

**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.
- **Other school 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.

*From 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)*