

## TEMPLATE (SAMPLE) MESSAGES

COMMUNICATION IN THESE SITUATIONS WILL ALMOST ALWAYS ORIGINATE OUT OF THE DISTRICT OFFICE. HOWEVER, THESE ARE BEING SHARED SHOULD THERE BE A SITUATION IN WHICH DIRECTIVE IS MADE TO SHARE DIRECTLY VIA THE BUILDING THROUGH SCHOOLMESSENGER.

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### DEATH NOTIFICATION

- I. Student
- II. Student (auto accident, no name)
- III. Staff member
- IV. Bus Driver

### FACILITIES

- I. Construction in school/change to calendar (*sample message*)
- II. No hot water
- III. Power outage (*sample AM, PM, and early dismissal messages*)
- IV. Water line break, early dismissal (*sample message*)

### HEALTH (STUDENT SERVICES)

- I. Immunization records needed
- II. Increased illness (*sample message*)
- III. Monkeypox notification
- IV. Chickenpox notification (*sample message*)

### HUMAN RESOURCES

- I. Employee leave, LTS required (personal, medical, etc)
- II. *Employee misconduct (sample message)*
- III. Principal announcements
- IV. Volunteer misconduct (*sample message*)

### MEDICAL EMERGENCY (PERSONAL)

- I. During class
- II. During drop-off or dismissal

### MISCELLANEOUS

- I. Progress reports available (elementary)

### MOLD IN A BUILDING

- I. *Sample messages, communication varies by situation.*

### SAFETY & SECURITY

- I. AirDrop Message (inappropriate)
- II. Canine sweep of parking lot (start of search)

- III. *Child luring/strange activity at bus stop (sample message)*
- IV. Domestic incident at school
- V. Drills (general annual notification to families)
- VI. Fire alarm (false)
- VII. Fire alarm (minor fire)
- VIII. *Hacked Platform (sample message)*
- IX. Pocket knife/weapon on person (no intent to harm)
- X. *Shooting - another district/safety reminders (sample message)*
- XI. Shots fired at football game (initial message)
- XII. Sound of gunshot in area, lockout, all clear
- XIII. Swatting in region, informational
- XIV. *Systems hacked (sample from 2014 incident)*
- XV. *Threat Notification (sample message)*
- XVI. Training drills at school by outside agency
- XVII. *Trespassing/Building in "hold" (sample message)*

### TECHNOLOGY

- I. *Internet connectivity issues (sample message)*
- II. Hacked platform OR system (see safety/security)
- III. Phone system outage (*districtwide - sample message*)
- IV. Phone system outage (DO transfer)
- V. Phone system outage (singular building)

### TRANSPORTATION

- I. Bus accident, major (*sample message*)
- II. Bus accident, minor, no injuries
- III. Travel conditions due to flooding
- IV. General PM delays across district
- V. Request alternate site (annual summer email)

### WEATHER

- I. Hurricane/tropical storm - monitor forecast

## **DEATH NOTIFICATIONS**

### **(DEATH) - STUDENT**

Dear (INSERT SCHOOL) Families:

Messages such as this are so difficult to deliver to our school community. We are deeply saddened to inform you of the passing of one of our (INSERT GRADE) students. On (INSERT DATE), (INSERT STUDENT NAME) passed away (INSERT REASON, BUT ONLY IF PARENT GIVES THE OK. EXAMPLE: due to an underlying medical condition). Our heartfelt condolences are with (HIS/HER) family and friends during this very difficult time.

The death of a child is always a sad and troubling event and can often have a profound effect on the student's friends and classmates. It is extremely important for children to have an opportunity to talk through their feelings and reactions in an age appropriate manner. Over the next few days, we recommend that you encourage your child to talk about how they are feeling while you listen attentively to what they're saying and watch their behaviors.

Please know that we are here to help your family through this grief and have many supports available. We strongly encourage you to reach out to me should you like additional supports from the school district, should you wish to receive a list of community resources, or if you have any concerns regarding your child's reaction to this loss.

I sincerely thank you for your concern and thoughts during this difficult time. Please keep (INSERT STUDENT NAME)'s family and friends in your thoughts.

With sincere appreciation,

(INSERT NAME)  
(INSERT TITLE)

### **(DEATH) - STUDENT (AUTO ACCIDENT, NO NAME)**

Dear (INSERT SCHOOL) Families,

Today is a sad day for our school and community as we learned of the tragic loss of one of our students who was involved in a fatal car accident. There is no greater tragedy than the death of a young person, and we offer our sincere condolences and continued support to the families affected.

Counselors will be available at (INSERT LOCATION) (TODAY, TOMORROW, DATE, ETC) to provide additional support for students and staff. These services will remain in place for as long as necessary, as this tragic news impacts our entire community.

Again, our administration wishes to convey our wholehearted condolences to all those affected by this sudden loss.

