



Crisis Management Plan & Procedures

Board Approved: 3/12/2026

Purpose

Elevated Charter School annually reviews and implements written management plans for security, crisis, safety, and health for our virtual environment and in person activities. This crisis management plan prioritizes student safety, data security, and uninterrupted instruction. It establishes clear communication channels in the case of a crisis, and protocols for cyber incidents, mental health emergencies, and technical failures. The plan ensures teacher training on digital warning signs and provides actionable remote-friendly support for students. Elevated Charter School seeks to maintain a safe school environment, reduce panic on the part of all stakeholders, facilitate clear communication, and protect the school's reputation and ensure that information about the school is accurate and up to date.

Definition of Crisis

Within the context of operations of Elevated Charter School, a virtual online K-12 school, *crisis* is defined as any event or period that is likely to lead to a sensitive or dangerous situation affecting ECS students.

Communication during Crisis

In a crisis situation, Education Coordinators will contact each family on their roster, and report to leadership about any family they are unable to contact.

If needed, Elevated leadership will contact local emergency services regarding any family that cannot be reached in a crisis situation.

Security Measures Related to Technology Resources

- Elevated Charter School stores all student records and information digitally on secure servers, including FERPA-compliant Google Education Workspace. Any transfer of records is done using secure and closed methods to maintain privacy, including: DocuSign and Adobe password-protected documents.
- Elevated students are issued Gmails to use for secure communication and to maintain privacy.

- In the case of a power or internet outage that impacts student access to live class sessions, teachers will post video instruction and resources on LMS, and Education Coordinators will contact each parent on their roster with information on how to access that needed lessons, resources, and assignments.
- ECS provides Chromebooks for students to use while engaging in learning with the School.
 - ECS Chromebooks have high level filters for content and key search words, including USBE's iBoss filters and additional filters installed by ETS.
 - ECS Chromebooks block any websites deemed inappropriate or dangerous to minors.
 - ECS Chromebooks require school leadership to approve all apps.
 - ECS Chromebooks cannot be used between 11:00pm and 6:00am
 - ECS can track searches and all transactions on Chromebook for each student. At parent request, ECS will provide a log of his/her student's activity on ECS Chromebook.
 - At parent request, ECS will sign up a student account for BARK with parental alerts going directly to the parent's email.
 - ECS, through tech provider (ETS) is able to disable any Chromebook, at any time, in case of an emergency or situation perceived to be dangerous.

Technology Assistance and Support

- Elevated Charter School contracts with Eminent Technical Solutions (ETS) for all hardware and software used by students and staff.
- Staff, parents, and students can submit help tickets to ETS for technical support.
- Parents have access to most common technical support issue in [*Family Handbook: Tech Tips*](#)

Digital Citizenship Guidelines

As stated in the ECS Bullying and Hazing Policy, students, parents, and teachers are expected to behave respectfully in all virtual environments, including but not limited to the follow etiquette expectations:

- In order to promote a safe learning environment, the School prohibits all forms of cyber-bullying, abusive conduct of or retaliation against students and School employees at any time and any location, including virtually.
- Students and School employees are prohibited from retaliating against any student, School employee or an investigator for, or witness of, an alleged incident of cyber-bullying, abusive conduct, or retaliation.
- Students and School employees are prohibited from making false allegations of cyber-bullying, abusive conduct, or retaliation against a student or School employees.

- Elevated staff will not provide contact information for any students to another student or parent. Students may communicate through the School's LMS system, which provides for messaging that can be monitored by school personnel.
- Elevated class teachers review "netiquette" or Virtual Class Behavior Expectations at the start of each live class session.

For purposes of this policy, "bullying" means a School employee or student intentionally committing a written, verbal, or physical act against a School employee or student that a reasonable person under the circumstances should know or reasonably foresee will have the effect of causing physical or emotional harm to the School employee or student.

Physical, Mental, & Emotional Safety

- Students should report any concerns they have about another student pertaining to physical danger, self-harm, suicidal thoughts, and/or emotional distress. Students can report concerns to any ECS staff member, who will then communicate it to the proper leadership.
- As mandated reporters, all ECS Staff will report any concerns of abuse or neglect to appropriate state authorities.
- Elevated Charter School has a school psychologist who can provide short-term and emergency counseling to students as needed. For continual or regular counseling, parents should seek outside providers.
- All reports of self-harm or suicidal messaging are taken seriously and acted upon immediately. The initial staff person contacted will then contact the student's Education Coordinator and Director, one of whom immediately contacts a parent or guardian. If a parent or guardian cannot be reached and the School staff believes a student to be in immediate danger, the school will contact local agencies.
- The School will create an action plan with the parent, student, school psychologist, and Education Coordinator that includes a direct contact person for the student if they are feeling unsafe at any time, short-term counseling, and other support as determined by the team.
- All such incidents are recorded in a written report.

Safety & Security for In Person Activities

- Elevated Charter School does not have any physical campus or satellite campuses, but does rent, on a one-time basis, facilities for in-person activities, and attends field trips at locations throughout Utah.

- Elevated Charter School does not provide student transportation to or from any in person activity. Students must be transported by a parent or guardian or by an adult designated in writing by the parent/guardian.
- All students must be signed in and out of all in person activities, including field trips, with an Elevated Staff Member. Students will only be released to a parent, guardian, or designated adult authorized in writing by the parent/guardian.
- All in person activities are attended by a minimum of one (1) Elevated teacher who is professionally licensed, including CPR and First Aid Certification.
- Elevated staff cannot administer any medication.
- In an emergency situation, if parents are not on site with the student, Elevated staff will contact emergency personnel to treat and/or transport the student to a hospital or healthcare facility.
- In the case of an emergency situation during an in person activity, Elevated staff will call or text each parent with information about the situation and how to proceed.