



Helping Schools Manage Crises, Big and Small



Black Swan Solutions

We have over 30 years of experience providing cost effective and compassionate support that is often widely overlooked until a crisis occurs. We help schools and organizations respond to and support people impacted by a crisis, including students, parents, staff, and stakeholders, among others. Incidents can range from a weather crisis to an active shooter situation. We are the only company in the world that provides a specialized crisis call center that can be operationally ready within 60 minutes and staffed solely by masters prepared professionals with at least 5 years crisis response experience. In addition, we can set-up and staff a family assistance center for those impacted.

Our Services

Crisis Call Center

For handling the deluge of calls from those impacted following a major incident

- Centralized information via a dedicated, client specific phone number
- Representing school
- Operational within one hour
- Masters prepared crisis professionals can process thousands of calls per hour

On-site Crisis Support

For providing professional support and consultation to those impacted

- Immediate in-person response delivered via trained crisis professionals
- On-site individual and group debriefings

Victim & Family Assistance

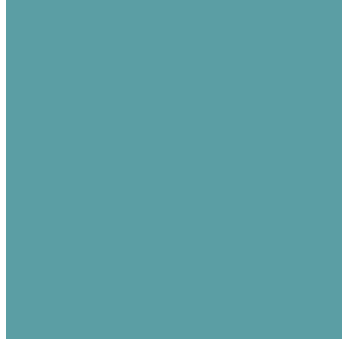
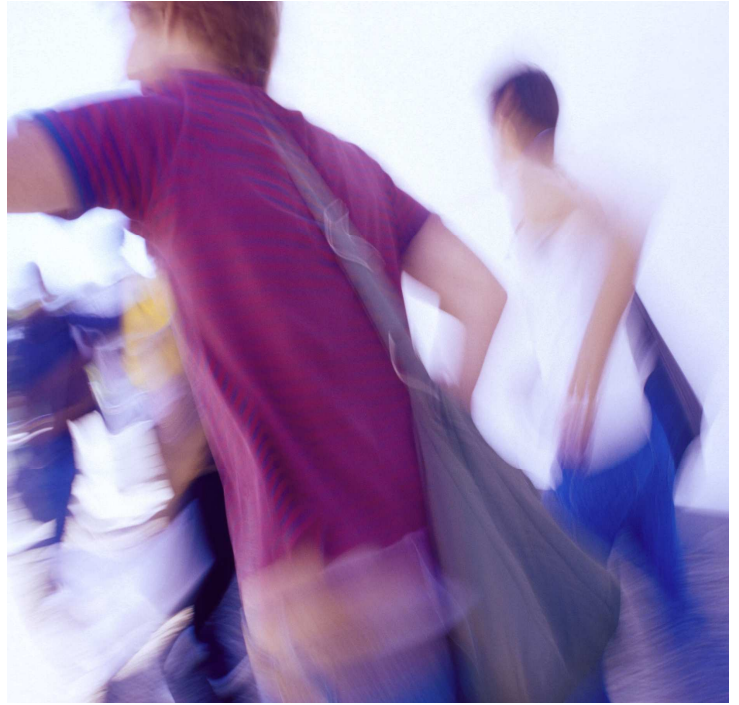
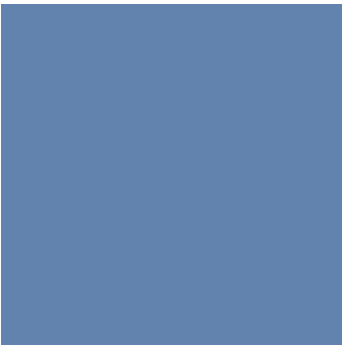
For ensuring that affected families are provided timely information, privacy & compassion

- Establish and coordinate services at a designated location for private information dissemination and support to affected families
- Provide one-on-one professional, compassionate support

Disaster Information Management System

For managing crisis related information and providing real-time reports

- Incident management
- Accounting for people
- Day-to-day messaging and alerts
- Victim/family/responder database



Why We're Different

Experience

- We have over 30 years of experience responding to events on a daily basis
- We pair state of the art technology with masters prepared professionals in the Human Services field with at least 5 years of experience in crisis response

Advanced Technology

- Our one of a kind call center can process thousands of calls per hour and can go live within 60 minutes
- Our proprietary databases is designed to manage information about individuals impacted by a crisis and their families, as well as those responding to the crisis

Customized Solutions

- Our services are customized to the unique needs of schools and districts
- We can augment internal crisis resources or provide full-scale support