With a heavy heart,  
(Principal Name)  
(School Name)

**(DEATH) - STAFF MEMBER**

Dear Parents/Guardians of (INSERT SCHOOL) students:

Messages such as this are so difficult to deliver to our school community. We are deeply saddened to inform you of the passing of (INSERT NAME, TITLE, BUILDING). (INSERT CAUSE OF DEATH, BUT ONLY IF APPROPRIATE AND IF PERMISSION GRANTED BY FAMILY). Our heartfelt condolences are with (HIS/HER) family and friends during this very difficult time.

(INSERT A SENTENCE OR TWO ABOUT STAFF MEMBER - POSITION HELD, TENURE WITH DISTRICT, INVOLVEMENT WITHIN SCHOOL COMMUNITY, ETC)

Death is always a sad and troubling event and can often have a profound effect on our students. It is extremely important for children to have an opportunity to talk through their feelings and reactions in an age appropriate manner. We are sharing this information with you so that you may share with your child when and how you feel it most appropriate. Over the next few days, we recommend that you encourage your child to talk about how they are feeling while you listen attentively to what they're saying and watch their behaviors.

Please know that we are here to help your family through this grief and have many supports available. We strongly encourage you to reach out to your child's principal or counselor should you like additional supports from the school district, should you wish to receive a list of community resources, or if you have any concerns regarding your child's reaction to this loss.

I sincerely thank you for your concern and thoughts during this difficult time. Please keep (INSERT STAFF MEMBER NAME)'s family and friends in your thoughts.

With sincere appreciation,

(INSERT NAME)  
(INSERT TITLE)

**(DEATH) - STAFF MEMBER, SAMPLE OF ACTUAL MESSAGE**

*We are deeply saddened to learn of the passing of a member of our (INSERT SCHOOL) family, (INSERT NAME). We wish to extend our heartfelt condolences to family and friends of (INSERT NAME).*

*Cam, as his colleagues affectionately knew him, was an integral member of our music department and of the staff at (INSERT SCHOOL). He has taught at (DISTRICT) since 2002. He will be truly missed by his students, colleagues, and the greater community.*

*The greatest way to honor (INSERT NAME)'s life is to remember him for who he was: a dedicated teacher, a devoted mentor, a talented musician, and an incredible colleague and friend. Through his devotion to education and his passion for music, he truly changed many lives for the better.*

*Please be assured that the district is committed to ensuring support systems will remain in place in the days ahead for our students, our staff, and our community. A team of counselors, psychologists, and staff will be made available for any students or staff members who may need support.*

*In addition, the National Association of School Psychologists offers resources – including warning signs – for parents and teachers as they help children manage reactions to traumatic events. [Please click here to view these resources on the NASP website.](#)*

*While we wish to respect the privacy of (INSERT NAME)'s family during this sad time, we also ask that you keep them in your thoughts.*

### **(DEATH) - BUS DRIVER**

*(To be sent to families of students on bus + staff in building)*

Dear Parents/Guardians of (INSERT SCHOOL) students on bus #(INSERT NUMBER):

Messages such as this are so difficult to deliver to our school community. We are deeply saddened to inform you of the passing of a longtime bus driver. Your child's driver, (INSERT DRIVER NAME), a bus driver with (INSERT CONTRACTOR NAME), passed away (INSERT TIMEFRAME). Our heartfelt condolences are with (HIS/HER) family and friends during this very difficult time.

Death is always a sad and troubling event and can often have a profound effect on our students. It is extremely important for children to have an opportunity to talk through their feelings and reactions in an age appropriate manner. We are sharing this information with you so that you may share with your child when and how you feel it most appropriate. Over the next few days, we recommend that you encourage your child to talk about how they are feeling while you listen attentively to what they're saying and watch their behaviors.

Please know that we are here to help your family through this grief and have many supports available. We strongly encourage you to reach out to your child's principal or counselor should you like additional supports from the school district, should you wish to receive a list of community resources, or if you have any concerns regarding your child's reaction to this loss.

I sincerely thank you for your concern and thoughts during this difficult time. Please keep (INSERT BUS DRIVER'S NAME) family and friends in your thoughts.

With sincere appreciation,

(INSERT NAME)  
(INSERT TITLE)

## **FACILITIES**

### **(FACILITIES) - CONSTRUCTION IN SCHOOL, SUMMER/CHANGE TO CALENDAR (SAMPLE LETTER)**

*Dear (INSERT BUILDING) Families,*

*Renovations are underway at (INSERT BUILDING), and we are excited for the benefits that will come to the building when the work is completed. While crews are in our buildings currently, the majority of the renovations will take place during the summer. With this said, we need to allow for our staff to clean up their rooms and pack their materials prior to the end of school so we are adjusting the calendar for (INSERT BUILDING) students only.*

*The last day of school for students at (INSERT BUILDING) will be (INSERT DATE). (INSERT BUILDING) students only will not have school on (INSERT DATE).*

*Thank you for your flexibility during this time. If you have any questions please feel free to reach out at (INSERT CONTACT INFO).*

*Respectfully,*

### **NO HOT WATER - HEATER REPLACEMENT**

Dear (INSERT SCHOOL) families,

It was noticed today that water throughout (INSERT SCHOOL) was not reaching temperatures as warm as usual. Our Facilities Department investigated and discovered that the hot water

heater that services a majority of the building is not properly functioning and requires replacement. A new hot water heater has been ordered and will be installed (INSERT DATE).

