2.8 Crisis Management and Security Protocols

LEARNING OUTCOMES	*Upon completion of this module, learners will be able to:* 1. ***Identify*** *common crisis scenarios in correctional environments.* 2. ***Explain*** *security protocols for maintaining safety during emergencies.* 3. ***Apply*** *basic de-escalation techniques in high-pressure situations.* 4. ***Analyze*** *crisis situations and determine appropriate responses.* 5. ***Develop*** *a crisis response plan for a specific correctional setting.*

LEARNING ACTIVITIES	**Activity 1:** **Introduction to Crisis Management in Correctional Settings**	Provides an overview of crisis management fundamentals, emphasizing the unique nature of emergencies in correctional facilities. Learners gain insight into different types of crises and the importance of quick, well-structured responses.	**60 minutes**
	Activity 2: **Common Crisis Scenarios & Risk Identification**	Explores typical crisis scenarios (e.g., violence, natural disasters) and introduces basic risk assessment tools. Learners categorize potential threats by severity and likelihood to better understand where to focus preventive measures.	**90 minutes**
	Activity 3:	Covers standard safety and security procedures for emergencies (e.g.,	**90 minutes**

Security Protocols Overview	lockdowns, use-of-force guidelines). Learners analyze how protocols vary based on crisis type and gain practice interpreting checklists and facility procedures.	
Activity 4: **De-escalation Techniques (Demonstration & Practice)**	Focuses on verbal and nonverbal communication methods to reduce tension in high-pressure situations. Learners watch demonstrations and then practice de-escalation strategies in controlled role-play scenarios.	**120 minutes**
Activity 5 **Emergency Protocol Simulation (Fire or Medical Emergency)**	Immerses learners in a staged or simulated emergency (e.g., a fire, or medical incident) within a correctional setting. Participants apply relevant protocols and receive immediate feedback on decision-making and teamwork.	**120 minutes**
Activity 6: **Conflict Resolution & Team Coordination**	Highlights how effective communication and leadership structures prevent escalation. Learners map out a chain of command and identify potential communication breakdowns in crisis scenarios.	**60 minutes**
Activity 7:	Examines methods for managing inmates prone to	**90 minutes**

	Handling High-Risk Inmates	violent behavior or with special considerations (e.g., mental health). Learners create and discuss action plans for real or hypothetical high-risk situations.	
	Activity 8: **External Agency Collaboration**	Introduces coordination strategies with agencies such as law enforcement, fire departments, and medical teams. Learners analyze case studies to see how partnerships can streamline crisis resolution.	**60 minutes**
	Activity 9: **Technology in Crisis Management**	Showcases digital tools like surveillance systems and emergency alerts that aid in crisis detection and response. Learners evaluate the benefits and limitations of technology reliance in correctional facilities.	**60 minutes**
	Activity 10: **Crisis Response Plan Development (Part I)**	Guides learners in creating an initial crisis response plan tailored to a fictional facility profile. Emphasizes planning phases (prevention, preparedness, response, recovery) and resource allocation.	**60 minutes**
	Activity 11: **Testing & Refining the**	Conducts a tabletop exercise using the draft response plans from Activity 10. Learners revise their plans based on	**90 minutes**

Crisis Response Plan (Part II)	simulated challenges, ensuring preparedness for unexpected scenarios.	
Activity 12: **De-escalation Role-Play - Advanced Scenarios**	Builds on basic de-escalation techniques with complex, multi-layered scenarios. Learners practice handling multiple stress factors simultaneously and reflect on emotional responses.	**120 minutes**
Activity 13: **Incident Documentation & Reporting**	Emphasizes the importance of accurate, objective reporting during or after a crisis. Learners practice writing clear incident reports and receive peer feedback on clarity and thoroughness.	**90 minutes**
Activity 14: **Psychological Impact & Stress Management**	Discusses the toll crisis situations can take on correctional staff. Learners explore self-care strategies and craft personal plans to maintain composure and mental well-being.	**90 minutes**
Activity 15: **Ethical Considerations & Human Rights**	Addresses ethical dilemmas and legal standards in crisis scenarios (e.g., use of force, inmate rights). Learners debate potential conflicts and propose balanced solutions respecting both safety and human dignity.	**90 minutes**

