

Sample Scripts for office staff:

- We are continuing to recover from (insert event). At this time, the only information we have been given that can be shared is (insert).
- How can we help you today?
- We have resources available on our website and I can send you a list of resources too.
- Trained crisis responders will be available for anyone who would like to discuss this event and will be providing support to students and staff as needed.
- I would be happy to take your name and number and (connect you now or have someone call you back) to provide additional information/answers to those questions.
- Thank you so much for calling. Please call us anytime with questions and we will do our best to connect you with support.
- At this time, if no one has contacted you directly, your student/family member has not been directly impacted by this event and we are doing everything we can to keep everyone safe and address critical needs. Stay tuned for more information if you need to pick up your child.