Please remain assured that this necessary repair has not disrupted our ability to operate. Water will remain on and accessible for students and staff, sanitizer stations are plentiful throughout the building, and there is no disruption to food service. Additionally, the dishwashers in our kitchen have self-sustaining temperature “boosters,” which means that water within the equipment is able to reach temperatures appropriate for cleaning and sanitizing. Kitchen staff are also able to boil water as needed.

As always, we sincerely appreciate your patience, understanding, and support. Please do not hesitate to reach out to Dr. Parks if you have any questions.

Thank you.

### **POWER OUTAGE (SAMPLE MESSAGES)**

*Dear (INSERT SCHOOL) families,*

*We are currently experiencing a power outage at (INSERT SCHOOL), caused by an internal mechanical issue. A backup generator has kicked on to power emergency lighting. The building also has water and heat.*

*We are currently investigating the outage. If we are unable to resolve the issue this morning, Wednesday, December 2, 2020, we may need to dismiss students early. We will keep in communication with you and will make you aware as soon as possible should an early dismissal be warranted.*

*We sincerely appreciate your support and patience.*

*Thank you.*

*Good morning (INSERT SCHOOL) families,*

*We apologize for the late notice, but (INSERT SCHOOL) will be operating on a 2-hour delay with modified kindergarten this morning, December 21, 2021, due to a recent power outage. The building is currently estimated to have power around 9:30 or 10:00 AM. Should conditions change, we will alert you when we receive additional information. Your child’s bus will arrive 2 hours after their scheduled time. Morning drop-off for students at (INSERT SCHOOL) will also be 2 hours after normal drop off time.*

*Thank you.*

Dear (INSERT SCHOOL(S) families.

At approximately Noon today, Friday, September 17, 2021, power went out at all (INSERT SCHOOL/S)!. The power outage is due to (INSERT CAUSE). It is anticipated that the power will be out for several hours, which impacts our ability to ensure adequate ventilation in these buildings, which is an important COVID mitigation strategy. Additionally, the extended outage impacts lighting throughout the building.

As such, we will have an early dismissal for (INSERT SCHOOL/S) ONLY. Estimated dismissal times are as follows:

- (INSERT DISMISSAL SCHEDULE)

All students will be served lunch prior to dismissal. Afternoon kindergarten students will ride home on the bus with all elementary students. CPACTC students will be transported back to the High School to ride the bus home with all students.

Students who participate in afternoon activities should look for communication from coaches and advisors regarding today's plans.

Thank you for your patience and understanding.

## **(FACILITIES) - WATER LINE BREAK - BOIL WATER ADVISORY, SAMPLE MESSAGE**

Dear (INSERT SCHOOL) Parents and Guardians:

At approximately (INSERT TIME) today, we were made aware of a water line break that occurred at (INSERT LOCATION). As a result of the water outage, **all (INSERT SCHOOL) students will dismiss at (INSERT TIME) today, (INSERT TIME)**. (IF ACCURATE: There will be no PM kindergarten.) All students will be provided lunch prior to the early dismissal. Please Note: The early dismissal is for (INSERT SCHOOL) students ONLY.

As always, our paramount concern is the health and safety of our students. Therefore, we made immediate plans to ensure students have access to water and restroom facilities if needed prior to dismissal. More information will be provided as available.

As always, thank you for your continued support.

## **HEALTH (STUDENT SERVICES)**

**(HEALTH) IMMUNIZATIONS MISSING - EXCLUSION FROM SCHOOL**  
(Secondary notification)

Attention Parents/Guardians of (INSERT SCHOOL) Students:

You are receiving this message as our records indicate that we do not yet have on file the necessary immunization documentation for your current (INSERT GRADE) grader. You should have received letters in the mail recently to share the same information.

The Pennsylvania Department of Health requires a (INSERT NAME OF VACCINE) immunization for all students entering grade (INSERT GRADE). Current (INSERT GRADE) graders who do not provide this documentation will be excluded from school beginning on (INSERT EXCLUSION DATE), as required by the PA Department of Health.

If your child already received this vaccine and you feel that you are receiving this message in error, please provide an updated copy of the immunization from their physician. Otherwise, please contact your child's physician or the PA Department of Health to arrange for your child to receive the required vaccine before (INSERT DATE). All paperwork must be submitted to the (INSERT BUILDING) nurse.

Thank you for your prompt attention to this important matter.

Please contact your building school nurse for questions.

