



School Reunification

K-12 Large Scale Reunification

Jeff Kelly, Mutualink

Captain Richard Francis, Lt Kelly Martin

Seminole County Sheriff's Office



Large Scale Reunification

We are responsible for the most vulnerable





School safety from a different lens



We plan each day for the worst-case scenario and pray for the best



Large Scale Reunification

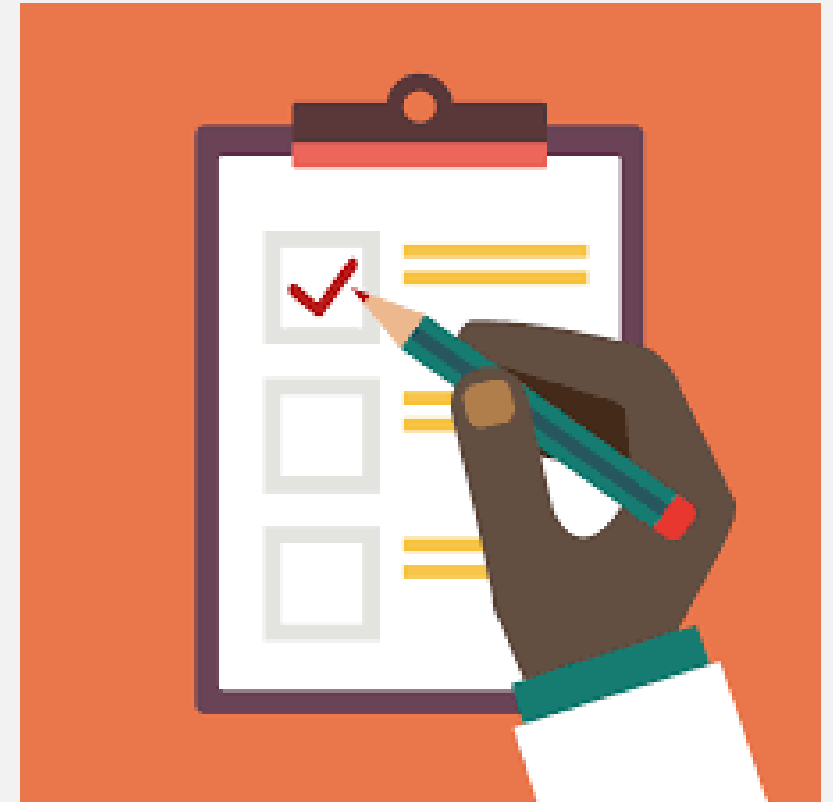
A process/tool that you need, but hope to never utilize in a real-world incident





Agenda

- The traditional district response
- Critical incident response
- Priorities and objectives
- Unified Command
- Site selection
- Resources
- Investigating the Incident
- Reunification process
- Reunification platforms
- Full Scale Exercise
- Lessons learned Parkland
- Other Considerations





Seminole County

- 68 schools
- 68,000 students
- 8,000 employees
- A rated school district



MARJORY STONEMAN DOUGLAS HIGH SCHOOL PUBLIC SAFETY COMMISSION



Report Submitted to the Governor,
Speaker of the House of Representatives
and Senate President

November 1, 2019

FAMILY REUNIFICATION / NOTIFICATION SCHOOL POLICIES

The Commission inquired of many Florida school districts and largely found a void in robust emergency situation family reunification policies. The exception is the Seminole County School District.

Seminole County School District

The Seminole County School District, in conjunction with the Seminole County Sheriff's Office School Resource Officer Program, has developed a school district-specific family reunification plan that encompass several types of large-scale reunification procedures for numerous incident types. The Seminole County plan is a model plan that other agencies should consider emulating.

The Seminole County School District has also purchased a software system to manage the reunification process and trained district personnel who would deploy to the impacted school site. This product is part of an overall visitor management process that maintains real-time data on who is currently on campus from visitors to students. Rosters can be sent to teachers through an app to account for students and to identify those injured or missing. The app also has a messaging capability for communication with parents. The school district conducts various reunification drills during the school year.



Most school district reunification plans

- Almost non-existent
- Move students to another school
- Do not use technology
- Lack real-time accountability
- Rely on administrators at each school to be SME
- Not tested





School Critical Incident Response

Rapidly evolving situations,
extremely dynamic and fluid





When might reunification be needed?

Reunification is the safe, orderly reunion of parents/guardians with their children because the school has been evacuated or closed.





When an incident occurs

Priorities:

- ❖ Student & staff safety and wellbeing
- ❖ Student & staff location and condition
- ❖ Successfully starting the recovery process

Objectives:

- ❖ Every student, staff member, and visitor is accounted for
- ❖ Every student in the school's custody is successfully reunited with their parent or guardian





Small scale reunification

VS

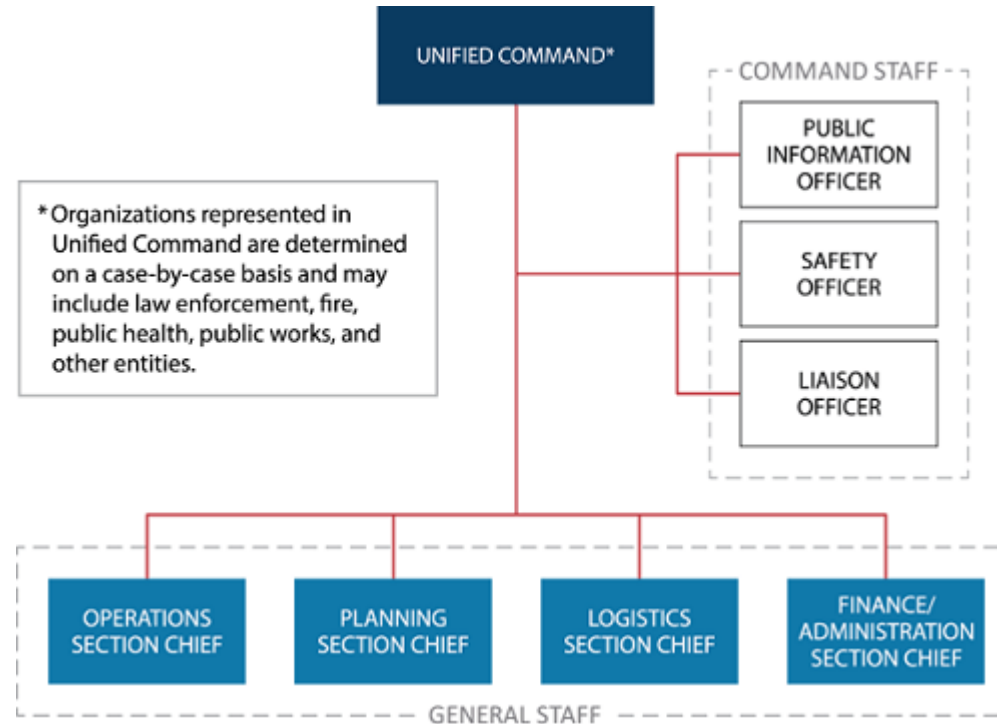
Large scale reunification





Unified Command

Describes the authority structure during a critical incident where several agencies/organizations respond and coordinate for an effective response



