



Lockdown at St. James Catholic School: How CrisisGo Delivered During a School Emergency

Alerts, Rosters, and Check-ins

The Challenge

Before utilizing CrisisGo, St. James Catholic School in Millstadt, Illinois did not have a digital safety solution in place. They used checklists and made phone calls to 911 in the event of an emergency. Cyndi Hasenstab became principal of St. James Catholic School for the 2019-2020 school year, and was reviewing the school's safety plans. She remembered that she heard about CrisisGo through one of her instructors when she was going for her administrator's license. He mentioned it in one of her classes and explained how it's used, with details about the CrisisGo app.

To improve school safety policies and procedures at her new school, she reached out to her instructor to find out more information. She was then able to request a demo from CrisisGo, and used funding to put it in place at her school. Cyndi states, "Getting CrisisGo installed worked out very well, and anytime I ever need anything, everybody's been very helpful and patient."



Customer Profile

Located in Millstadt, Illinois, St. James Catholic School has provided a top-notch Catholic faith-based education to children since 1941. The school is known for its rigorous academic curriculum, highly dedicated teachers and rich athletic tradition coupled with a diverse and caring community.

Industry: Pre K-12 Education

Region: Millstadt, Illinois

Total Schools: 2

Total Students: 150

Customer Since: 2020

The Solution

St. James Catholic School started using CrisisGo for all drills, including those for fires and earthquakes. The school's process has always been efficient because they have their first responders utilizing the CrisisGo app as well, so they see the alerts and train together.

In 2021, Cyndi was in the basement of one of her two school buildings with an inspector for a routine annual building inspection. Cyndi recalls, "I hear our Chief of Police say, 'Is everything OK? Is everything OK down there? And so I run up the stairs, and he has this gun drawn and he says, 'We have a report of an armed person threatening to commit suicide on

the St. James campus.'" Cyndi knew she had to lock the campus down.

The Chief of Police had the children on the playground run into the building first. Cyndi walked up to the Early Childhood Center and locked the doors. She remembers, "I am looking at the CrisisGo app and thinking 'I can't believe I'm actually going to do this.'" Her co-coordinator stopped her from hesitating saying, "This is why we bought CrisisGo." So, Cyndi pressed the button and activated the lockdown/ALICE alert, which went to all of her command post emergency responders.



I went ahead and activated the CrisisGo intruder alert and it went to all of our command post emergency responders. And within a matter of minutes, we had people around us—officers from different police forces in the area—from Bellville, Saint Clair County—we had all kinds of law enforcement out here. It was very impressive that just at the touch of a button, we were able to get people here so quickly.

Cyndi Hasenstab

Principal

St. James Catholic School

The Results

After the lockdown event, the Chief of Police told Cyndi when she could let everybody out again. Then, he explained more about the situation. He said that they had had a call come in on their non-emergency line. When they traced the cell phone, it ended up being somebody that lived in Champagne, Illinois which is about three hours from where they were. It was another St. James and for some reason that call came to them!

Some of the police officers were teaching at the academy when they heard the sirens from CrisisGo. They went down to the school very quickly. Cyndi says, "We had such a great response. We have a public school in the area. They're about two blocks away from us and they also went on lockdown because we were on lockdown. And they're looking at possibly using CrisisGo because they were so impressed with the response and how we utilized it. It was just such a positive experience. I felt so safe having all those guys out there."

Luckily no one on the Millstadt St. James campus was in danger, but the school community members did not have that information at the time. It was important for them to follow all of the protocols, and they were able to see how effective CrisisGo is when it matters most. Now, the school is using rostering with CrisisGo to take attendance during the first weeks of school to get staff members used to the roster event by practicing it.