**(HEALTH) - INCREASED ILLNESS (SAMPLE MESSAGE)**

*Dear (INSERT SCHOOL) Families:*

*We are writing to you today to address some concerns that are circulating throughout our school-community regarding absentee rates in our buildings, and most specifically, at (INSERT SCHOOL).*

*While nurses are reporting a variety of illnesses in our schools, it is certainly true that we are seeing elevated absentee rates at (INSERT SCHOOL) and, to a lesser degree, throughout the District. However, please know that numbers we are seeing have been similar throughout the week and do not rise to the level that would cause the District to consider a school closure. The District actively monitors the health and wellness of students. When we have elevated levels of student absences and community concern, we work with our custodial and maintenance staff to increase and supplement our normal procedures to disinfect and clean our buildings. In addition to thorough cleanings that are already done on a daily basis in all of our buildings, our custodial crews are paying extra attention to the cleaning/sanitizing of commonly-touched areas throughout the District, including door handles, push pads on doors, railings, faucets, desks, etc. Facilities crews are also working to identify any rooms that might need even further sanitization efforts above and beyond our daily and increased cleaning/sanitizing efforts.*

*The best way to prevent the spread of illness is to keep sick children home.*



*When ill, everyone needs their rest to recover and to further prevent the spread of the illness. Additionally, students who are ill cannot learn effectively and are unable to participate in classes in a meaningful way. Children should be fever free without the aid of fever-reducing medications for a minimum of 24 hours prior to returning to school. Please click [here](#) to review our medical guidelines regarding when to keep a sick child home from school.*

*We would also like to take an opportunity to remind you that the (INSERT SCHOOL) handbook indicates that “the minimum required amount of time for make-up work is equal to the number of days absent unless the absence was prearranged in which case arrangements would be coordinated with the teacher in advance.” Please reach out to building administration should you have any specific concerns.*

*We would kindly ask that you please remain assured that we are monitoring absentee rates and nurse visits, as we do on an ongoing basis throughout the year. We will reach out to you directly should there be a need to provide an update or a change in schedule.*

*As always, we sincerely appreciate your continued support and understanding.*

## **(HEALTH) MONKEYPOX NOTIFICATION**

Dear (INSERT SCHOOL) families,

District administration has been notified that an individual who was recently in (INSERT SCHOOL) has tested positive for monkeypox. **We share this information not to cause alarm, but simply in an effort to ensure transparency in what we know. Personal communication has been made with anyone believed to have been in close proximity with the individual.**

Our custodial staff will thoroughly clean and disinfect spaces and surfaces throughout the building. We are also in contact with the Pennsylvania Department of Health and will take any recommended additional steps necessary to protect the health of our students and staff.

The [symptoms of monkeypox](#) include, but are not limited to, a blister-like rash and fever, chills, and swollen lymph nodes. While it is a serious illness and we need to take precautions, it is important to note that it is different from COVID-19 in that it does not appear to spread nearly as quickly. Monkeypox is typically spread through close, personal, often direct skin-to-skin contact. [Please visit the CDC's website for more information on how monkeypox is spread.](#)

While the risk of transmission is low in a school setting, we wanted to inform you of this positive case. Additionally, we ask that you continue to help us by keeping your child home if they are feeling unwell. If there is ever a time in which you believe your child has monkeypox, please contact their healthcare provider and notify our school nurse.

Please remain confident that we are closely monitoring this situation and will provide you with updates should any further information necessitate we do as such.

As always, we sincerely appreciate your understanding.

Sincerely,

(INSERT NAME)

(INSERT TITLE)

## **(HEALTH) CHICKENPOX NOTIFICATION SAMPLE**

*Dear Parent/Guardian:*

*We are writing to inform you that we have confirmed one case of varicella/chicken pox at the CV9 building. We have identified any at risk individuals and informed them of possible direct exposure.*

*Because the virus that causes chickenpox spreads easily, exposed children who have never had the vaccine or the disease will most likely get the disease. Although chickenpox is not usually a serious illness, it can cause severe complications such as pneumonia and can even result in death. Even a relatively mild illness can result in the loss of a week or more of class time for a child.*

*Children are considered to be immune to chickenpox if they:*

- *have had two doses of varicella vaccine, with the first dose administered at 12 months of age or older; or*
- *have laboratory evidence of immunity to varicella; or*
- *have documentation of a history of varicella or herpes zoster disease diagnosed by a physician.*

*Although a child's reported history of chickenpox disease from a parent or guardian is acceptable for school entry, when there is even a single chickenpox or shingles case in a school, a parental statement of history of disease is not sufficient.*

*The Pennsylvania Department of Health recommends children who are not immune to chickenpox and have been exposed, which is defined as four hours in the vicinity of an infected person, be kept out of school beginning on day 8 after their first exposure to a case of varicella until day 21 after the onset of the last case in the school. If your child is vaccinated with the varicella vaccine within 5 days of their earliest exposure, they may return. It is important to note that transmission of chickenpox may occur from contact lasting less than 4 hours.*

*Studies have shown that children who have been exposed to chickenpox and are vaccinated within 5 days of exposure are less likely to contract the disease. Please contact your child's healthcare provider to make arrangements to get your child vaccinated.*