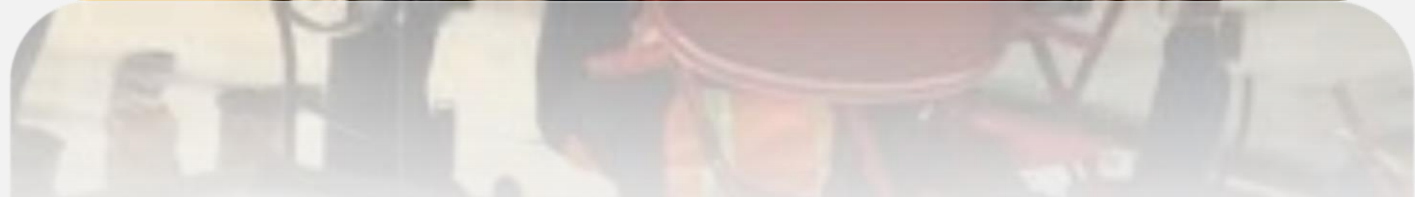


Other definitions

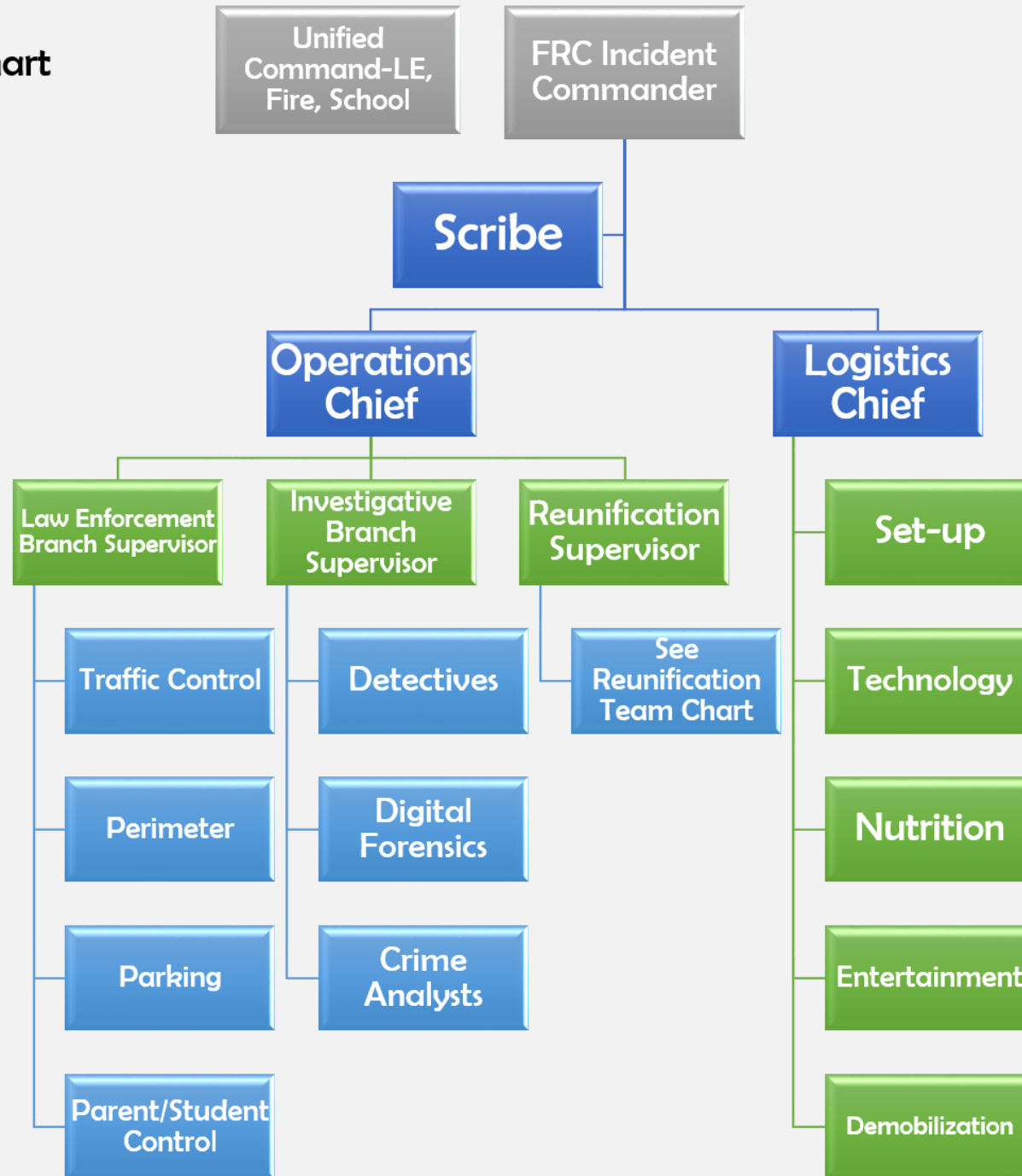


- School Incident Commander
- Secure Assembly Site
- Family Reunification Center (FRC)
- Family Assistance Center (FAC)
- District Reunification Team

