



Akron Public Schools

APS PROCEDURES FOR SUPPORTING FAMILIES DURING EMERGENCIES

This document outlines the procedures for APS staff to follow in responding to law enforcement actions, including the presence of Immigration and Customs Enforcement (ICE) officers, and supporting displaced students and families during emergencies. It provides clear guidelines for ensuring the safety, confidentiality, and well-being of students, while maintaining professional conduct and compliance with legal requirements.

Cornerstone 1: We are committed to designing safe, affirming, and inclusive environments where all members of our community are respected and supported to reach their full potential.

Please note that formal guidance from the state has not yet been provided. This document will be refined and updated as we continue to receive information.

Communications

1. All media questions or inquiries sent via email or by phone are to be directed to Dr. Stacy Hodoh, Director of Strategic Communications, Media, and Community Relations and Outreach (shodoh@apslearns.org) and Joanne Issac, Assistant Director of Communications (jisaac@apslearns.org).
2. Please refrain from engaging in communications around the merit of the policy.
3. Please do not communicate with the media unless cleared by Dr. Hodoh or Ms. Joanne Issac.
4. Please do not share information regarding a student.

Front Office Guidelines

If an Immigration and Customs Enforcement (ICE) Officer/other law enforcement agent (“Agents”) comes to the school:

1. Require the person to sign in and follow the [school visitor policy](#)
2. Request ID/business cards in order to notify the building administrator
3. Contact the building administrator (confidentiality)
 - a. Contact the APS Safety & Security Services @ 330-761-2735 for Officer Goode or Alan Jones (330-761-2735).
 - b. Contact your immediate supervisor or another Executive Director of Schools
 - c. Alan Jones will notify Heidi Muica, Legal Secretary @ 330-761-2991, who will call Legal.
4. Take the government official to a confidential space in or near the main office.
5. The building administrator should ask the government official the following questions:

- a. Which agency are you with?
 - b. What is your name and badge/ID number?
 - c. What is the purpose of your visit?
 - d. Do you have a warrant or a court order?
 - i. If they DO have a warrant or court order, Request the physical copy of ID and warrant or court order from the government official and make copies or take clear photos. This should include:
 - Government official's identification.
 - Any warrants or subpoenas
 - ii. If they DO NOT have a warrant or court order, ask the government official to leave and to contact Legal with any questions
 - Email **Heidi Muica**, Legal Secretary, hmuica@apslearns.org, **Alan Jones**, Director of Safety and Security, ajones@apslearns.org, and **Wanda Lash**, Director of Family and Student Services, wlash@apslearns.org, **Angela Carter**, Chief of Staff, aharper@apslearns.org
6. Document the interaction.
- Use an interpreter, if needed, to help communicate with the scholar. For translation services, contact the ESL Dept. at (330) 761-7974 or (330) 761-3114
 - Email **Heidi Muica**, Legal Secretary, hmuica@apslearns.org, **Alan Jones**, Director of Safety and Security, ajones@apslearns.org, and **Wanda Lash**, Director of Family and Student Services, wlash@apslearns.org, **Angela Carter**, Chief of Staff, aharper@apslearns.org

General Information and Protocols

- Remain calm and professional.
- No school personnel should disclose any information regarding the student or family in the absence of legal advice. For the safety of the student and the family, confidentiality must be strictly maintained.
- Family and/or emergency contact should be contacted immediately after legal advice is obtained.
- Do not physically impede, interfere with, or obstruct a government official in performing their duties.
- If the government official does not comply with APS process, the Executive Director should notify Legal Secretary, Heidi Muica, Ella Jenkins, Safety and Security Secretary, and the Director of Safety and Security, Alan Jones, immediately.
- Do not allow officials to enter classrooms or other restricted areas without a warrant, AND
- Do not provide officials with any student or staff information without a warrant.

Bus Guidelines

APS-owned buses are considered school property and school guidelines apply, however, bus stops are considered public places.

If ICE comes to the bus stop in the morning:

- Remain calm and professional.
- If the student is **already on the bus**, the bus driver should follow his/her normal route and deliver the student to school.
 - The bus driver should radio dispatch and inform transportation that ICE is there to detain student(s).
 - Transportation should contact the school and inform the building administrator.
 - The building administrator should meet the bus at the school, escort the student into the building, then follow office guidelines (on this document). Additional personnel should be available to take all the children to a safe, secure space. ICE should be taken to and remain in the office area.
- If the student is **taken at the bus stop prior to getting on the bus** in the morning as reported by students, parents, or other family members:
 - The bus driver will signal 911 on the radio dispatch
 - The bus driver should radio dispatch with the name of the child and the estimated time of detainment if known.
 - Transportation should contact the building administrator.
 - The building administrator should contact a supervisor.
 - The family or emergency contact of the student(s) should be notified.

Displaced Students

- If a student goes home to find the family unexplainably absent **and returns to school**:
 - Attempt to contact the parent/guardian at least 3 times.
 - Attempt to contact emergency contacts
 - If at least 3 attempts to contact the family within a reasonable amount of time or if information is received regarding the family that causes concern the family may be experiencing an emergency:
 - Notify immediate supervisor
 - Contact the APS Safety & Security Services @ 330-761-2735 for Officer Goode or Alan Jones.
 - Contact Summit County Child and Family Services. As an employee of APS, you are a mandated reporter
- If a family or community member notifies the school that the family unit is unavailable due to an emergency,
 - Attempt to contact the family per [procedure](#)
 - Verify the person contacting the school is an authorized emergency contact or notify the authorized emergency contact

- Contact the APS security desk for Officer Good or Alan Jones
- Contact Summit County Child and Family Services depending on the nature and severity of the emergency. As an employee of APS, you are a mandated reporter

Family Support

- Refer families to community resources to support changes in financial situation, food, toiletries, rent, gas, counseling, etc.)
 - International Institute of Akron: (330) 376-5106, iiakron.org
 - Community Legal Aid Services: (800) 998-9454, communitylegalaid.org
 - Summit County Children Services: (330) 379-9094, summitkids.org
 - Akron-Canton Regional Foodbank: (330) 535-6900, akroncantonfoodbank.org