*If your child is immunocompromised, (i.e. HIV, cancer, leukemia, organ transplant, etc.) contact your child's physician immediately to report the exposure, ask for guidance for returning to school and request a written statement for the school nurse.*

*If your child develops chickenpox, regardless if they have received the varicella vaccine, they should be kept from attending school five days after onset of rash and/or until the rash has scabbed over, whichever is longer.*

*Please help us to protect your child and stop the spread of chickenpox in our school. You can find more information on CDC's website by clicking [here](#). If you have any questions regarding this notification letter, please contact us at CV9.*

*Sincerely,  
Rob Martin  
Associate Principal  
CV9*

## **HUMAN RESOURCES**

### **(HUMAN RESOURCES) EMPLOYEE LEAVE, LTS REQUIRED (PERSONAL, MEDICAL, ETC)**

Dear (INSERT SCHOOL NAME) families,

I am writing to make you aware that your child's teacher, (INSERT TEACHER NAME), will be out of the classroom for personal reasons beginning on (INSERT EFFECTIVE DATE). I appreciate that you understand, due to privacy, that I am unable to provide further details.

(INSERT SUB NAME), a substitute at (INSERT SCHOOL OR DISTRICT NAME) for the past (INSERT NUMBER) years, will be filling in for (INSERT TEACHER NAME) until her return. As our (INSERT GRADE) team of teachers and I work closely with (INSERT SUB NAME), please remain assured that our continuing goal is to support all of our children and families.

We appreciate your understanding and support as we partner together to ensure your child's education remains our priority. Should you have any questions, please do not hesitate to contact me.

Sincerely,  
  
(INSERT NAME)  
Principal

**(HUMAN RESOURCES) - EMPLOYEE MISCONDUCT (SAMPLE)**

*There is no greater priority than the health, safety, and welfare of our children. To that end, (INSERT DISTRICT) is cooperating fully with local law enforcement as part of an ongoing investigation involving a former staff member at (INSERT SCHOOL).*

*While we are unable to provide details, we can assure that when District administration learned on (INSERT DATE) of allegations of misconduct involving a teacher, District administration immediately notified local law enforcement and the District Attorney’s Office in accordance with the Child Protective Services Law. That same day, the employee in question was removed from the school building and placed on administrative leave pending the outcome of the investigation by both law enforcement and District administration. On March 12, 2014, the teacher resigned from (INSERT DISTRICT) effective immediately.*

*The District continues to cooperate with law enforcement and the District Attorney's Office in the investigation and will be filing appropriate reports with the Pennsylvania Department of Education once the investigation has been completed.*

*We are unable to provide further comment, as this is a personnel issue.*

**(HUMAN RESOURCES) PRINCIPAL ANNOUNCEMENT - PENDING BOARD APPROVAL**

Dear (INSERT BUILDING) Families:

At its meeting on (INSERT DATE), our Board of School Directors is expected to take action on an administrative recommendation to appoint (INSERT APPOINTEE NAME) as the new principal of (INSERT BUILDING NAME). (INSERT SENTENCE THAT DISCUSSES WHO THE APPOINTEE WILL REPLACE AND WHY).

(INSERT SENTENCE DETAILING CURRENT POSITION APPOINTEE HOLDS)

(INSERT QUOTE FROM APPOINTEE)

(INSERT BACKGROUND INFO ABOUT APPOINTEE)

(INSERT COMMENT FROM DISTRICT REPRESENTATIVE)

(INSERT QUOTE FROM SUPER/ASST SUPER/ETC)

(INSERT APPOINTEE’S EDUCATIONAL BACKGROUND INFO)

Pending board approval, it is anticipated that (INSERT APPOINTEE NAME) will begin (HIS/HER/THEIR) transition to (INSERT SCHOOL) (INSERT TIMEFRAME).

Thank you.

**(HUMAN RESOURCES) - VOLUNTEER MISCONDUCT (SAMPLE MESSAGE)**

*Dear (INSERT SCHOOL, GROUP, ETC) families,*

*There is no greater priority than the health, safety, and welfare of our children. To that end, (INSERT DISTRICT, SCHOOL) has learned that an individual who previously served as a volunteer chaperone with our (INSERT SCHOOL, PROGRAM, ETC) has been charged with (INSERT CHARGE). While the allegations against the individual do not directly involve the (INSERT DISTRICT, SCHOOL, ETC) community, we felt it prudent that we notify you of the information that we have learned given the individual's involvement with one of our programs.*

*The individual last volunteered with the (INSERT SCHOOL, PROGRAM, ETC) in (INSERT TIMEFRAME). It is not believed that this individual had any inappropriate contact with (INSERT SCHOOL, PROGRAM, ETC) students, and we have no reason to believe the individual would have been alone with any student while serving in capacity as an official chaperone.*

*The district has on file for this individual the necessary documents pertaining to background checks for public school system volunteers for the time in which they were a volunteer. Such documents include Child Abuse History Clearance, State Police Criminal Background Check, and FBI Fingerprint Clearance.*

*We understand that this news may be upsetting. Please remain confident that the district takes seriously any allegations that may hinder the safety of our students and we have in place many policies and procedures to ensure their well-being.*

*As always, we sincerely appreciate your continued support and understanding.*

**MEDICAL EMERGENCY (PERSONAL)**

**MEDICAL EMERGENCY DURING CLASS (DETAILED)**

Dear (INSERT SCHOOL) Parents/Guardians,

Today, (INSERT DATE) during class, a (STUDENT/STAFF MEMBER) experienced a personal medical emergency. All other students were immediately moved from the classroom and medical personnel were responded to provide appropriate care.