Family Reunification Center Incident Commander



Reunification Organizational Chart



District Reunification Team

Reunification Supervisor

Team Staging



Parent Check-In

Parent Waiting

Student Assembly

Reunification Area

Notification Area

Reunification Family Services

Investigative Liaison

Parent Reception

Parent Monitors

Student Check-In

Reunifiers

Therapeutic Support

Therapeutic Support

Greeters/ Check-In

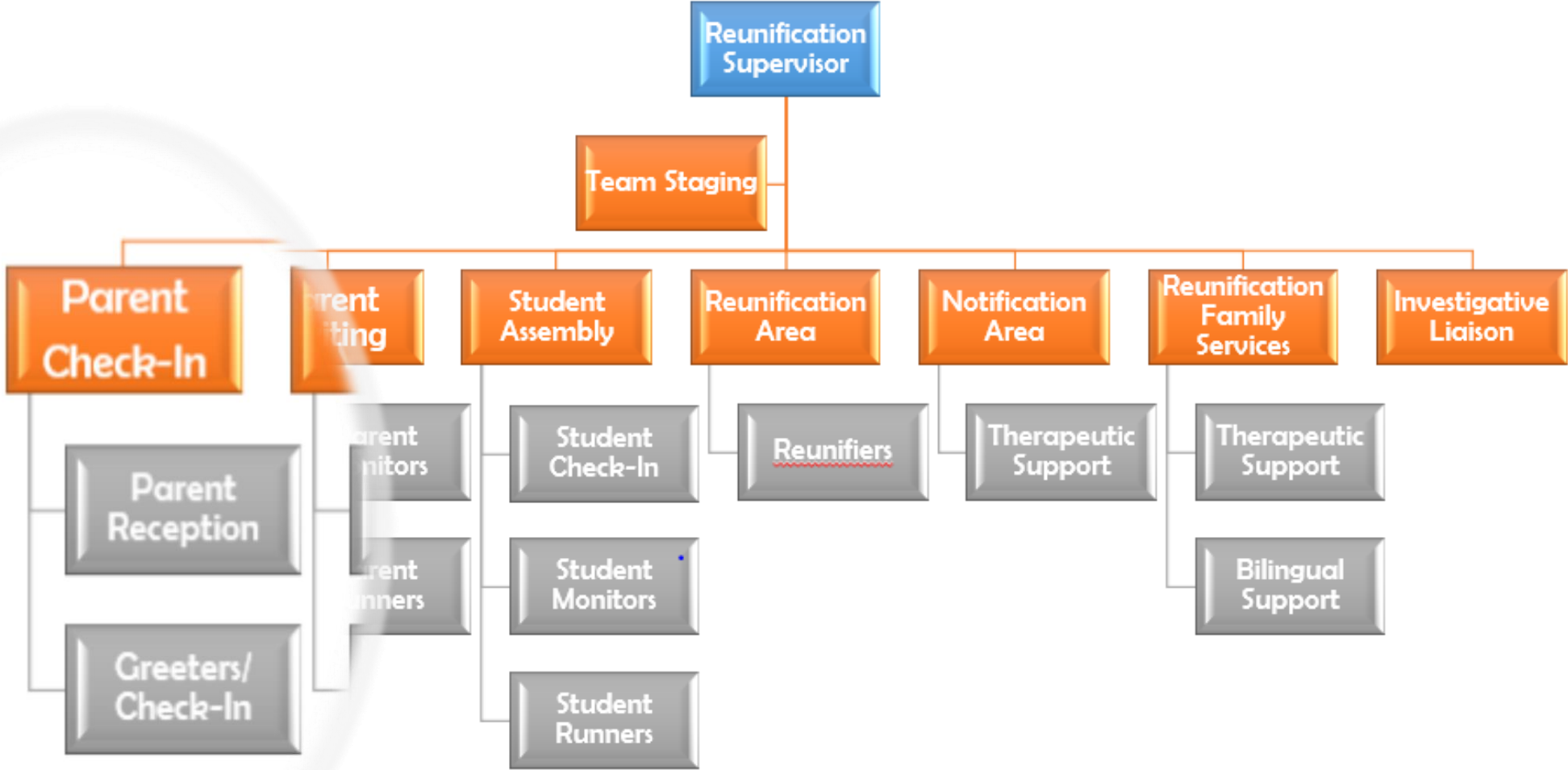
Parent Runners

Student Monitors

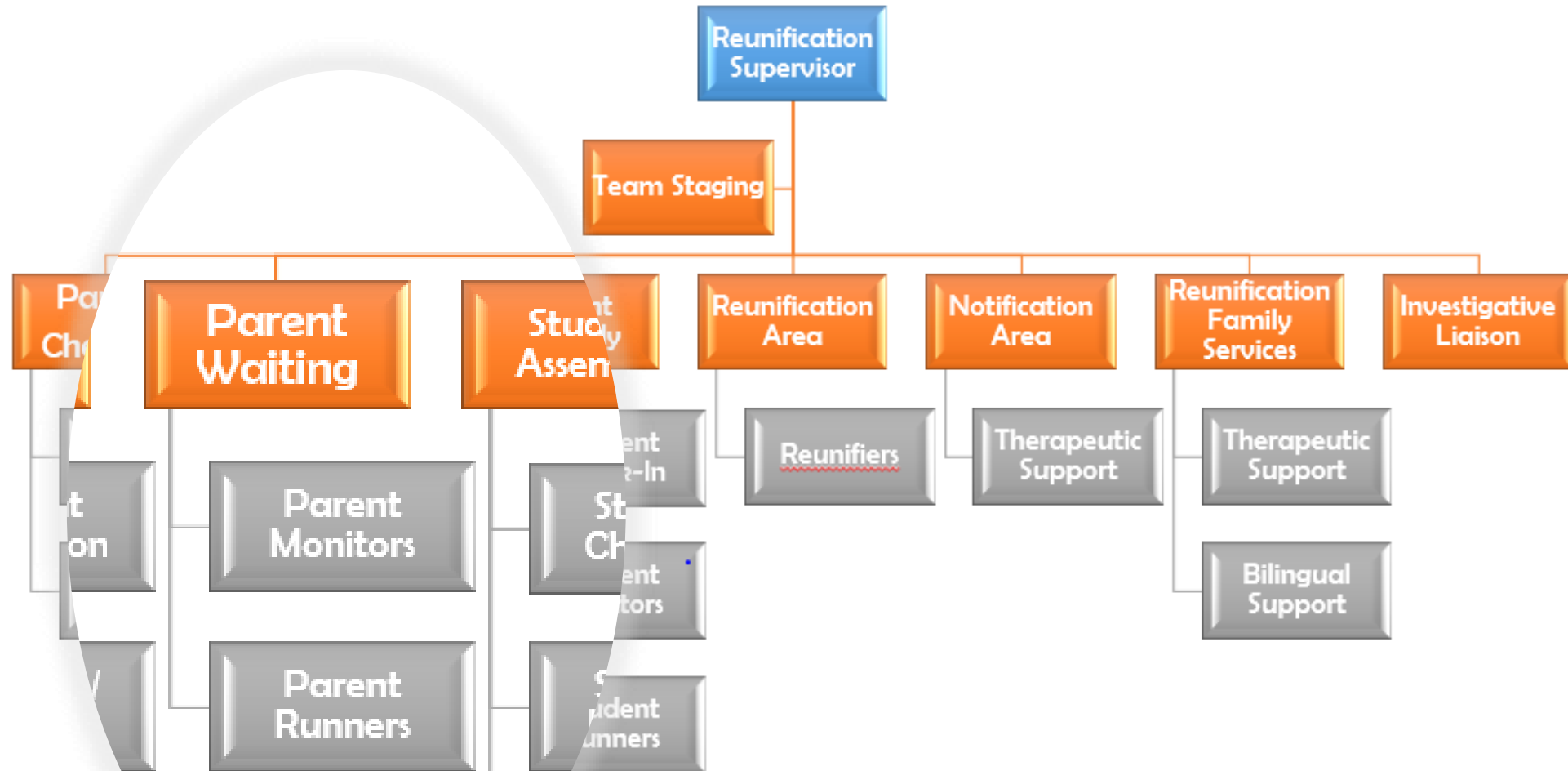
Student Runners

Bilingual Support