	Activity 16: **Collaborative Problem-Solving & Leadership**	Highlights leadership principles (e.g., decisive communication, role delegation) crucial for crisis scenarios. Learners work in teams to solve fictional crises, practicing clear leadership roles.	**90 minutes**
	Activity 17: **Final Review & Crisis Response Plan Presentations**	Encourages learners to present and discuss their final, refined crisis response plans. Feedback from peers and instructors helps reinforce best practices and address remaining gaps.	**90 minutes**
	Activity 18: **Closing Reflections & Self-Assessment**	Wraps up the module with self-evaluation of knowledge and skills gained. Learners consider lessons learned, areas for improvement, and strategies for real-world application.	**60 minutes**

Activity 1: Introduction to Crisis Management in Correctional Settings

Instructor's Actions:

- *Present a brief lecture on the definition of crisis management, emphasizing unique considerations in correctional settings.*
- *Provide short case studies or news clippings to illustrate real-world crises (e.g., inmate riots, medical emergencies).*

Learners' Actions:

- *Listen to the lecture, then form small groups to discuss their previous understanding of crisis management.*

- *Identify key themes from the case studies and share initial impressions of handling such incidents.*

Connections:

- **Learning Outcomes:** *LO1 (**Identifying** common crisis scenarios in correctional environments)*

- **Educational Content***: Slides, text-based resources, short video clip*
- **Assessment***: Participation in group discussion*

Activity 2: Common Crisis Scenarios & Risk Identification

Instructor's Actions:

- *Describe typical crisis scenarios (e.g., violent altercations, external threats, natural disasters).*

- *Introduce basic risk assessment models used in correctional facilities.*

Learners' Actions:

- *Brainstorm a list of crisis scenarios they've encountered or could imagine, then categorize them by severity.*
- *Work in pairs to apply a simple risk matrix to at least two crisis examples, ranking them by likelihood and impact.*

Connections:

- **Learning Outcomes:** *LO1 (**Identifying** common crisis scenarios in correctional environments), LO4 (**Analyzing** crisis situations and determining appropriate responses)*
- **Educational Content***: Text-based resources, risk assessment frameworks (PDF/handouts)*
- **Assessment***: Pair presentations of risk matrices and rationale*

Activity 3: Security Protocols Overview

Instructor's Actions:

- *Present an overview of standard security protocols in correctional settings (lockdown procedures, chain of command, use-of-force policies).*
- *Provide examples of protocol checklists for various crises.*

Learners' Actions:

- *Analyze sample security protocol documents in small groups.*
- *Compare and contrast how protocols might differ based on crisis type.*
- *Summarize key elements of an effective security protocol.*

Connections:

- ***Learning Outcomes***: *LO2 (**Explaining** security protocols for maintaining safety during emergencies)*
- ***Educational Content***: *Protocol checklists, short video demonstration (if available)*
- ***Assessment***: *Group discussion and short written summary*

Activity 4: De-escalation Techniques (Demonstration & Practice)

Instructor's Actions:

- *Show video examples of successful de-escalation in high-pressure scenarios.*
- *Demonstrate verbal and nonverbal communication tactics to reduce tension (tone of voice, body language).*

Learners' Actions:

- *Practice de-escalation methods in pairs or small groups, rotating roles (staff vs. inmate).*
- *Offer peer feedback on clarity of communication and emotional control.*

Connections:

- ***Learning Outcomes:*** *LO3 (**Applying** basic de-escalation techniques in high-pressure situations)*

- **Educational Content**: Training videos, role-play guidelines
- **Assessment**: Peer feedback on role-play performances

Activity 5: Emergency Protocol Simulation (Fire or Medical Emergency)

Instructor's Actions:

- Set up a scenario (e.g., a fire outbreak or severe medical emergency) in a staged environment or simulation tool.
- Provide guidelines on communication channels, leadership roles, and resource allocation during the crisis.