Please remain assured that we have plans in place to deal with situations like this. In this instance, the staff members involved responded quickly and appropriately to provide for the health and safety of all students. Our school counselor, (INSERT NAME), was available to

support staff and the students in better understanding what had occurred and to help them work through their fears.

When situations like this occur, it can be upsetting to students, staff, and our families. Please reassure your child that the (STUDENT/STAFF MEMBER) who became ill received the attention that was needed. The (INSERT SCHOOL) staff is prepared to deal with such situations and will keep children safe. All staff members are trained in first aid.

Although we can't prevent all medical emergencies, we prepare so that we are ready to handle these emergencies quickly and safely. If you feel your student will need additional support at school because of this experience, please let your child's teacher or (INSERT COUNSELOR, SOCIAL WORKER, ETC) know.

Sincerely,

(NAME OF PRINCIPAL)  
Principal

### **MEDICAL EMERGENCY AT DROP-OFF OR PICKUP (SIMPLE)**

Dear (INSERT SCHOOL) families,

The purpose of this email is to make you aware that during this (MORNING'S/AFTERNOON'S) (DROP-OFF/PICK-UP) at (INSERT SCHOOL), a (STUDENT/STAFF MEMBER/INDIVIDUAL) experienced a personal medical event in which first responders arrived on scene. We share this information in an effort to ensure families that at no time were students and staff in danger. We are working directly with the individual and first responders.

We sincerely appreciate your understanding in this matter.

Thank you.

Sincerely,

(NAME OF PRINCIPAL)  
Principal

## **MISCELLANEOUS**

### **(MISCELLANEOUS) PROGRESS REPORTS AVAILABLE (ELEMENTARY)**

Dear Parents/Guardians of Elementary Students:

Please be advised that, if you are not already aware, your child's progress report is now available in your Mastery Connect account. Only subjects assessed in our (FIRST, SECOND, THIRD) trimester will be displayed on the progress report. Families have continuous access to student progress and learning through our Mastery Connect parent portal, and we're happy to share a snapshot of their learning at the end of our (FIRST, SECOND, THIRD) trimester. Please contact your child's teacher if you have questions about mastery of concepts and standards. Special Education and other departmental progress reports are sent home with children.

Login information to set up your child's account with Mastery Connect was sent to the primary/guardian #1 email address we have on file in Skyward. Please follow the directions in the email and then use your email address to create your account password. Families who used Mastery Connect last year will continue to log in using the same password as previously used. If you cannot log into Mastery Connect, please call your child's school office.

Thank you.

## **MOLD (SAMPLE MESSAGES)**

### **(MOLD) SAMPLE MESSAGES**

Dear (INSERT SCHOOL/DISTRICT) families:

*As you may be aware, earlier today we discovered the presence of mold in two classrooms at (INSERT SCHOOL). We believe the mold is the result of increased humidity levels within the building caused by pipes that began to sweat, dripping condensation onto ceiling tiles. As a result, the decision was made to dismiss (INSERT SCHOOL) students early so that crews were able to begin a thorough and comprehensive cleaning of the building, to replace ceiling tiles, to complete remediation, and to do both pre- and post-testing of air quality conditions.*

*It is important to note that throughout the summer and the start of the school year, our Facilities team has been extremely proactive in combating mold in all buildings throughout the district. Such efforts have included intensive visual searches, proactive dehumidification, and thorough cleanings occurred across the district throughout the summer, in combination with daily cleanings and inspections of our buildings since the start of school.*

*Mold that was clearly not present during summer cleaning can develop unseen. It is important to remember that mold can grow in as little as 24 to 48 hours, sometimes not accompanied by musty smells and not easily seen in well-lit spaces and under surfaces. Our recent weather conditions, in conjunction with the three-day weekend, were ideal for mold development.*

*Throughout the summer, fall, and on warmer days, we will continue daily visual inspections and will take the appropriate response as necessary based upon our findings.*

*As always, we appreciate your continued support and understanding, and we will provide you with any additional updates as necessary.*

*Sincerely,*

*Dear (INSERT SCHOOL/DISTRICT) families,*

*As we shared yesterday, our maintenance and custodial crews have been working hard to complete daily visual inspections in all of our buildings due to high humidity and temperatures, which are ideal conditions for mold growth.*

