

**Best Practices:**

- Check email address mail at 9 am
- Keep email open during day for notifications
- Response throughout the day as needed
- When you read a report:
  - Save file based on Documentation At A Glance
  - Sort into the correct folder -> school -> Injury/Referral
  - Archive the Email into the correct folder
  - Log into the Master Log on the Excel Drive

	<b>Common Questions</b>	<b>Common Scenarios</b>	<b>Protocol (who responses)</b>
<b>Injury</b>	<ul style="list-style-type: none"> <li>● Parents notified or not?</li> <li>● Parents if need assistance on medical bills if they go to doctor or hospital (covered by CBO insurance)?</li> <li>● Can you describe it more?</li> <li>● What first-aid was given?</li> </ul>	<ul style="list-style-type: none"> <li>● Playground injuries</li> <li>● Fights</li> </ul>	<p><b>Alice</b></p> <p><i>Sub: Karina</i> <i>If ALL OUT: Lucy</i></p>
<b>Referral</b>	<ul style="list-style-type: none"> <li>● Can you tell me more about this situation?</li> <li>● Is this happening during the school day?</li> <li>● Have you reached out to school day? Family? Teacher? Administrator? School Social Worker?</li> <li>● Have you brought it up during SAP/CARE team meeting?</li> <li>● Does student have an IEP? A behavior support plan?</li> <li>● Does student have a Tier II intervention during school day?</li> <li>● If suspension, has the parent been notified?</li> <li>● If this is a repeat referral -- Are there multiple referrals for one program leader? Is it a matter of further training or shadowing day school teacher?</li> <li>● If a restraint was used -- Do you or your staff have certification to use Safety Care?</li> </ul>	<ul style="list-style-type: none"> <li>● Fights</li> <li>● Student Elopement</li> <li>● Physical Aggression</li> <li>● Verbal Aggression</li> <li>● Property Damage</li> </ul>	<p>Review Master Files and Google Drive to see if there are records of prior incidents</p> <p><b>Grace (covers Sho if out) : Elementary</b> <b>Sho (covers Grace if out): K-8, MS, HS</b></p> <p><i>Sub: Karina</i> <i>If ALL OUT: Lucy</i></p>
<b>Crisis</b>	<ul style="list-style-type: none"> <li>● Has the situation be resolved?</li> <li>● School day, CBO or ExCEL to follow up?</li> <li>● Witness statements collected?</li> </ul>	<ul style="list-style-type: none"> <li>● Lock down</li> <li>● Stranger on campus</li> <li>● Sexual Assault</li> </ul>	<p>Mele triage based on needs -.</p> <p><i>Sub: Karina</i></p>

	<ul style="list-style-type: none"> <li>● Police and/or CPS report filed?</li> <li>● Administrator, SW or nurse informed?</li> <li>● Was Site Administrator contacted?</li> <li>● Was ExCEL contacted?</li> <li>● If incident was hearsay, did you investigate if incident actually occurred?</li> <li>● If incident is confirmed, did you get statements from ALL those involved?</li> <li>● If incident required police, did you get police report number?</li> <li>● If incident involves self-injurious or threats to self, did you report to school social worker and/or counselor?</li> </ul>	<ul style="list-style-type: none"> <li>● Cyberbullying</li> <li>● Suicide Threats</li> <li>● Weapons on campus</li> <li>● Staff incidents</li> <li>● Cross school incidents (fights)</li> </ul>	<p><i>If ALL OUT: Lucy</i></p> <p><b>Straight to Kevin Gogin/Kim Coates:</b></p> <ul style="list-style-type: none"> <li>● Threatening bodily injury to themselves or others <ul style="list-style-type: none"> <li>○ Suicide</li> <li>○ Sexual Assault</li> <li>○ Cyberbullying</li> <li>○ Lock down</li> <li>○ Weapons on campus</li> <li>○ Student/Staff Death</li> </ul> </li> </ul> <p><b>Straight to Kevin Truitt/Paul Quesada (Apolinar):</b></p> <ul style="list-style-type: none"> <li>● Cross school crisis incident <ul style="list-style-type: none"> <li>○ Fights</li> <li>○ Threats of weapons</li> </ul> </li> <li>● Sexual Assault</li> <li>● Lock Down</li> <li>● Staff Incidents regarding students</li> <li>● Weapons</li> </ul>
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