Learners' Actions:

- Assume predefined roles (e.g., security officer, warden, medical staff) and collaborate to manage the simulated emergency.
- After the simulation, participate in an instructor-led debrief, discussing what worked and what could be improved.

Connections:

- **Learning Outcomes:** LO2 (**Explaining** security protocols for maintaining safety during emergencies), LO4 (**Analyzing** crisis situations and determining appropriate responses)
- **Educational Content**: Simulation environment, scenario briefs

- **Assessment**: Performance in simulation and self-evaluation during debriefing

Activity 6: Conflict Resolution & Team Coordination

Instructor's Actions:

- *Facilitate a mini-lecture on communication flow, leadership hierarchy, and team coordination during crises.*
- *Provide examples of how miscommunication can escalate a situation.*

Learners' Actions:

- *In small groups, map out the chain of communication in a fictional correctional facility.*
- *Identify points where miscommunication could arise and propose preventive solutions.*

Connections:

- ***Learning Outcomes:*** *LO3 (**Explaining** security protocols for maintaining safety during emergencies), LO4 (**Analyzing** crisis situations and determining appropriate responses)*
- ***Educational Content***: *Flowcharts, organizational charts, short reading on teamwork principles*
- ***Assessment***: *Group presentation of communication map and suggested improvements*

Activity 7: Handling High-Risk Inmates

Instructor's Actions:

- *Discuss strategies for managing inmates with violent tendencies, mental health challenges, or gang affiliations.*
- *Introduce risk mitigation tactics such as special observation, mental health interventions, and protective gear.*

Learners' Actions:

- *Create an action plan for a hypothetical scenario involving a high-risk inmate threatening staff or other inmates.*
- *Outline de-escalation, backup procedures, and potential crisis escalation points.*

Connections:

- ***Learning Outcomes***: *LO1 (**Identifying** common crisis scenarios in correctional environments), LO3 (**Explaining** security protocols for maintaining safety during emergencies)*
- ***Educational Content***: *Text-based resources, recommended reading on mental health and corrections*
- ***Assessment***: *Action plan submission and group discussion*

Activity 8: External Agency Collaboration

Instructor's Actions:

- *Present the roles of external agencies (e.g., local law enforcement, fire department, medical services) in crisis response.*
- *Provide a case study where coordination with external agencies was critical to resolving a crisis.*

Learners' Actions:

- *Analyze the case study in small groups, focusing on key coordination challenges.*
- *Develop a checklist for contacting and integrating external teams during a major crisis.*

Connections:

- ***Learning Outcomes:** LO2 (**Explaining** security protocols for maintaining safety during*

emergencies), LO4 (**Analyzing** *crisis situations and determining appropriate responses*)

- **Educational Content**: *Case study text/PDF, external response protocols*

- **Assessment**: *Group-created checklist and brief presentation*

Activity 9: Technology in Crisis Management

Instructor's Actions:

- *Introduce technology tools that assist in crisis management (e.g., surveillance systems, digital reporting tools, emergency alerts).*
- *Demonstrate a mock-up or live example of a digital dashboard for incident tracking.*

Learners' Actions:

- *Explore the tools (if feasible, via a sandbox LMS or screenshots).*
- *Discuss the pros and cons of technology reliance in crisis situations.*

Connections:

- **Learning Outcomes:** *LO2 (**Explaining** security protocols for maintaining safety during emergencies), LO4 (**Analyzing** crisis situations and determining appropriate responses)*
- **Educational Content**: *Videos or demos of security tech*

- **Assessment**: *Group discussion and short reflection write-up*

Activity 10: Crisis Response Plan Development (Part I)

Instructor's Actions:

- *Provide an outline for creating a crisis response plan (e.g., phases of crisis management, roles, resources).*
- *Assign each group a fictional correctional facility profile (size, type of inmates, known risks).*

Learners' Actions:

- *Begin drafting a high-level crisis response plan tailored to the assigned facility profile.*
- *Identify main sections (prevention, preparedness, response, recovery).*

Connections:

- *Learning Outcomes: LO5 (Developing a crisis response plan for a specific correctional setting)*
- *Educational Content: Sample crisis plan templates, text-based resources*
- *Assessment: Initial outline submission*