*This morning, a small and isolated surface area of mold was identified in (INSERT SCHOOL) classroom #(INSERT ROOM NUMBER). The students in this classroom were immediately relocated to another room in the building and crews immediately began to clean and dehumidify the room. We believe the frequent opening and closing of a refrigerator in the room, combined with high temperatures, caused higher-than-normal humidity levels in the area where the small patches of mold formed.*

*We do not believe that there was a need to dismiss students as the instance was small, confined, and isolated in one room.*

*As we have shared previously, our Facilities team has been extremely proactive in combating mold. Intensive visual searches, proactive dehumidification, and thorough cleanings occurred throughout the summer, in combination with daily cleanings and inspections. These proactive and preventative measures will continue across the district.*

*Mold that was clearly not present during summer cleaning can develop unseen. It is important to remember that mold can grow in as little as 24 to 48 hours, sometimes not accompanied by musty smells and not easily seen in well-lit spaces. Our recent weather conditions, in conjunction with the three-day weekend, were ideal for mold development.*

*To that end, we also are aware that weather conditions ideal for mold growth will continue and, therefore, the potential exists for the identification of other isolated incidents. While we will communicate directly with parents of students in an impacted area, the level/method to which we communicate with the building as a whole and/or the district as a whole will be dependent upon the specific incident and conditions. As an example, we felt it important to notify all parents districtwide when a building needed to be closed for cleaning over a 24-hour period. However, a smaller, isolated incident might only require notification to staff and parents of a building.*

*As always, we appreciate your continued support and understanding.*

*Sincerely,*

*Dear (INSERT SCHOOL) families,*



*As we shared this week, our maintenance and custodial crews have been working hard to complete daily visual inspections in all of our buildings due to high humidity and temperatures, which are ideal conditions for mold growth.*

*Today, the decision was made to keep students out of (INSERT SCHOOL) classroom #(INSERT ROOM NUMBER). The decision was made due to a slightly higher-than-normal spore count – but NO visible mold – in the classroom. Crews completed a cleaning and dehumidification process in the room throughout the day. We did not believe that there was a need to dismiss students as the instance was confined and isolated in one room.*

*As we have shared previously, our Facilities team has been extremely proactive in combating mold. Intensive visual searches, proactive dehumidification, and thorough cleanings occurred throughout the summer, in combination with daily cleanings and inspections. These proactive and preventative measures will continue at (INSERT SCHOOL) and across the District.*

*Mold that was clearly not present during summer cleaning can develop unseen. It is important to remember that mold can grow in as little as 24 to 48 hours, sometimes not accompanied by musty smells and not easily seen in well-lit spaces. Our current weather conditions, in conjunction with the recent three-day weekend, were ideal for mold development.*

*As always, we appreciate your continued support and understanding.*

## **SAFETY & SECURITY**

### **(SAFETY & SECURITY) AIRDROP MESSAGE, INAPPROPRIATE**

Dear (INSERT SCHOOL/DISTRICT) families,

District administration was made aware (INSERT WHEN) of an inappropriate (VIDEO/PHOTOGRAPH) that was air-dropped to several students at (INSERT SCHOOL). The situation was investigated by (INSERT POLICE DEPT/ ADMINISTRATION, ETC) and is being addressed appropriately by administration. In addition, any student involved in air dropping or sharing the inappropriate video will face consequences as allowable by both district policy and law.

As we move forward, our school will continue to follow our cell phone policy which (INSERT RULE). (IF ACCURATE ... Additionally, we will address all students regarding cyber bullying, digital safety and the importance of digital citizenship through a digital citizenship course. This will allow your student to be educated on the importance of appropriate cell phone use).

We all play a vital role in any school-wide safety efforts. I encourage parents to review parental settings on their student's phone and to talk with their child about appropriate phone use. If your

student does have an iPhone, you can disable airdrop by going to settings, then screen time, clicking on content and privacy restrictions, and under allowed apps find AirDrop and there you can turn it off. You can also set other parental controls such as location sharing and internet access.

I sincerely appreciate your continued partnership and support.

Thank you,  
(INSERT NAME)  
(INSERT TITLE)

### **(SAFETY & SECURITY) CANINE SWEEP, PARKING LOT, START OF SEARCH**

Dear (INSERT SCHOOL) Parents/Guardians,

We kindly ask that you please take a moment to read the entirety of this message.

We want to make you aware that there is a scheduled, **NON**-emergency canine sweep of the parking lot currently in progress at (INSERT SCHOOL). If the sweep would necessitate the search of a specific vehicle, we will first attempt to notify the appropriate parent or guardian. It is important to note that these sweeps are arranged in advance and held periodically throughout the school year.

As always, we sincerely appreciate your support and understanding.

Thank you.

