

New Hampshire School Transportation Association



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INTRODUCTIONS

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Today's Topics:

- Working with students with escalated emotions: Tips and Tricks to De-escalation.
- Safety/Self-Harm/Suicide Protocols and Procedures.
- Crisis Intervention Response Information.
- Mandated Reporting.
- Bullying Law and Procedure.
- Self Care.

******* Material and subject may be difficult & confidentiality*******

School Transportation Responsibilities



- Transport children and other passengers to and from school.
 - Obey all traffic laws to ensure students arrive to their destination safely.
 - Maintain a clean and mechanically sound bus at all times.
 - Assist students getting off and on the bus as needed.
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- Ensure the safety of all students when entering and leaving.
 - Engage with students as they enter and leave the bus.



ROLES?

- What are some of your roles with youth besides transportation?
- Information shared today can be utilized in all aspects of working with youth.

RISK FACTORS

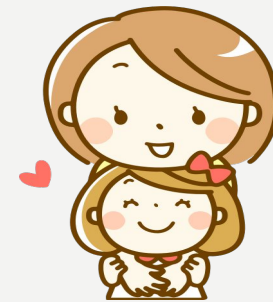
What are some factors that could cause someone to be more at risk for suicide?

- **Negative attitudes, values, beliefs.**
- **Low self-esteem.**
- **Drug/Alcohol abuse.**
- **Poverty.**
- **Children with families in conflict with the law.**
- **Homelessness/Transition.**
- **Racism.**
- **Unemployment/Underemployment.**
- **Mental Health Challenges.**



Protective Factors

- **Connected to school/community.**
- **Positive self-esteem.**
- **Parental Supervision.**
- **Problem solving and conflict resolution skills.**
- **Stable housing.**
- **Good school attendance.**
- **Positive role models, coaches and mentors.**
- **Feeling Loved**
- **Feeling Safe**
- **Predictability**
- **Consistency**
- **Routine**
- **Fun and Joy**



STRATEGIES FOR WORKING WITH ESCALATED STUDENTS:

- Think about situations you have been in with youth who are escalated.
- Think about situations you have been in with youth who have shut down.
- Think about your go-to strategies in the event a student becomes upset.
- What is your plan if you need help?
- What if there was a crisis situation and/or a safety issue?
- Are you familiar with your District's procedures and protocols?

Turn and Talk

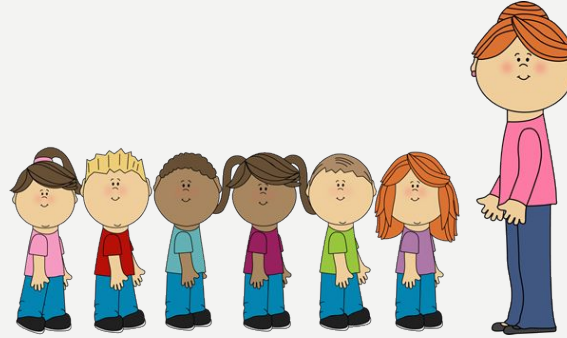


Provide the Youth with **VALIDATION**:

- **Give verbal responses to show you're listening.** Validation starts by basic listening. It's important to give brief verbal responses to show someone you hear them. Say things like, "Okay," "Uh-huh", and "I see" while the person is talking so they feel heard.
- I see you are upset....
- You seem really fired up.....
- I understand why you are so angry....



BODY LANGUAGE



- **Use body language to show that you're listening.** Look at them, and turn your head or entire body towards them while they speak. You may want to stop whatever else you are doing. Show that you are attentive and present.
- **SMILE, EYE CONTACT** upon greeting or exiting the bus.
- Most students understand that you have a responsibility to **drive safely** while potentially listening to a student. Acknowledging a student's conversation verbally with limited feedback is appropriate while you focus on the road.

BE PRESENT



- **Stay present:** The most basic form of validation is to stay with them, even when their feelings are difficult or unpleasant. Put aside your own discomfort, and focus entirely on being there for them.

HELP KIDS FIND OPTIONS

- Provide choices, explore options, so they feel heard and understood.
- Once someone feels heard, there is a sense of relief and they will be open to more options and better choices.



ALLOW FOR CHOICE, SEE IT THROUGH

- Ultimately respecting the students free will....
- I'm here with you....
- I'll stay until.
- I'll check in with you later/tomorrow.....
- Be compassionate yet rational.
- Allow the student to feel emotionally safe enough to recognize they were not seeing the big picture.
- Move forward with choice.
- Don't make promises you can't keep*****



De-escalate first. Problem solve later.

When emotions run high.

Kids, teens and even adults can't process information when they are dysregulated.

- Kids and Teens can be VERY strong-willed.
- Don't take it personally, you are still awesome!
- The issues run deeper than the current situation.

Let's talk Crisis!!



What is your definition of a CRISIS?

When a youth displays unexpected behaviors that may require an Emergency Response.

If a Youth is at risk for Suicide or Self- Harm, consider that a CRISIS.

IN A CRISIS SITUATION...



- Be genuine and respectful.
- Be careful about using slang.
- Be comfortable with silence.
- Be present with them without comparing to your own youth.
- Be aware that the student's feelings are very real.
- Be aware of body language and facial expressions.
- Be helpful with language without telling them how they feel or "should" feel.

DO!

- Have realistic expectations.
- Offer consistent emotional support.
- Give the student hope.
- Provide practical help.
- Provide information.
- Acknowledge the limits of what you can do.



**YOU
ARE
AWESOME**

TRY NOT TO....



