



Raptor Alert's Team Assist Helps Save Life Through Faster Response at a Williston Basin School

Williston Basin School District #7

To keep students safer across every campus, Williston Basin schools needed a faster, more reliable way to initiate help, notify the right staff, and coordinate medical emergency responses.

Williston Basin School District #7 in Williams County, North Dakota

Williston Basin School District #7, located in northwest North Dakota, serves over 5,200 K-12 students across 11 campuses. As Director of Nursing, Lynn Douglas supports a districtwide student health services team while also championing school safety through technology, training, and protocols.

After the high school experienced an active shooter threat, Douglas looked into Raptor Technologies for emergency management and faster 911 alerting. During that process, she discovered that Raptor Alert's Team Assist feature could also help solve Williston Basin's emergency communications bottleneck.

CHALLENGES

With eight elementary schools, one middle school, one high school, and one career and technical education center, Douglas's six-person nursing team was stretched thin and relying on slow, manual processes to communicate and respond to medical incidents and other urgent needs. Front office staff served as the first point of contact to route information to nurses, administrators, school resource officers (SROs), and other responders.

Relying primarily on individual phone calls during time-sensitive situations introduced several challenges, including

- time lost looking up individual contacts and guessing who should be alerted
- delayed response due to missed calls and unknown numbers
- routing communication through a busy front office during time-sensitive incidents
- lack of immediate visibility into the location, severity, or status of an incident

"Not a lot of people answer their cell phones for unknown numbers," says Douglas. "So, there were several times that somebody would place a call for help and [no one] would answer that call because they didn't recognize the number or were unable to answer at the time."

For medical incidents especially, even small delays can affect the outcome. The district needed a way to remove communication barriers and help staff feel confident initiating support the moment they saw a concern.

HOW RAPTOR HELPED

After the district implemented Raptor's Emergency Management software, the Team Assist feature provided the solution Williston Basin needed to move emergency communication from one-to-one phone calls into a fast, reliable, and shared alerting system.

With Team Assist, Williston Basin has been able to

- **Customize alerts for specific medical needs.** Instead of relying on one-size-fits-all response teams, Douglas can build alerts around individual student needs, campus layouts, and incident types. For example, the school customized a dedicated alert for a student with severe epilepsy that notifies a hand-picked team of staff members physically able to assist during violent seizures.
- **Notify the right people instantly.** Team Assist is designed for one-to-many alerting, solving the district's challenge of needing to look up individual contacts or make multiple phone calls during an incident.
- **Give responders shared visibility and updates.** With Team Assist, staff can see where an alert was initiated and use the built-in incident chat thread to share updates, helping internal responders and district leaders understand what is happening without waiting for separate follow-up calls.
- **Support communication beyond the immediate response.** Secretaries are included on many alerts so they can answer questions and manage front-office communication. The district's public relations officer can also monitor incidents that may require family updates.
- **Empower every employee to call for help.** Douglas reinforces that Team Assist is not only for nurses or administrators, encouraging and training all staff to know when and how to use it. "I don't care what your title is, who you are, what you do in this school," says Douglas. "If you see something wrong or if you suspect something wrong, use Team Assist."

RESULTS

Raptor Alert's Team Assist has become an essential part of Williston Basin's emergency response process, reducing communication delays and significantly boosting staff confidence that the right help is on the way.

For Douglas, the value goes far beyond operational efficiency and best-practice response protocols. In a medical emergency, faster coordination can mean the difference between a close call and a tragedy.

During a recent incident in which a student experienced sudden cardiac arrest, the teacher sent out a Team Assist alert. Within minutes, the school was able to mount a full, coordinated response involving the School Resource Officers, the nurse, administrators, and EMS. Staff inside the room provided CPR and an automated external defibrillator (AED) while administrators directed emergency responders to the student's location.

Thanks to the quick, lifesaving medical care provided by the response team, the student was successfully stabilized and safely transported to the hospital where they made a full recovery.



I can't imagine it going differently. If Team Assist wasn't activated, if something didn't work, if somebody's phone didn't ring, [that student] wouldn't be here.



**Lynn Douglas, Director of Nursing at
Williston Basin School District #7**

The incident reinforced why Williston Basin invested in a system that could quickly connect the right people with the right information. And it drives Douglas's continued passion for student safety, not just in her schools but any school.

"I don't care if you have ten students or if you have 10,000 students, your students are number one," says Douglas. "And while they're at school, it's your responsibility to keep them safe. It doesn't matter your district size, student population size, staff size. I would suggest Raptor Alert Team Assist to anybody."



LEARN MORE ABOUT RAPTOR[®]

The Raptor software ecosystem ties together the critical aspects of school safety, from prevention through recovery. Find out how we can work together in our mutual goals of **protecting every child, every school, every day.**[™]

[SCHEDULE A DEMO](#)