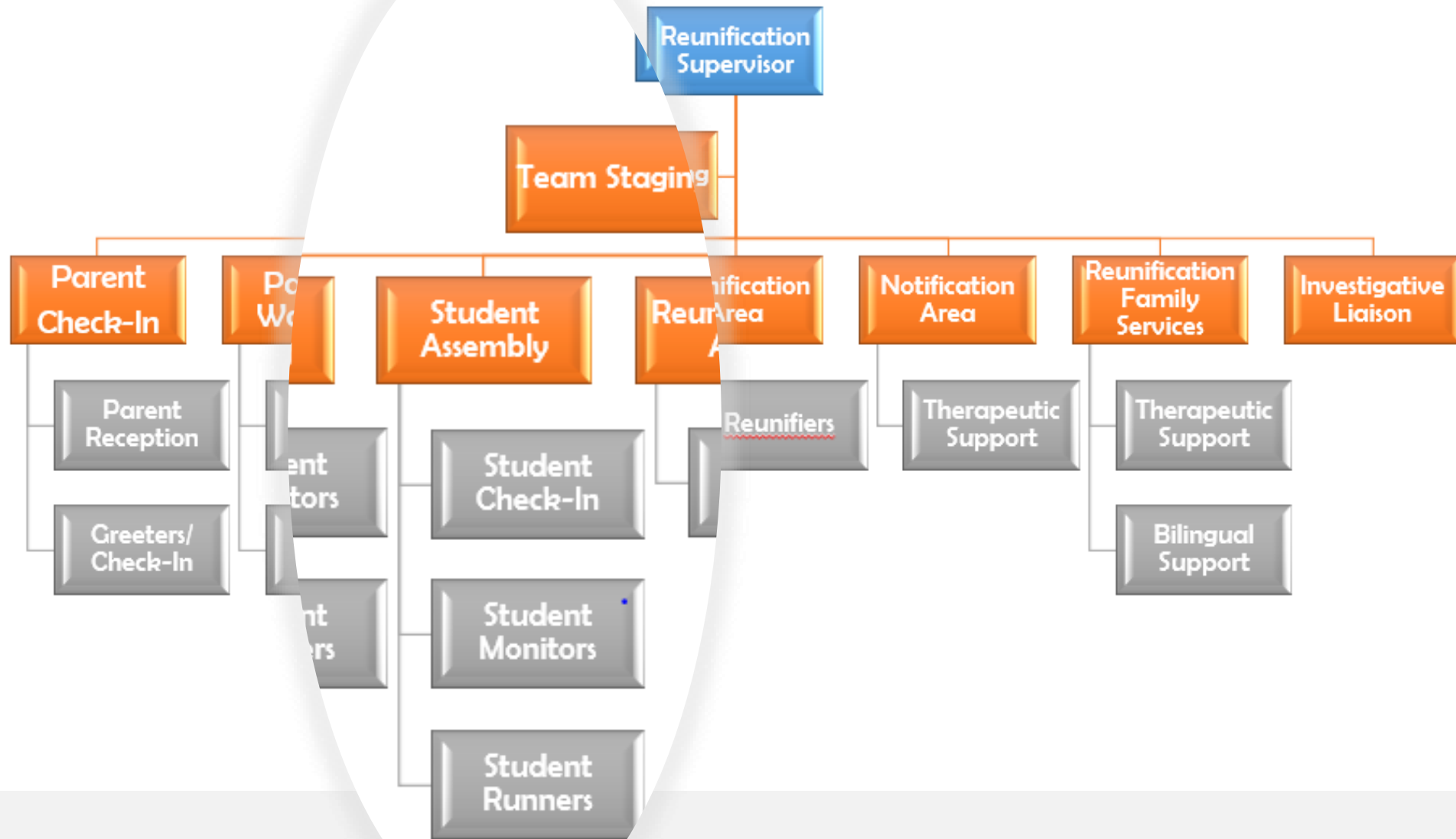
Parent Check-In



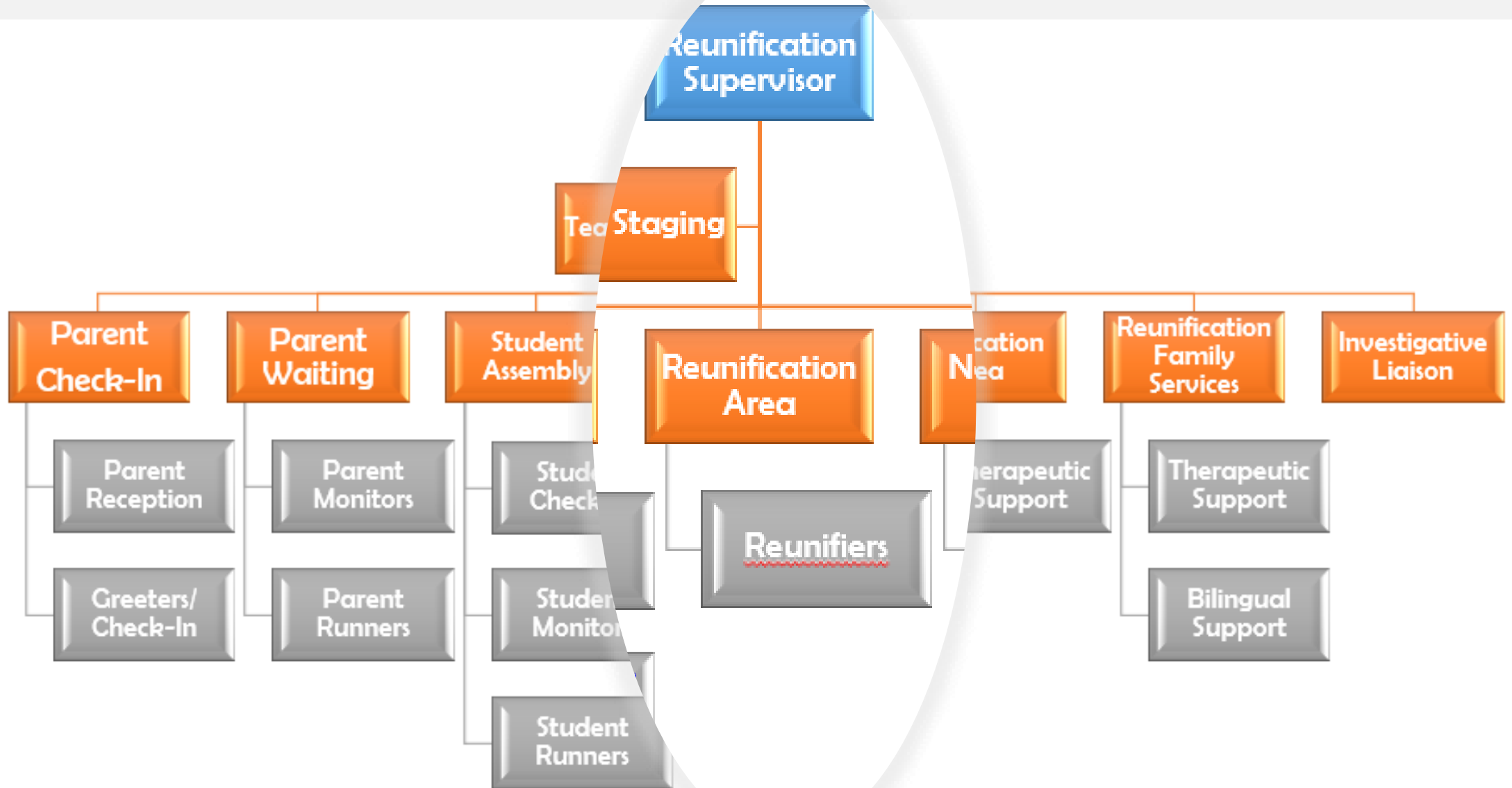
Parent Waiting



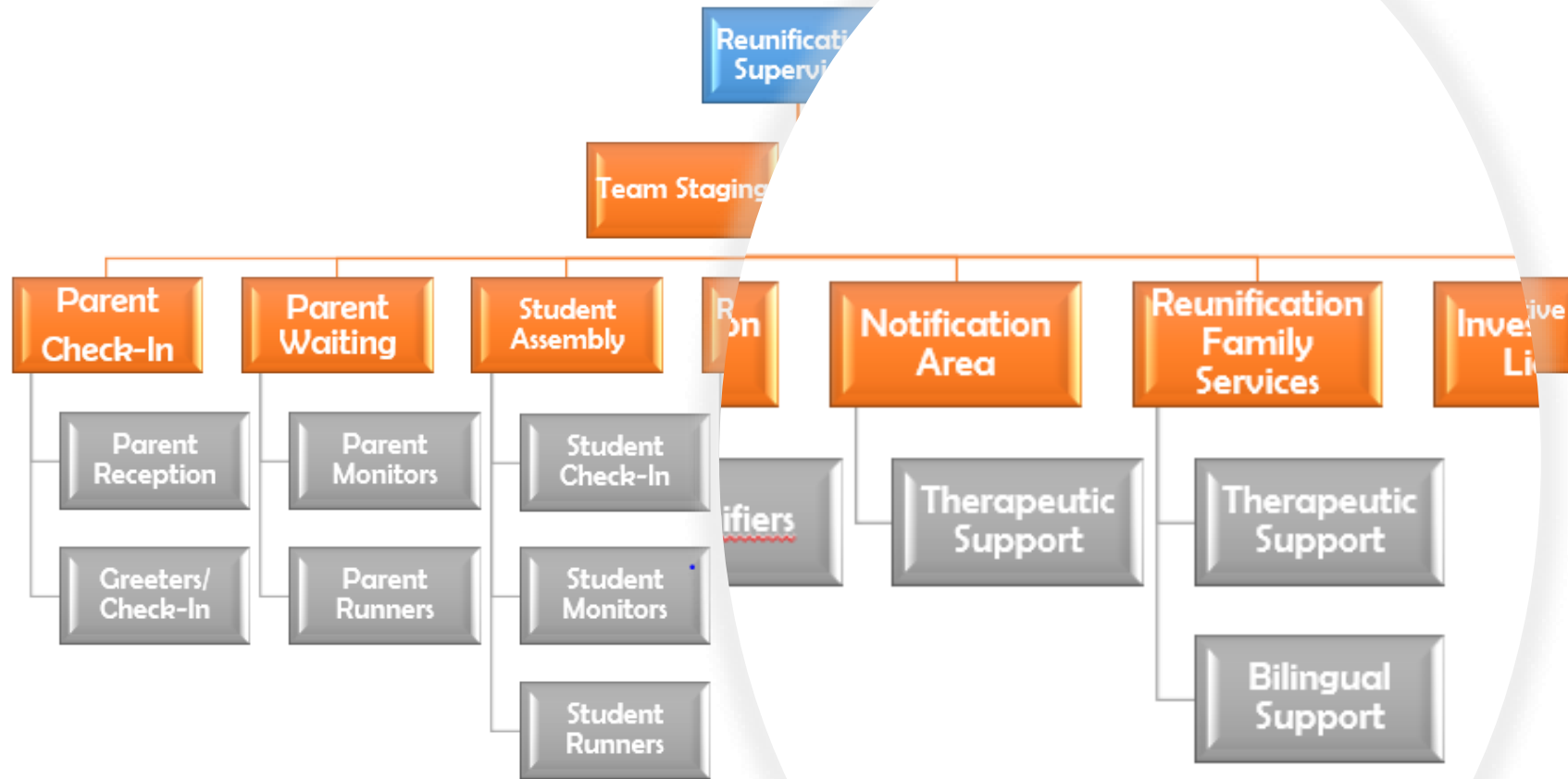
Student Assembly



Reunification Area



Family Services





Reunification Site Selection

- Location
- Size
- Access
- Separation



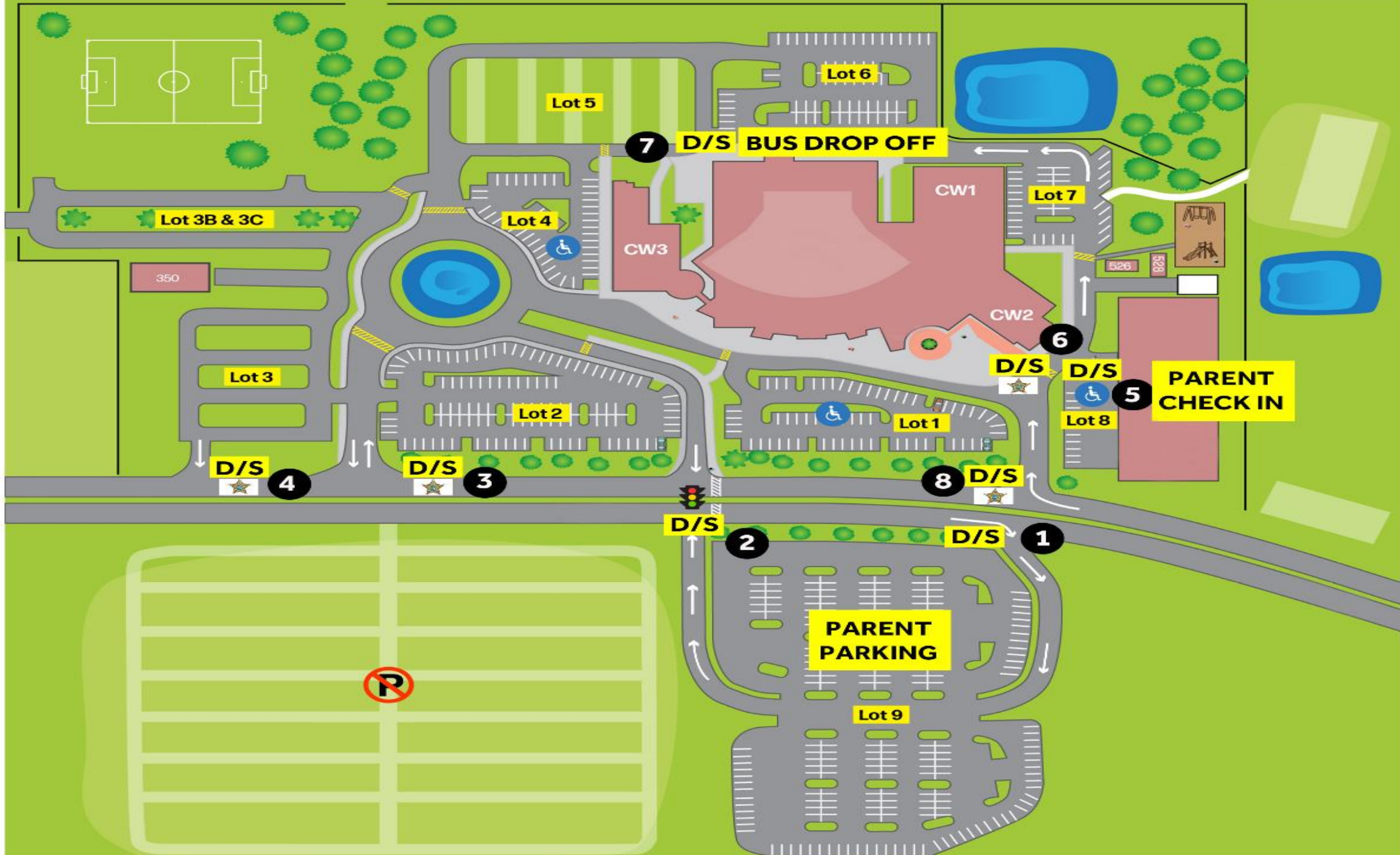


Room Considerations

Room considerations

- Command location
- Student Holding
- Parent waiting
- Reunification Room
- Interview rooms (investigations/tech)
- Counselor rooms
- Notification rooms
- Law enforcement break room (out of sight)





