

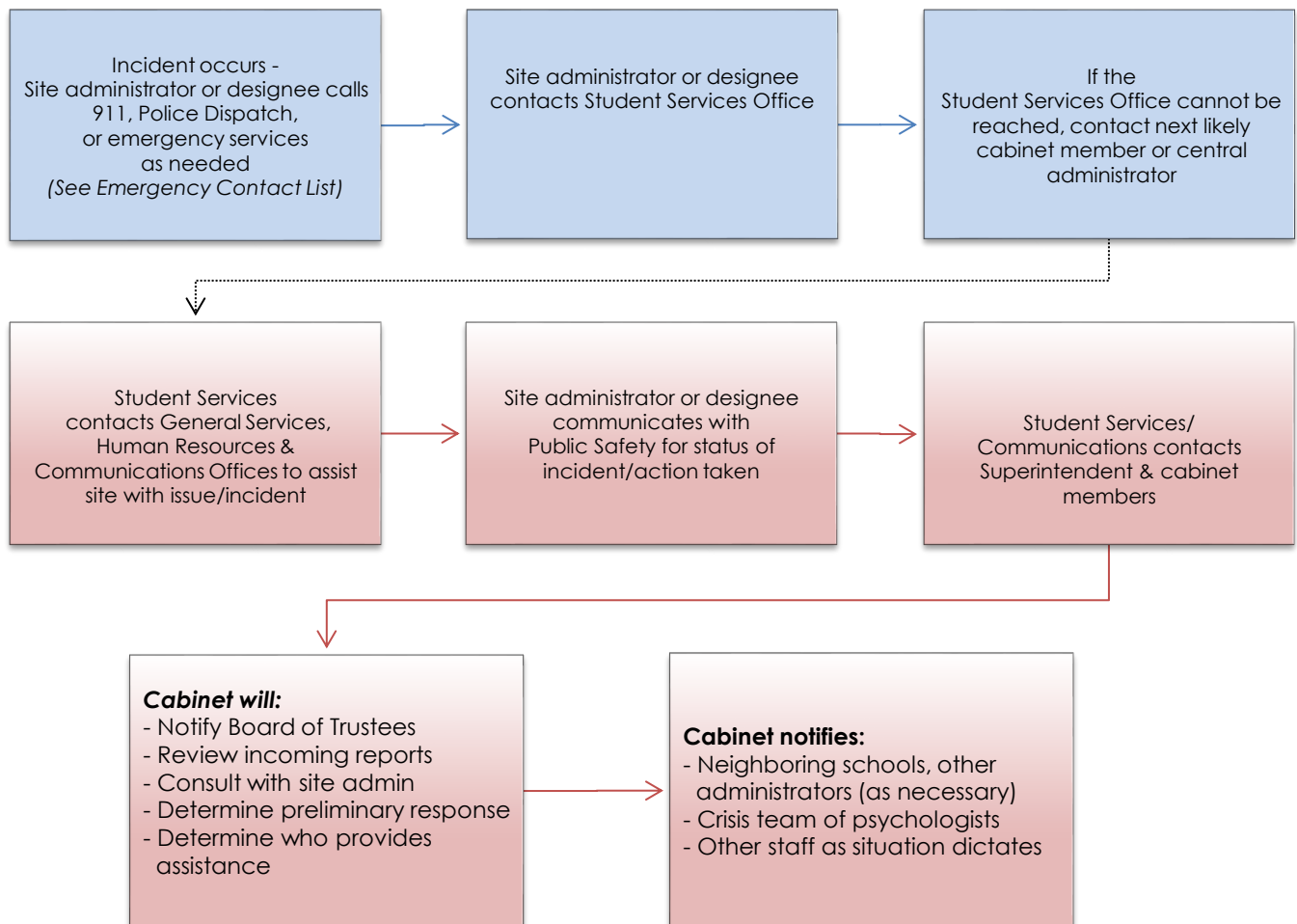


CONTRA COSTA COUNTY Office of Education

Incident Communication Protocol & Flow Chart

REPORT THESE TYPES OF INCIDENTS (*school site is responsible for blue boxes*):

- Incidents necessitating a 911 call
- Incidents involving students or staff members who are detained or arrested by police on campus
- Incidents that threaten, or have the potential to threaten student and/or staff health or safety
- Death, injury or accidents involving students/staff
- Other incidents that involve media/news coverage or are likely to generate media/news coverage



After initial notifications, Director of Communications & Special Projects will:

- Decide whether to work from Stewart Building or location of incident
- Confirm additional facts with site administrator and police/public safety
- Coordinate with site administrator to prepare script for parent/staff School Messenger notifications (phone/text/email)
- Post information (if necessary) on COE and/or school website and social media feeds
- Coordinate release of information with public safety
- Provide follow-up reports to administrators, staff (and possibly families) using School Messenger
- Field media inquiries