

Communication Guidelines for Urgent Situations

ALL Reported Threats are Investigated Thoroughly Regardless of Urgency

1

High Urgency

What it is: Immediate, verified threats (e.g., lockdowns or imminent danger).

Response: Immediate communication to all stakeholders (parents, staff, and local authorities).

Follow-Up: Mandatory follow-up with resolution and actions taken.

Example: Intruder, evacuation, shelter-in-place.



2

Moderate Urgency

What it is: Indirect or vague threats pending verification by law enforcement.

Response: Communication after verification.

Follow-Up: Updates if situation escalates or concerns increase.

Example: Unverified social media threats.



3

Low Urgency

What it is: Vague, unsubstantiated rumors or hoaxes with no credible threat.

Response: Internal monitoring, no formal communication unless disruption occurs.

Follow-Up: Optional, if the situation escalates.

Example: Unverified rumors circulating without evidence.



4

Individual Urgency

What it is: Direct threats involving specific individuals or small groups (e.g., student conflicts or social media threats).

Response: Communication limited to involved families.

Follow-Up: Follow-up communication as necessary.

Example: Verbal or social media threats directed toward specific student(s).



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Communication Channels

- **High Urgency:** Phone, text, email, website alerts.
- **Moderate Urgency:** Email and text, with updates on school website.
- **Low Urgency:** Internal monitoring and updates as necessary.
- **Individual Urgency:** Direct communication to families involved.



Our Goal:

To ensure timely, appropriate communication based on the urgency of the threat while maintaining the safety and well-being of our students and staff.