7 D/S BUS DROP OFF

5 PARENT CHECK IN

PARENT PARKING

Lot 3B & 3C

Lot 5

Lot 6

Lot 7

Lot 4

Lot 3

Lot 2

Lot 1

Lot 8

D/S 4

D/S 3

D/S 6

D/S 5

D/S 8

D/S 2

D/S 1

Lot 9

350

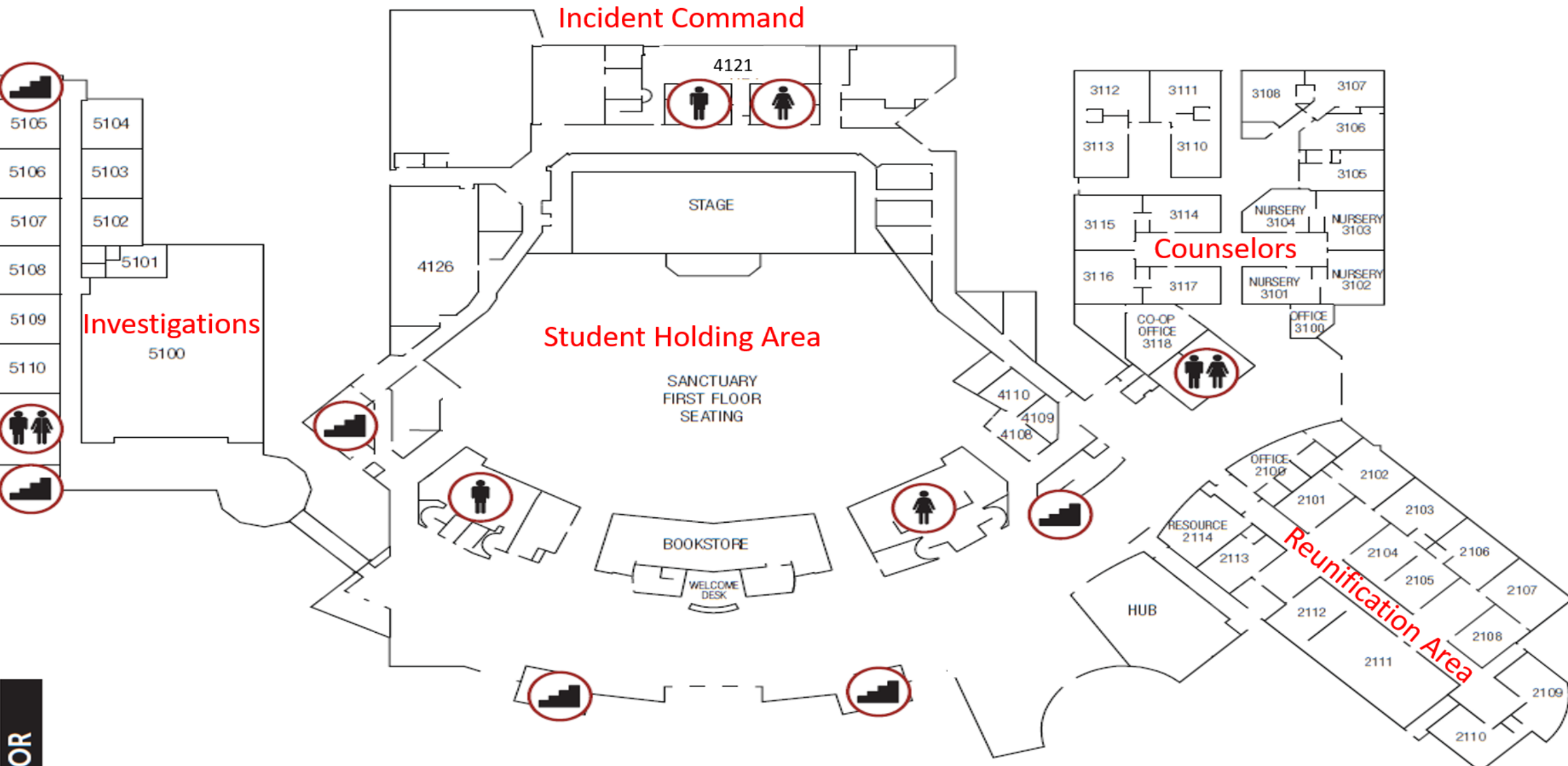
526

528

CW1

CW3

CW2



Incident Command

4121



STAGE

Student Holding Area

SANCTUARY
FIRST FLOOR
SEATING

BOOKSTORE

WELCOME
DESK

Counselors

Reunification Area

5105

5106

5107

5108

5109

5110



5104

5103

5102

5101

Investigations

5100

4126

4110

4109

4108

3112

3111

3108

3107

3113

3110

3106

3105

3115

3114

NURSERY
3104

NURSERY
3103

3116

3117

NURSERY
3101

NURSERY
3102

CO-OP
OFFICE
3118

OFFICE
3100



OFFICE
2100

2102

2101

2103

2104

2106

2105

2107

RESOURCE
2114

2113

2112

2111

2108

2109

2110

HUB



Map Checklist

- Ingress/Egress routes (students, parents, staff)
- Incident Command Post
- Media
- Parking
- Message boards
- LEO traffic post/roadblocks
- Parent check-in
- Bus drop off
- Security inner/outer post/perimeter





Personnel Resources

- ✓ Incident Commander (unified)
- ✓ District reunification team
- ✓ Crisis Team
- ✓ Victim Advocates
- ✓ Domestic Security (investigators/crime analyst)
- ✓ Investigators/Detectives
- ✓ Law Enforcement
- ✓ Fire Rescue
- ✓ Site coordinator
- ✓ SWAT (over-watch)
- ✓ Citizens on Patrol
- ✓ PIO (joint information center)
- ✓ Information technology
- ✓ Digital Forensic Investigator
- ✓ School Executive
- ✓ Comfort K9s





Other Resources Needed

- ✓ Transportation
- ✓ Traffic control
- ✓ Message boards
- ✓ Emergency Management
- ✓ Child welfare
- ✓ Health department
- ✓ Counselors
- ✓ Medical
- ✓ Investigative contingencies
- ✓ IT support (Wi-Fi, Printers)
- ✓ K9 (detection)





Reunification Kits

- Signage/signboard
- Traffic cones
- Check-in forms
- Lanyards with assignment cards
- Checklists for coordinators
- Caution tape
- Pens/clipboards
- Tissues
- Paper/coloring books
- Markers/colored pencils
- Movies
- Wi-Fi hotspots
- Tablets
- Cellular and tablet chargers
- Extension cords
- Printers/laptop with access to Skyward/Focus
- Stress balls (tip line, Mental Health and Suicide prevention)
- Colored bracelets for students/parents





Notification Area





Investigation

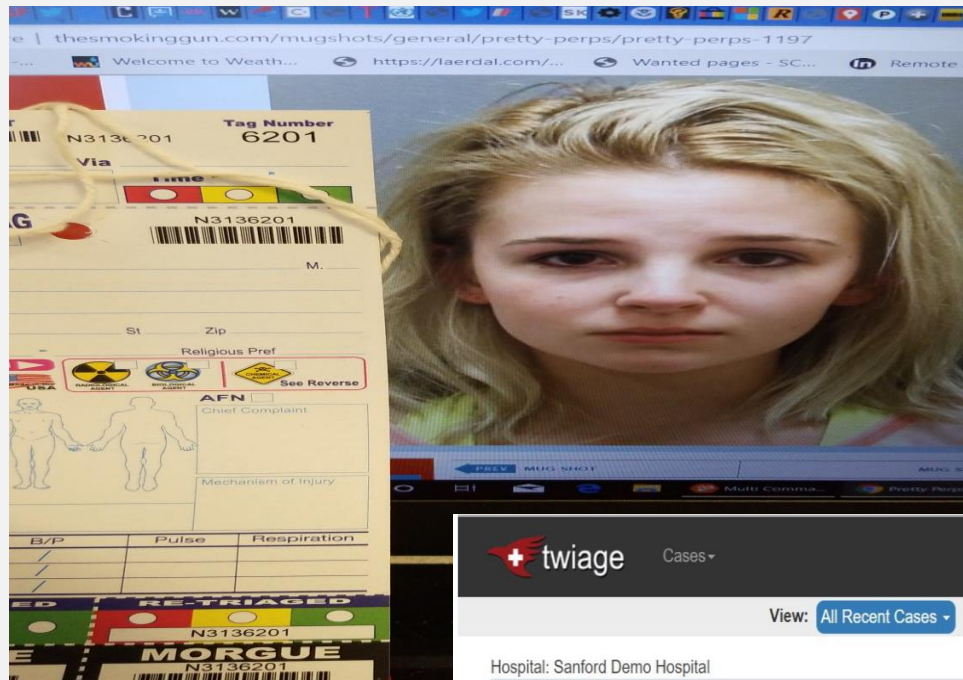




Investigation

- ✓ Can't treat it like an ordinary homicide
- ✓ Quick ID of victims
- ✓ Protect the integrity of the investigation and prosecution (limit access to crime scene)
- ✓ Access to student information
- ✓ Hand off from investigator to mental health





Hospital Transports

twiage Cases ▾ Shawn Treloar ▾ 03:26 pm

View: All Recent Cases ▾ Group by: None ▾ Sort by: Newest ▾ Complaints: All ▾ Filters

Hospital: Sanford Demo Hospital

⌚ 5 min ETA **STROKE ALERT** RM:

Mark as Arrived

Case #: 2400806 Sanford Demo EMS **MS31** **ALS** 45 YRS [M] : 3-6, Potentially Unstable, Resolved, Face droop
Data: PHOTO(1), TEXT(1)
Last updated 4 minutes ago by Shawn Treloar

Hospital: Sanford Demo Hospital

CLOSED BY EMS **UNKNOWN** RM:

Mark as Arrived

Case #: 2400785 Sanford Demo EMS **MS31** **ALS** 7 YRS [F] : no tags
Data: PHOTO(1), TEXT(1)
Last updated 6 minutes ago by Shawn Treloar

Hospital: Sanford Demo Hospital

CLOSED BY EMS **UNKNOWN** RM:

Mark as Arrived

Case #: 2400781 Sanford Demo EMS **MS31** **ALS** 10 YRS [M] : no tags
Data: PHOTO(1), TEXT(1)

45 YRS [M] STROKE ALERT

Case #: 2400806

Hospital Time: Not arrived yet

EMS Time: **00:06:58**
Started: 03:19 pm 03/02

Active Tags

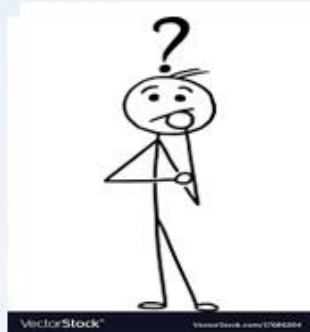
ONSET: 3-6
SYMPTOM: Potentially Unstable, Resolved, Face droop

Export Case as PDF

Timeline

Type your question or comment here.

