

# A Parent's Guide to School Crisis Response



## What Parents Need to Know

### BEFORE a School Emergency

- Ensure emergency contact info is accurate and current, including who is authorized to pick up your child.
- Become familiar with school/district web and social media sites where emergency info is posted, and other communication channels (e.g. mass notification, SMS text, etc.)
- Understand school/district “school safe conditions” or protocols of response in the event of an incident/emergency; talk with your child about the importance of following procedures.
- Emphasize that cell phones should not be used during an emergency unless directed to do so by a teacher/adult.

### DURING a School Emergency

- Trust that school is FIRST doing what is needed to protect students; communication will follow.
- Remain calm; monitor information sources
- Natural instinct to want to rush to child’s school. DON’T. Phone lines, staff and roads are needed for emergency response. Parents will not be allowed on campus.
- Do not phone or text child. Sound, vibration or conversation could put students in danger. Students need to be paying attention to instructions from trained staff.

### AFTER a School Emergency

- Parents and guardians will be directed to child’s specific location for parent reunification.
- Parent Reunification Plan: Students will ONLY be released to parents/guardians, or other pre-designated persons identified on emergency contacts. Reunification process is time consuming. Please be patient.
- Listen to and acknowledge child’s concerns. Provide reassurance child is safe and additional prevention efforts are being put in place.
- Seek help from school or mental health professionals if concerns persist.