- Make promises you can't keep.
- Give personal advice..... (advice vs. information).
- Dismiss the problem or emotions.
- Focus on “right” and “wrong”.
- Focus solely on external factors (drugs, alcohol, vape) unless there is an emergency.
- Try to “fix” the problem.

YOUR REACTIONS SET THE TONE FOR THE STUDENT'S NEXT MOVE.

- Putting all your tools together to remain calm.
- Do not engage in a debate or argument.
- Provide choices.
- Validate.
- Be present.
- Don't take it personally.
- Use HUMOR when appropriate.



EMERGENCY SITUATIONS

What is an



SAFETY SAFETY SAFETY

Safety of one's self.

Safety of others.

Medical emergency.



Warning Signs For Suicide

Talking:

If a person talks about:

- Feeling hopeless
- Having no reason to live
- Being a burden to others
- Feeling trapped
- Unbearable pain

Warning Signs ...

Behavior:

Behaviors that may signal risk, especially if related to a painful event, loss or change:

- Increased use of alcohol or drugs
- Looking for a way to end their lives, such as searching online for methods
- Withdrawing from activities
- Isolating from family and friends
- Sleeping too much or too little
- Visiting or calling people to say goodbye
- Giving away prized possessions
- Aggression
- Fatigue

Warning Signs....

Mood:

People who are considering suicide often display one or more of the following moods:

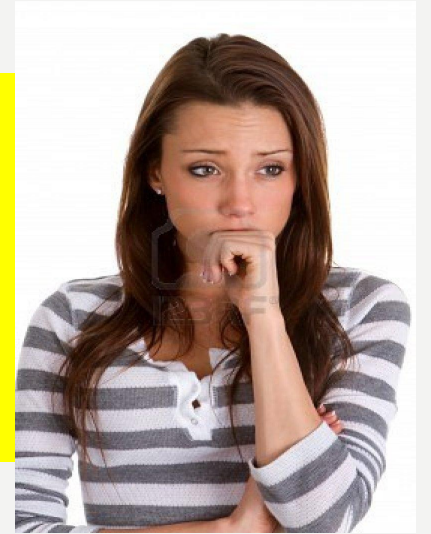
- Sadness
- Worry
- Loss of interest
- Irritability
- Humiliation/Shame
- Agitation/Anger
- Relief/Sudden Improvement

- Makes comments (or writes, draws, etc.) about death or wanting to die by suicide:
- Expresses/shows signs of severe: sadness, emptiness, hopelessness, pessimism, helplessness, worthlessness, Etc..
- Talks about or seems particularly fixated on death, dying, weapons, or other such themes.
- Talks about or has engaged in acts of self-harm (cutting or burning, self-mutilation, etc.).
- Displays any behaviors or emotions that raise concerns for their safety and well-being.
- Reports a serious safety concern regarding another student.



**Let An Administrator Know
NH Critical Incident Response Team**

ALWAYS TREAT THE SITUATION SERIOUSLY



Always, always let another staff member of that students school know, the sooner the better.....

Whenever a student expresses a safety concern you always take it seriously.

WHENEVER THERE IS A SAFETY CONCERN

- Call Dispatch to make them aware of situation.
- Pull over if needed for safety of yourself, or student(s).
- If you are at a school, call for an Administrator/SRO to come out to the bus.
- Provide all the information that you have.
- Call your local Police Department if needed, provide your location and any information about the student you have.





NEVER.....

- **Never** second guess a comment and not take it seriously.
- **Never** wait until after school to find a Staff Member to check in with.

ALWAYS.....

- Let someone know of a safety issue, the sooner the better.
- Take a comment, drawing, or writing seriously....

Better safe than sorry.



Don't Hesitate To:

WELLNESS CHECKS:

- **Either call your local Non-Emergency Police Department's phone number.**
- **911**



Mandated Reporting

Abuse: Physical, Sexual, Verbal.

Neglect.

Domestic Violence.

Sexual Activity.

Drugs/Alcohol.

***** Talk to the counselor, SRO and Administration with concerns.**

Central Intake, DCYF (Division of Youth and Families)

Bullying

Bullying – Bullying is defined as a single significant incident or a pattern of incidents involving a written, verbal, or electronic communication, or a physical act or gesture, or any combination thereof, directed at another student which:

- Physically harms a student or damages the student's property
- Causes emotional distress to a student
- Interferes with a student's educational opportunities
- Creates a hostile educational environment
- Substantially disrupts the orderly operation of the school

Bullying could result in an Out of School Suspension, Discipline Committee, and/or criminal charges

NH YRBS Bullying Data

- ❖ Number and percentage of students who did not go to school because they felt unsafe at school on at least 1 day over the last 30 days: **6.9%**
3,758 out of 54,807 students.
- ❖ Number and percentage of students who were ever bullied on school property during the past 12 months: **23%** **12,351 out of 53,726 students**
- ❖ Number and percentage of students who were ever electronically bullied (texting, Instagram, Facebook, or other social media during the past 12 months): **20.1%** **10,932 of out 54,516 students**

Strategies for bullying on the bus

- ❖ Assigned seat.
- ❖ Consult with a staff member.
- ❖ Bus Incident write-up.
- ❖ Let an Administrator know right away!



End Goal: *Safe and Peaceful Environment*

[Rochester Bus Safety - SHS Leadership](#)

SELF-CARE



- Who can you check in with?
- How do you decompress after a tough day?
- Greeting your student(s) the NEXT day.
- Take care of yourself.

Thank you for all you do, each and every day!

Gratitude to Bus Drivers....

*This is a hard job
but an impactful job
Thanks for all you do!*