PHOTO from Shawn Treloar © 03:21 pm 03/02



Primary Guardian:
Michael Smith Sr.
321-555-5555

Alert Info:

Note:

Second Phone:
School Email:
Student Access Login: 123456789

Third Phone:
Home Email: MSmith1234@yahool.com
Student Access Password:

Student Id: 123456789
Internal Id:
Status:

Birthday: 12/23/2006
Age: 13
Locker:
Other Name:

Language: English
Gender: Male
Local Race:
Federal Race: 123456789

Family 1

Guardian Name	Background Check	Relation	Phone	Email
Michael Smith Sr.	Y	Father	321-555-5555	MSmith1234@yahool.com

Sibling Name	Status	Grade	Entity
John Smith	Active	4	ABC Elementary

Emergency Contacts

Contact Name	Background Check	Relation	Phone	Email
Michael Smith Sr.	Y	Father	321-555-5555	MSmith1234@yahool.com
Sally Smith	Y	Mother	321-555-5555	SSmith1234@yahool.com





Reunification Process

Step 1- Decision for Reunification

Unified Command



Reunification Team Mobilization





Classroom Evacuation






Secure Assembly Site



Teachers
Verify Attendance



Law Enforcement
May search students
and staff at the
assembly area



Student & Staff Transportation



Parent Check-In



Coordinator



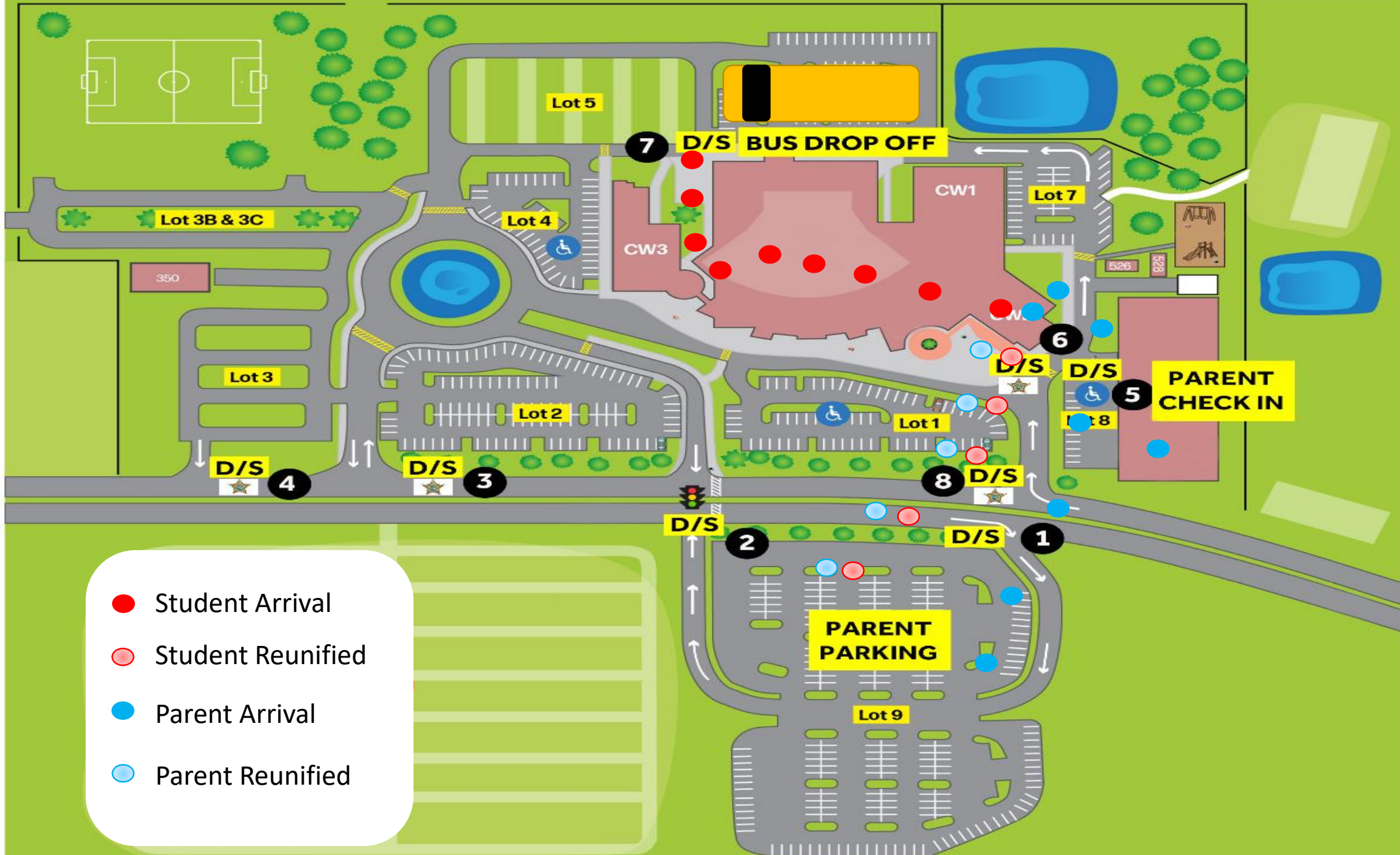
C
H
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I
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Parents

Greeter

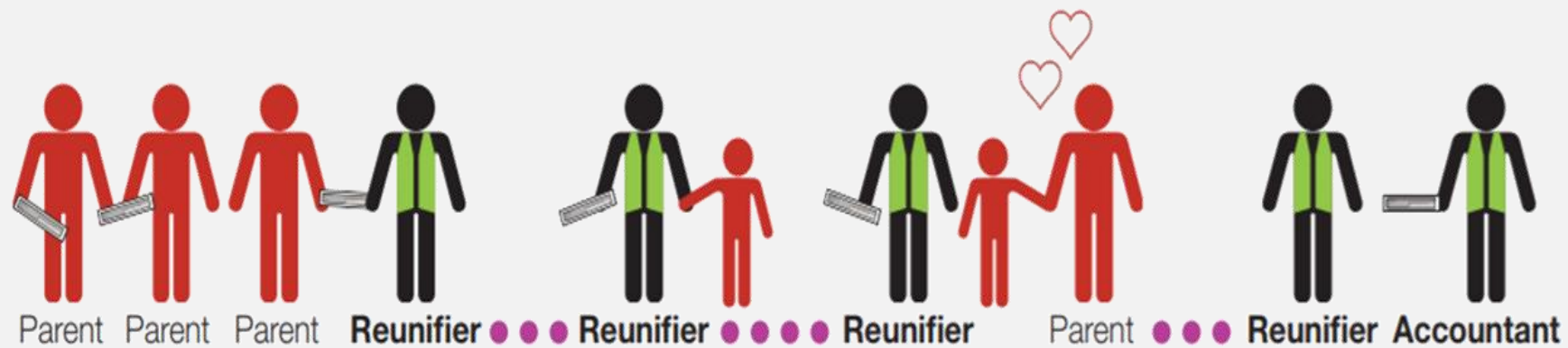




- Student Arrival
- Student Reunified
- Parent Arrival
- Parent Reunified



Reunification



Reunification Flow Chart



K-12 School Safety Communications

Mutualink technology instantly connects your school to first responders. Mutualink's emergency communications platform meets the requirements of the Emergency Communications Law. Mutualink amplifies the effectiveness of your chosen panic alarm technology, whether it's part of your Mutualink deployment or sourced separately.



Emergency Response and Safety Plan

Mutualink can help schools with their School Safety and Security Plan. Mutualink members include veteran law enforcement, emergency medical services, fire, and public health officials with experience reviewing plans, procedures to respond to critical incidents ranging from bomb threats and gas leaks, to an active shooter situation.

LOCAL LAW ENFORCEMENT

Mutualink technology shares school radios and video with law enforcement when a panic alarm is activated.

EMERGENCY EVENTS

A School Safety & Security Plan should address all types of emergencies: lockdowns, active shooter situations or others. Mutualink's system can be configured to include different first responder agencies depending on the nature of the emergency, based on the rules configuration of the panic alarm chosen. Mutualink technology integrates with most panic alarm systems. Mutualink can source your panic alert separately or through Mutualink.

ACCESS TO FIRST RESPONDERS

Getting help when you need it is good. Getting help fast is better. When first responders arrive on a scene with clear voice and video information, they have the situational awareness they need to quickly resolve the incident. And the time saved in resolving incidents can save lives.

SAFETY ACT CERTIFIED

The Mutualink K-12 system incorporates tested and proven technology that grew out of communications needs identified by the United States Department of Homeland Security (DHS) following the 9/11 terrorist attacks. The platform is SAFETY Act certified by DHS.





FERPA COMPLIANT

The Mutualink K-12 system protects student and teacher privacy by sharing video only when an emergency threatens, and only at the discretion of school administrators.

