

SECRETARY SAMPLE SCRIPT
SUPPORTING DOCUMENT TO
THE IDAHO SCHOOL RESPONSE GUIDELINES FOR SUICIDE AND SUDDEN DEATH

Sample Communication Script to Use for Incoming Phone Calls During Crisis:

Hello, _____ School. May I help you?

- ◆ Take messages on non-crisis related calls.
- ◆ For crisis related calls, use the following general protocol:
 - **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 school. If principal is not available immediately, ask if they would like to speak to school psychologist or social worker.
 - **Other school administrators** -- Give out basic factual information on death and crisis response and offer to transfer call to principal or others.
 - **Parents regarding their child's immediate safety** -- Reassure parents if you know their child was not involved and outline how children are being served/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 or may be at risk themselves** – Transfer to appropriate crisis team member or keep the person on the phone until the appropriate crisis team member is available. If the caller is in crisis and appropriate crisis team member is not available, give the caller the Suicide Prevention Lifeline number, 1-800-273-TALK (8255), AND take down the caller's name, phone number and location and give to a crisis team member immediately. Inform the caller that the purpose for asking for their personal information is to give to a crisis team member so that that member can reach them.
 - **Media** -- Take phone 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. All other students will be required to remain in school.