



Date:
Time:
Caller:
Description of call: _____

Is there any other important information that you would like to share with me before I take action?

PROCEDURAL response:

1. I appreciate your call and the information you have provided/request for more information.
2. I understand how important this situation is and will forward this information/request to the appropriate individual to ensure safety and security for students and staff is maintained.
3. I assure you procedures are in place to fully investigate this concern.
4. May I have a contact number to reach you, if you would like a return call? _____
5. Our district has policies to ensure information like this is fully reviewed. We take this responsibility seriously. We will continue to gather information to be fair and follow all laws. Because of this, we are gathering information so we can take the appropriate steps in response.
6. Our district and buildings have plans designed to ensure student and staff safety. Our staff have been trained on appropriate measures to take to investigate any situations or concerns that may negatively impact students or staff. Our first priority is safety. Once everyone is safe, we work to inform our parents and gather additional information so we can take the appropriate steps in response.
7. If an emergency occurs while school is in session, the district’s first action is to make sure students and staff are safe and to engage local emergency officials to determine next steps, gather information and discuss what information can be released so as not to hinder any necessary investigations.

MORE TO COME response:

1. We understand there is a desire to know more about what happened and we are moving quickly to gather and verify the facts. We will provide more information as soon as we know more. We want to make sure the information we share is accurate.
2. We understand and agree that our community has a right to know what happened. We are moving quickly to gather and verify the facts and will share them as quickly as possible in a manner that is fair to everyone.

3. We understand the desire for more information and I assure you, we are working to gather it. We do want to make sure we take the time to ensure all information is accurate before we share it. I'm sorry I don't have more information at this time.

PICKING UP STUDENTS response:

1. According to law enforcement and safety officials, it is critically important school leaders and safety personnel can respond quickly and focus on the situation. So, it is important that parents wait for a phone call to pick up their children rather than go to a site.
2. If the determination is made to send students home (or move students off of school grounds), specific information and directions will be communicated via a phone message to the appropriate parents. I assure you that no child will be left alone and that strict procedures will be enacted as needed to ensure student safety and their release to parent-approved, appropriate adults.
3. Any adult desiring to pick-up a child should bring photo identification with them.

MEDIA CALLS response:

1. Erika Daggett, our communication coordinator, handles all media inquiries. Let me transfer you to Erika.
2. Our procedures are that our communication department handles all media inquiries. Miss Daggett understands you are on deadlines and will make it a priority to get in touch with you as soon as she can. If you send Erika an email or leave her a voicemail, she will contact you today.

(Erikadaggett@foresthills.edu * 231-3600, ext. 2966)

Should the caller continue to seek specific information, reread item 2.

DO NOT:

1. Say "no comment" (it's the same as saying "we're guilty")
2. Say "I am not allowed to say" (it leads to mistrust)
3. Embellish or guess (stick to the facts)
4. Accept blame or blame others (wait until we have the facts)
5. Read off of news stories (they may not be accurate)
6. Share information without permission from the superintendent and/or communications coordinator (police or legal may direct us to not share certain information)