For more information, please contact:

Jeff Kelly, Director of K12 Security

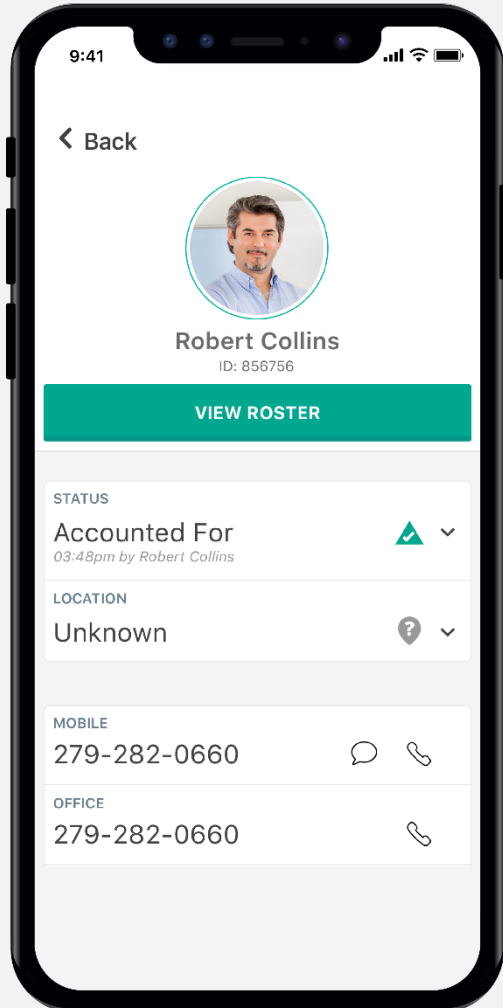
 (401) 965-4832

 jkelly@mutualink.net

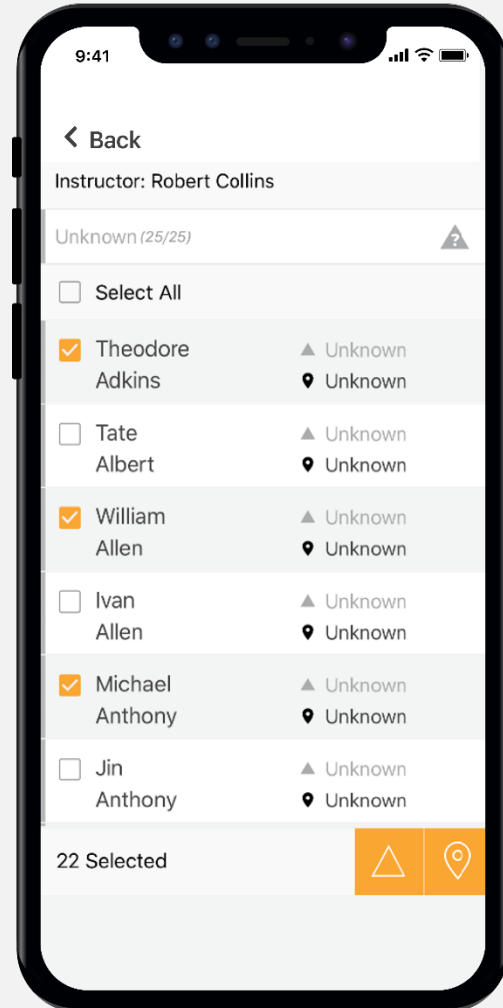
Strengthen your community by enabling seamless communication

Digital Reunification Platform

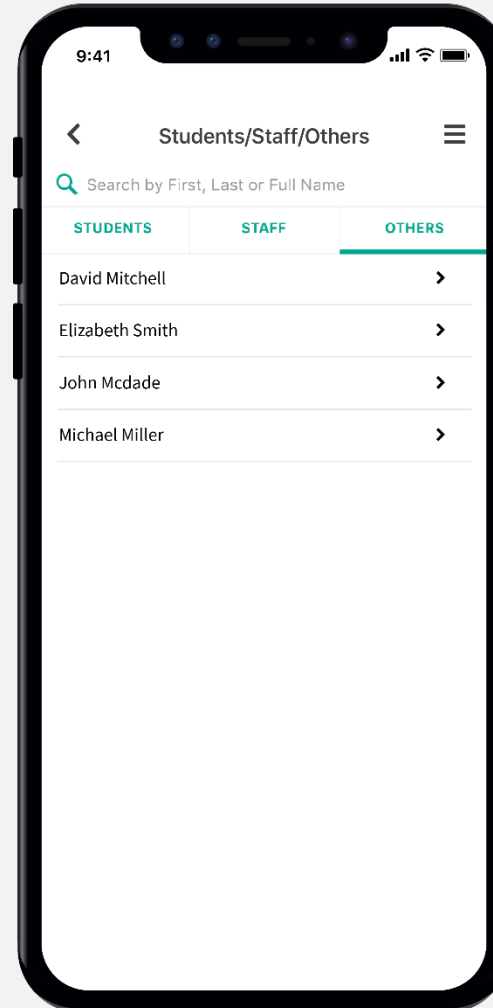
ACCOUNT FOR STAFF



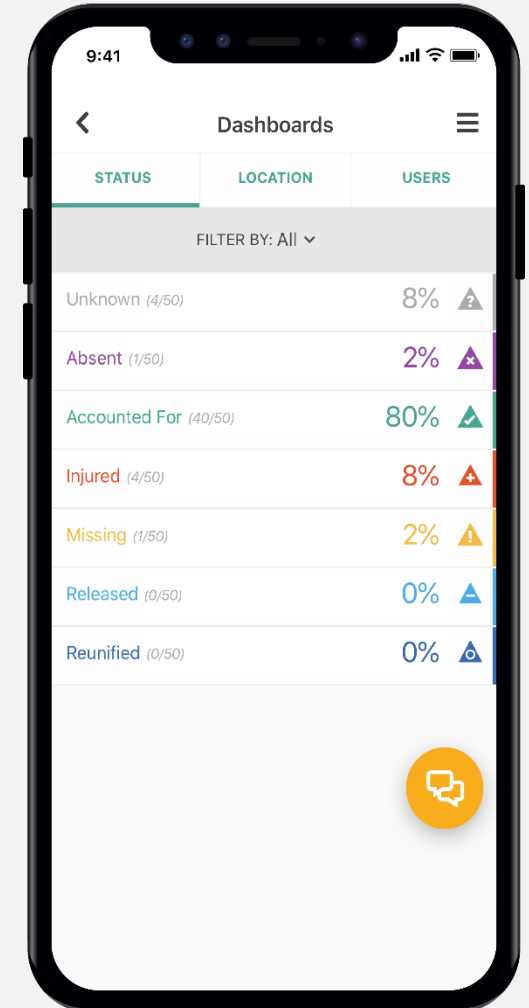
ACCOUNT FOR STUDENTS



ACCOUNT FOR CONTRACTORS & VOLUNTEERS



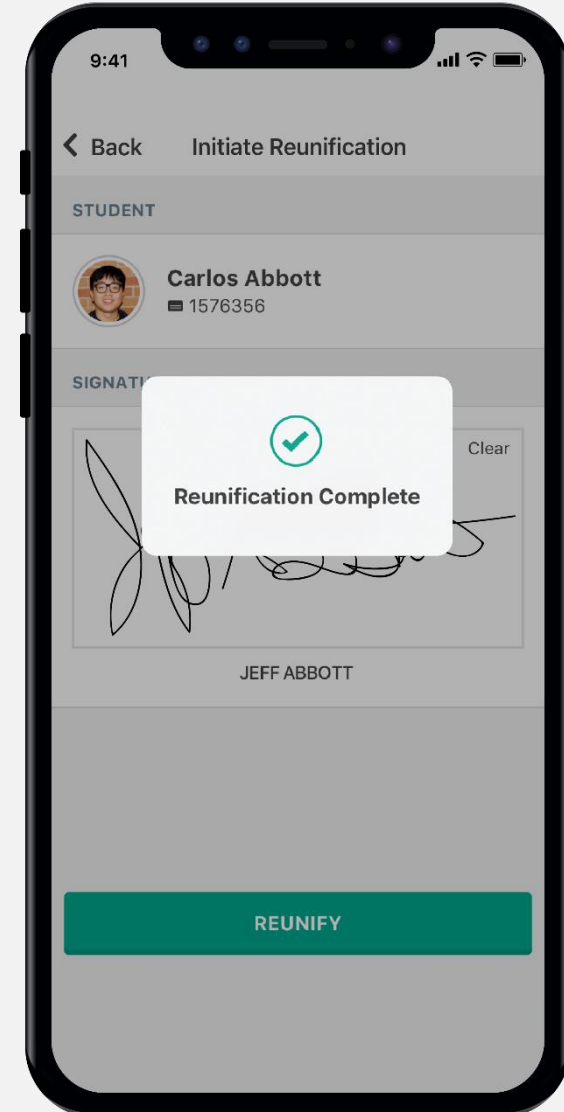
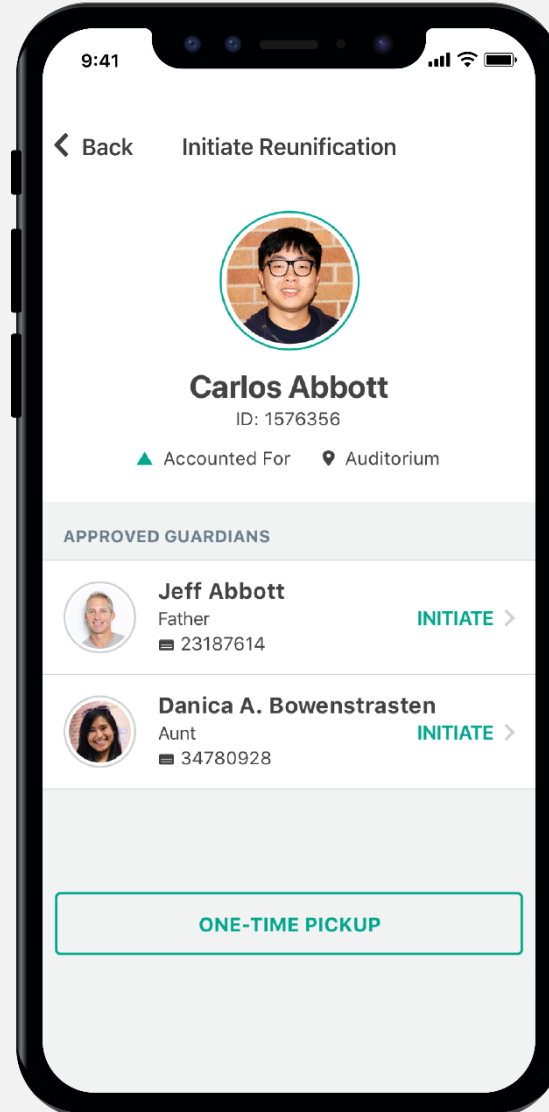
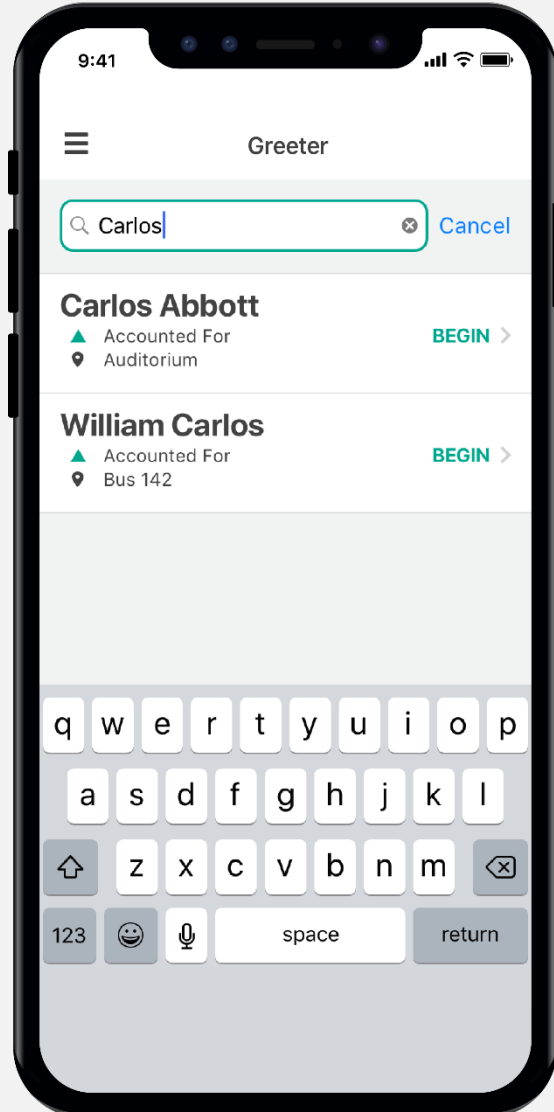
INCIDENT COMMANDER DASHBOARD