Activity 11: Testing & Refining the Crisis Response Plan (Part II)

Instructor's Actions:

- *Facilitate a tabletop exercise where each group "walks through" a crisis using their draft plan.*

- *Challenge them with unexpected developments (e.g., simultaneous emergencies, resource constraints).*

Learners' Actions:

- *Use their draft plan in a simulated scenario.*
- *Track points of confusion or weakness in the plan and revise accordingly.*

Connections:

- **Learning Outcomes:** LO4 (**Analyzing** crisis situations and determining appropriate) responses), LO5 **(Developing** a crisis response plan for a specific correctional setting)
- **Educational Content**: Tabletop exercise instructions
- **Assessment**: Updated crisis response plan with revisions

Activity 12: De-escalation Role-Play—Advanced Scenarios

Instructor's Actions:

- Provide more complex, multi-layered role-play scenarios (e.g., an escalating conflict involving multiple inmates with mental health concerns).
- Offer specific feedback on communication skills, empathy, and assertiveness.

Learners' Actions:

- Work in teams to practice advanced de-escalation.
- Rotate roles (e.g., staff, inmate, mediator) to experience multiple perspectives.
- Document personal reflections on their emotional responses and coping strategies.

Connections:

- **Learning Outcomes**: LO3 (**Explaining** security protocols for maintaining safety during emergencies), LO4 (**Analyzing** crisis situations and determining appropriate)
- **Educational Content**: Scenario scripts, reflection questions
- **Assessment**: Observations of role-play interaction, peer feedback

Activity 13: Incident Documentation
& Reporting

Instructor's Actions*:*

- *Explain the importance of thorough incident reporting in correctional facilities.*
- *Demonstrate best practices for objective, accurate reporting (language use, detail level).*

Learners' Actions*:*

- *Practice writing a short incident report based on a hypothetical scenario.*
- *Peer-review each other's reports, focusing on clarity, accuracy, and completeness.*

Connections*:*

- ***Learning Outcomes****: LO2 (****Explaining**** security protocols for maintaining safety during emergencies)*
- ***Educational Content****: Example incident report formats*
- ***Assessment****: Written report and peer review*

Activity 14: Psychological Impact &
Stress Management

Instructor's Actions*:*

- *Introduce the concept of occupational stress for correctional staff, especially during or after crises.*
- *Provide strategies for self-care, stress management, and mental health support.*

Learners' Actions*:*

- *Identify personal stressors or anxiety triggers in crisis scenarios.*
- *Discuss coping strategies in groups.*

- *Develop a personal stress management plan to maintain performance under pressure.*

Connections:

- **Learning Outcomes**: *LO3 (**Explaining** security protocols for maintaining safety during emergencies)*
- **Educational Content**: *Short readings on workplace stress, mental health resources*
- **Assessment**: *Personal stress management plan submission*

Activity 15: Ethical Considerations & Human Rights

Instructor's Actions:

- *Present guidelines on ethical conduct during crises, including the use of force and inmates' rights.*
- *Introduce relevant legal standards or codes of practice.*

Learners' Actions:

- *Debate scenarios where ethical dilemmas arise (e.g., balancing security vs. inmate well-being).*
- *Propose strategies for upholding human rights while ensuring staff and facility safety.*

Connections:

- **Learning Outcomes**: *LO2 (**Explaining** security protocols for maintaining safety during emergencies), LO4 (**Analyzing** crisis situations and determining appropriate responses)*
- **Educational Content**: *Legal texts, case studies of ethical dilemmas*
- **Assessment**: *Group debate and reflection notes*

Activity 16: Collaborative Problem-Solving & Leadership

Instructor's Actions:

- *Discuss leadership principles in crisis situations (decision-making under pressure, clear communication).*
- *Facilitate small-group exercises to solve hypothetical crisis "puzzles."*

Learners' Actions:

- *Collaborate in small teams to address a fictional crisis with multiple variables.*
- *Practice leadership roles, delegating tasks, and ensuring team cohesion.*

