



Bill Hefner Elementary School

7059 Calamar Drive
Fayetteville, NC 28314
910-860-7058



Crisis Intervention and Response Protocol

Bill Hefner Elementary School is diligently working to make the most appropriate decisions and get guidance on expectations as we work through this uncharted territory. Our team would like to provide teachers and parents with a crisis referral protocol while students are participating in virtual school. We are aware that although students are not in school, distress and anxieties may still be present.

Staff:

During your virtual lessons, if a student exhibits any distress, anxiety, or somehow a concern is presented through email/social media, or if a student's parent/guardian reports a student is exhibiting concerning behaviors conduct the following:

- If perceived as a minimal need, it may be possible to speak with the child to deescalate the situation first rather than automatically calling for a student services professional. Notify the school counselor or school social worker so that they may help you monitor this student. Keep the building principal in the loop and up to date as things develop.
- Notify the student's parent/guardian of your concerns/observations. Document your contact with the parent/guardian.
- If the student is an EC student, contact the student's EC teacher and inform the teacher of observations and reported behaviors.
- If you perceive that further attention is needed, Hope4NC Helpline (1-855-587-3463) is available to connect anyone experiencing distress or other mental health concerns during the ongoing COVID-19 infectious disease outbreak with mental health resources. Hope4NC is now available 24 hours per day, seven days a week to speak to a live person.

Parents:

- It is recommended that students continue to utilize the resources readily available if there is a concern for another student or if a student has their own concerns. Please reach out to your school counselor, school psychologist, and/or school social worker.

School Counselors: Megan Clark (meganclark@ccs.k12.nc.us) or Stephanie Boyd (stephanieboyd@ccs.k12.nc.us)

School Social Worker: April Hunter (aprilhunter@ccs.k12.nc.us)

School Psychologist: Megan Panebianco (meganpanebianco@ccs.k12.nc.us)



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- If your student is currently receiving services (outpatient therapy, intensive in-home, day treatment) please contact their therapist and agency as soon as possible. For assistance connecting with your provider, contact Alliance Health, the LME/MCO for Cumberland County at (800) 510-9132.
- If your student is in imminent danger/threat/crisis immediately call 911.

What if we need a crisis response because of COVID-19?

- Hope4NC Helpline (1-855-587-3463) is available to connect anyone experiencing distress or other mental health concerns during the ongoing COVID-19 infectious disease outbreak with mental health resources. Hope4NC is now available 24 hours per day, seven days a week to speak to a live person. Hope4NC is sponsored by the North Carolina Department of Health and Human Services.
- After you reach out to the Hope4NC Helpline, please reach out to your school counselor, school psychologist, school social worker and/or behavioral health specialists. to coordinate further support and share available resources.

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