Parent-Student Reunification

CONFIRM ID MATCHES GUARDIAN LIST

CAPTURE APPROVED
GUARDIANS SIGNATURE



**ALWAYS HAVE A
BACK UP**



Reunification Information (PLEASE PRINT CLEARLY)

Have photo identification out and ready to show school district personnel.

Student Name: _____

Student Grade: _____ **Student Cell Phone #:** _____

Name of person picking up student: _____

Phone number of person picking student up: _____

Relationship to student being picked up: _____

Parent Completes:

Print Student Name Again _____

Student Grade _____


Student Birthday _____

School Personnel completes upon release of student

Time:

Initials

Other



Reunification

First, we want to thank you for your patience during this reunification. We share the same goal during this process: Getting you and your student back together as quickly as possible. The reason we're going through this is that an event has occurred at the school that mandates we personally reunite you with your child.

Instructions

1. Please complete the information on the other side of this card.
2. Prepare identification (If you don't have ID with you, please move to the side of the line, it may take a little longer to verify your identity.
3. Select the check-in line based on either student last name or student grade.
4. After check-in, staff will split this card and a runner will be sent to recover your student. Please step over to the Reunification Location.
5. If there has been injury or other concerns, you may be asked to meet a counselor.
6. Please don't shout at school or district staff. We'll get through this as quickly as possible.



What to expect



Seminole County
Public Schools

Reunification Process

Please understand that our goal is to reunite students with their parents/guardians as quickly as possible.

The reunification process takes time. We would appreciate your patience and understanding as we navigate this important process.

1. When you arrive, you will be provided a Reunification Information sheet. Please fill it out completely for each student and give it to the Greeter at Check-in.
2. You will be required to check-in through the Raptor Visitor Management system using a government issued picture ID. If you do not have a government ID, you will be directed to the Check-In Coordinator.
3. After checking in, you will be directed to the Parent Waiting Room. Parents will be grouped alphabetically based on the student's last name to more effectively manage reunification.
4. Students will be transported from the affected campus to this Reunification Site. Once here, they will be checked in and if they have information pertinent to the investigation for this incident, they will speak with an investigator. **Please understand that this process will take some time before we are able to release the students to your custody.** We will continue to provide updates and share information as it becomes available.
5. If you are in need of assistance, please see the Parent Waiting Coordinator or staff member. District Reunification team members are wearing orange or yellow vests.
6. Once your student is ready for reunification, the coordinator will notify you and direct you to the Reunification Room. A Runner will bring your student to the Reunification Room where you will be asked to provide your government issued picture ID again to confirm your identity. The reunification process will be completed through the Raptor App where you will sign your student out.
7. If you have more than one student, please note that they will be brought to the Reunification Room separately but should still be brought in within close proximity of each other.

Things to know

Student property left at the affected school will be identified and returned after the school has been released by law enforcement. Staff at the school will coordinate with students and parents to facilitate this process but please understand that it may take several days.

Counseling- We have counselors on site today and will continue to provide services and information on obtaining counseling. We want to ensure all students and staff have access and opportunity to speak with a counselor and begin the recovery process.

School Closure- Please continue to check for messages from the School District regarding school closure, after school activities and the return of regular operations.

Full Scale Exercise



Lessons learned



Lessons Learned- Parkland

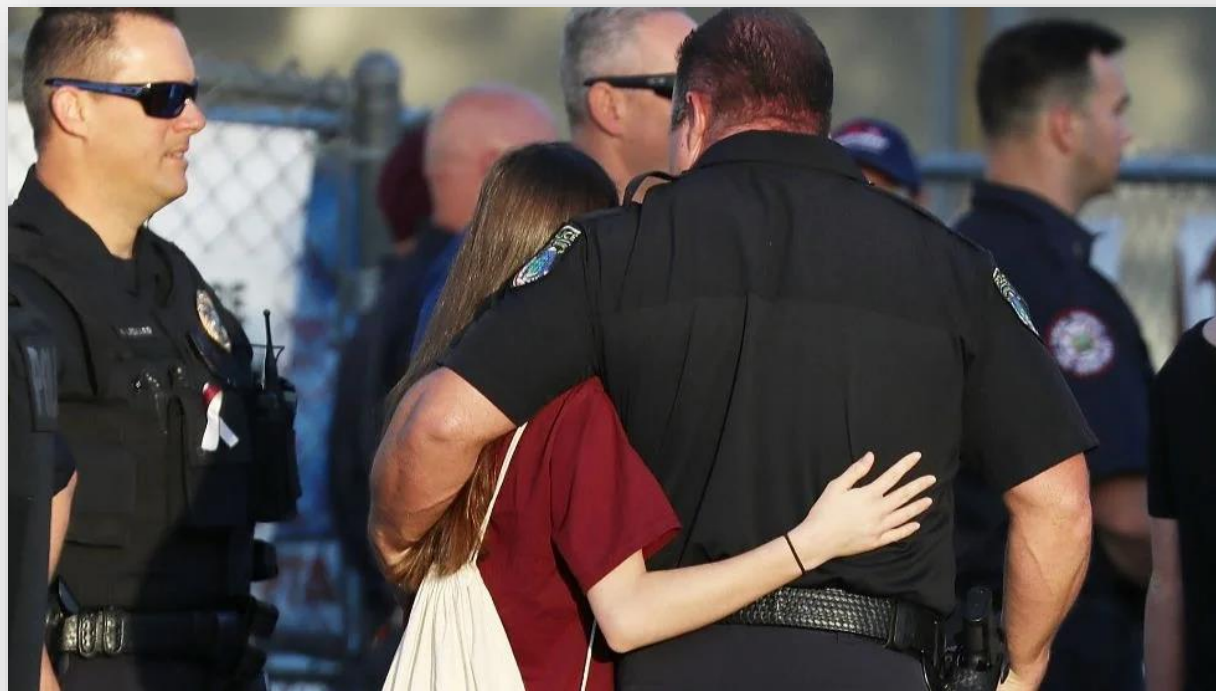
1. No clear direction or leadership by law enforcement/school district
2. Excessively delayed family reunification
3. No empathy
4. Impacted parents separated from their support group
5. No information or follow-up provided to the parents after death notification
6. No family liaison
7. No information provided to families as they waited
8. Impacted families asked over and over again for personal items (e.g., pic)
9. Families not protected (media, etc.)
10. No formal reunification process
11. Social media issues
12. Investigation treated as a normal homicide





Other Considerations

- Law Enforcement parents
- Special needs students
- Self-evacuation
- Students over 18



Other Considerations Continued

- Real-time information sharing
- Language barriers
- Student pictures
- Citizen Information Line





Other Considerations Continued

- The influx of national media
- Special interest groups
- Prior engagements with the suspect (e.g., prior threats)
- The incident scene and makeshift memorials
- Mental health follow-up (school staff & students)
- The recovery process





Large Scale Reunification





Large Scale Reunification

Contact

Jeff Kelly, Mutualink

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401-965-4832

Captain Rick Francis

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Lieutenant Kelly Martin

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