Connections:

- ***Learning Outcomes:** LO4 (**Analyzing** crisis situations and determining appropriate responses), LO5 (**Developing** a crisis response plan for a specific correctional setting)*
- ***Educational Content:** Short reading on crisis leadership principles*
- ***Assessment:** Group report on problem-solving approach and outcomes*

Activity 17: Final Review & Crisis Response Plan Presentations

Instructor's Actions:

- *Invite groups to formally present their final crisis response plans.*
- *Provide feedback focusing on feasibility, clarity, and alignment with security protocols.*

Learners' Actions:

- *Present their finalized crisis response plan.*

- *Engage in Q&A with peers and instructor.*
- *Note suggestions for continuous improvement.*

Connections: LO5 (capstone)

- ***Learning Outcomes**: LO5 **(Developing** a crisis response plan for a specific correctional setting)*
- ***Educational Content**: Completed plans, short reflection on improvement points*
- ***Assessment**: Presentation evaluation*

Activity 18: Closing Reflections & Self-Assessment

***Instructor's Actions**:*

- *Distribute a self-assessment questionnaire covering all learning outcomes.*
- *Lead an open discussion on key takeaways, lessons learned, and potential applications in real correctional settings.*

***Learners' Actions**:*

- *Complete the self-assessment questionnaire, identifying personal strengths and areas needing improvement.*
- *Share final reflections in a group debrief, including how they plan to apply these skills in their professional roles.*

***Connections**: **Learning Outcomes:** LO1-LO5 (holistic wrap-up)*

- ***Educational Content**: Self-assessment forms*
- ***Assessment**: Participation in the debrief, final reflection statements*

EDUCATIONAL CONTENT/ RESOURCES	- ***Core Material***

	o *Educational content in PDF, PPT, or RISE modules covering crisis management, de-escalation, security protocols, and legal considerations.* • **Supplemental Readings** o *Case studies on real-world crisis incidents in correctional settings.* o *Research articles on best practices for emergency response, staff well-being, and ethical guidelines.* • **Multimedia Resources** o *Training videos illustrating emergency protocols, de-escalation techniques, and incident reporting.* o *Recorded interviews or talks with correctional professionals.* • **Practical Tools** o *Crisis response plan templates and checklists.* o *Incident reporting forms.* o *Stress management handouts or guides.*
UTILIZATION OF ICT	• **LMS Integration**: *All materials and activities will be hosted on the PICTURES Learning Management System (e.g., Moodle).* • **Video conferencing tools**: *Zoom/BigBlueButton for online role-play and debriefing sessions.* • **Simulation Software (Optional)**: *Virtual reality or 3D-simulated scenarios (if available) to enrich hands-on practice.*
INSTRUCTIONAL METHODS *(find details in unit 1.2.3.1)*	• **Lectures & Presentations**: *Introduce core crisis management concepts.* • **Role-Playing & Simulations**: *Provide immersive, hands-on practice for emergency response and de-escalation.* • **Case Study Analysis**: *Encourage deep understanding of real incidents and lessons learned.*

	• **Group Projects**: *Collaboratively create crisis response plans tailored to different correctional facility types.* • **Reflective Exercises**: *Use self-assessment questionnaires and discussions to encourage personal growth.*
DELIVERY MODE	• **Online/Self-Directed**: *Asynchronous access to readings, videos, and quizzes.* • **Face-to-face**: *Interactive workshops, role-play sessions, and presentations.* • **Blended**: *Combination of online prework (theory, resources) and in-person practical exercises.*

ASSESSMENT METHODS
 	
(formative and/or other assessments for each unit/ module, if applicable)
	• **Formative Assessments**:
	  o *Quizzes after key lectures/units.*
	  o *Ongoing feedback during role-plays and group discussions.*
	• **Summative Assessments**:
	  o *Final crisis response plan presentation (group project).*
	  o *Simulation performance evaluations.*
	• **Peer & Self-Assessment**:
	  o *Reflection exercises on de-escalation role-plays.*
	  o *Self-assessment questionnaires on skills, knowledge, and preparedness.*