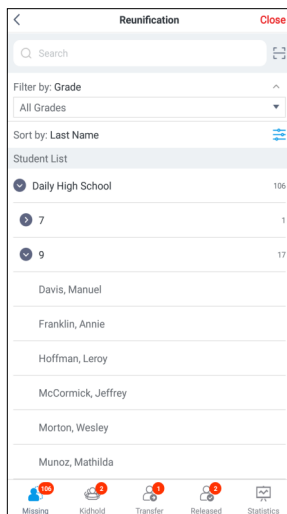
Role Based Instructions

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Coordinators can be utilized to **assist various roles in the reunification process as the needs change** since they have the same permissions as the Operations Officer, Kidhold, Checker/Greeter and Release Staff. In the beginning of the reunification event, you may need more staff to assist with the Kidholds at your reunification sites. As more guardians appear and students are ready to be released, Coordinators can assist with verifying guardians and releasing, for example.

Coordinators can move students from Missing to Kidhold.	Move from Kidhold to Transfer.	And move from Transfer to Released.

Role Based Instructions
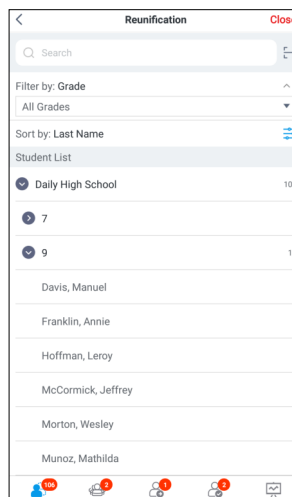
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Public Information Officer is a role that has access to view the statuses within the Reunification event so they remain informed. This allows them to be able to answer community based questions accurately. The PIO will not be permissioned to move students through the Reunification event in the CrisisGo app.
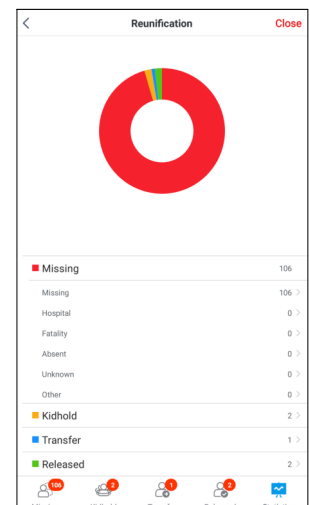
The Public Information Officer can enter the Reunification.
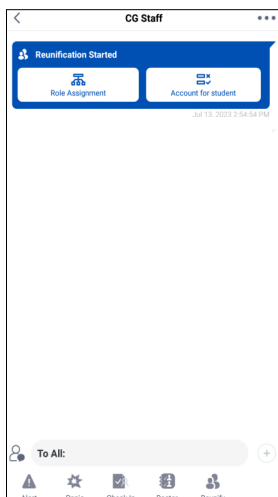
They are able to view the students in each bucket, search for a student and select the statistics icon.

The statistics will give status overviews for each bucket.

Closing the Reunification

There are 2 methods to close a Reunification Event:

1. The **Operations Officer** can end the Reunification from inside the **CrisisGo mobile app**.

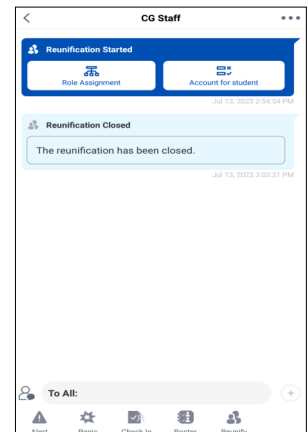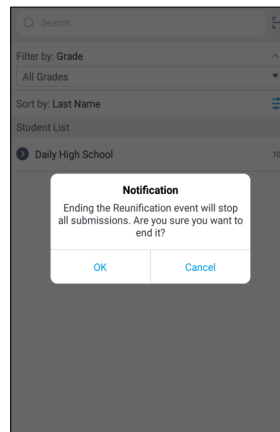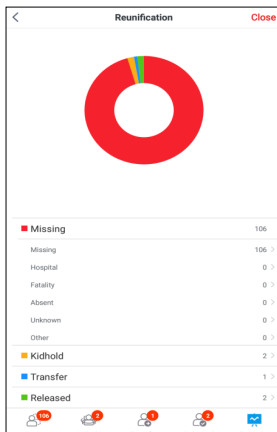2. A **permissioned iControl Admin** can end the Reunification from **inside the iControl system**.

CRISIS GO — Operations Officer

In the Reunification, tap Close.

Select OK.

The Reunification will close. No changes can be made.

CRISIS GO — iControl Admin

From the Notification Activity page, either select the Release icon or select the event and then choose Batch Mute Release. From there, you will be prompted to release. Mute release will end the event without sending an audible release notification.