

## SAMPLE SCRIPT FOR OFFICE STAFF

This script can help receptionists or other people who answer the telephone to respond appropriately to telephone calls received in the early stages of the crisis.

Hello, \_\_\_\_\_ School. May I help you?

Take messages on non-crisis-related calls.

For crisis-related calls, use the following general schema:

- **Police or other security professionals:** Immediate transfer to principal.
- **Family members of deceased:** Immediate transfer to principal or anyone else they want to reach at the school. If principal is not available immediately, ask if they would like to speak to a school psychologist or social worker.
- **Otherschool administrators:** Give out basic information on death and crisis response and offer to transfer call to principal or others.
- **A parent regarding their child's immediate safety:** Reassure parents if you know their child was not involved and outline how children are being served and supported. If their child may have been involved, transfer to a crisis team member who may have more information.
- **Persons who call with information about others at risk:** Take down information and get it to a crisis team member. Take a phone number where a crisis team member can call the person back.
- **Media:** Take messages and refer to principal.
- **Parents generally wanting to know how to respond:** Explain that children and staff are being supported. Take messages to give to Student Services staff from parents needing more detailed information.
- **Where to send parents who arrive unannounced on the scene:** Set aside a space for parents to wait and get information. Any person removing a student from school must be on the annual registration form as the parent or guardian. Records must be kept of who removed the child and when.

*Source: Madison Metropolitan School District. (2005). Sudden death-suicide-critical incident: Crisis response procedures for principals and student services staff. [http://www.mhawisconsin.org/Data/Sites/1/media/gls/gls\\_madisoncrisisplan.pdf](http://www.mhawisconsin.org/Data/Sites/1/media/gls/gls_madisoncrisisplan.pdf)*