

Crisis Script: Answering the Phone

This can be used to answer the phone during a crisis:

The recent [NAME OF CRISIS EVENT] (has made OR is expected to make) a significant impact on our entire school community. [OUR/A] crisis team has been mobilized to respond to this tragic event. Counseling and resources are available to students and staff today, and we will determine next steps in the days to come.

We can confirm [appropriate details of the crisis - no names]. Please check your email for more information (*that was sent/will be sent soon*).

Thank you for your offer to help. We do not need help at this time. If there is a way you can help, we will let you know through email and/or social media.

***It is important to give as much information as you have and that is appropriate in order to dispel rumors. Seek guidance from other officials before disclosing a suicide. Generally, that information should not be revealed. However, each situation should be assessed individually.*

Example

The recent loss of a student in a car wreck has made a significant impact on our entire school community. Our crisis team has been mobilized to respond to this tragic event. Counseling and resources are available to students and staff today, and we will determine next steps in the days to come.

We can confirm the car wreck happened last night in our town. One student died and another student was injured. We are unsure of their condition at this time.. Please check your email for more information that was sent earlier this morning.

Thank you for your offer to help. We do not need help at this time. If there is a way you can help, we will let you know through email and/or social media.