### **(SAFETY & SECURITY) CHILD LURING/STRANGE ACTIVITY AT BUS STOP (SAMPLE)**

*Safety of our students and staff is of paramount priority. As such, we are sharing important information about an incident that took place on (INSERT DATE) in the (INSERT NAME) neighborhoods. Parents of students in these neighborhoods have reported to (INSERT POLICE DEPT NAME) that a suspicious vehicle was spotted numerous times sitting in the areas of bus stop locations. There are no indications that the driver of the vehicle has approached any children or has done anything inappropriate.*

*In light of the above situation, we would like to take this opportunity to remind parents and students to report suspicious activity to the police. Additionally, we encourage you to please review the following safety precautions with your children:*

- *Whenever feasible, children should walk in groups or pairs rather than alone when walking to and from school.*

- *If someone follows them on foot, children should get away as quickly as they can by going to someone's house they know or run toward other people.*
- *If a car pulls beside a child, the child should turn around and go in the opposite direction if they do not know the driver.*
- *Children should avoid shortcuts through empty parks, fields, or alleys.*
- *Children should be taught to recognize suspicious behavior and remember a description of the person or vehicle to give to the police.*
- *Children and parents should communicate about any after school plans.*

*(LINK TO ADDITIONAL SAFETY TIPS)*

*We encourage parents/ guardians to reinforce these safety tips with their children and to ask them to take the same precautions during non-school hours and on weekends. Additionally, please do not hesitate to reach out if you would like any additional resources, or if you feel your child would benefit from meeting with a member of our Student Services team.*

*If you have additional questions, please feel free to contact your child's building principal. As always, we sincerely appreciate your continued partnership, support, and understanding.*

*Sincerely,*

**(SAFETY & SECURITY) DOMESTIC INCIDENT AT SCHOOL - SAMPLE MESSAGE**

*Dear (INSERT BUILDING) Families,*

*The purpose of this email is to make you aware that a personal situation between two adults (who are not school employees) occurred during afternoon dismissal today, Wednesday, February 16, 2022. District administration is working with law enforcement as necessary.*

*We share this information in an effort to ensure families that at no time were students and staff ever in danger.*

*We sincerely appreciate your understanding in this matter.*

*Thank you.*

**(SAFETY & SECURITY) DRILLS - GENERAL NOTIFICATION TO FAMILIES**

*Dear (INSERT SCHOOL/DISTRICT) Families:*

*As part of our school safety and security process, and as mandated by law, students and staff in each of our buildings will participate in a school security drill during the month of (INSERT MONTH). We recognize that it is critically important to prepare our school community for any*

potential real-life security incidents by providing our students and staff with these mandated training opportunities.

As always, please do not hesitate to reach out to your child's building principal should you have any questions.

Thank you for your support and understanding.

*Please note: Students and staff will continue to practice fire drills on a regular basis throughout the school year.*

**(SAFETY & SECURITY) FIRE ALARM - FALSE**

Dear (INSERT SCHOOL) Families,

We are writing to make you aware that at approximately (INSERT TIME) today, (INSERT DATE), an automatic fire alarm sounded in the building. District and emergency personnel immediately responded and an investigation determined the alarm to be FALSE OR Students and staff were immediately and safely evacuated and emergency personnel arrived on scene to investigate. At no point were students or staff ever in danger. The false alarm is believed to have been caused by (INSERT REASON. EXAMPLE: a faulty sprinkler head).

Thank you.

**(SAFETY & SECURITY) FIRE ALARM - MINOR FIRE**

Dear (INSERT SCHOOL) families:

Please be advised that (THIS MORNING/THIS AFTERNOON/SPECIFIC TIME) the fire alarm sounded at (INSERT SCHOOL). Students and staff were immediately and safely evacuated or held from entering the building. Emergency personnel arrived on scene to investigate. It was determined that the cause of the alarm was (INSERT CAUSE. EXAMPLE: a minor electrical fire that was contained within a steamer unit in the kitchen. Smoke was vented through the kitchen hood system to the outside). Upon completion of the investigation by emergency personnel, students and staff safely returned to the building.

As always, thank you for your support and understanding.

Thank you.

**(SAFETY & SECURITY) HACKED PLATFORM - SAMPLE MESSAGE**

*District administration was notified first thing this morning of a very inappropriate image being circulated through a small number of accounts on Seesaw. Immediately upon learning of the image, our technology department began an investigation and temporarily blocked student access to Seesaw through our filtering software.*

*We understand that situations such as this can be concerning and, for that, we sincerely apologize.*

*This is not an issue local to (INSERT DISTRICT) as many other districts are reporting a similar situation.*

*Our initial investigation revealed that an individual(s) gained unauthorized access to several parent, or "Families," Seesaw accounts and used those accounts to send an inappropriate image through the platform to some of our staff. In some cases, the image was sent to a group of parents within the building. We are not aware of the image being shared with any student accounts.*

*It is important to note that this is NOT a breach of (INSERT DISTRICT) system, but is in fact an issue with Seesaw. Seesaw is aware of the issue and we are awaiting a corrective action plan from them.*

*In the meantime, we highly encourage all parents to change their personal password to their Seesaw account by going to [https://app.seesaw.me/#/reset\\_password](https://app.seesaw.me/#/reset_password). Student access to Seesaw has been suspended while we work to address the concern.*

*Thank you to all who reported this issue. We sincerely appreciate your understanding.*

### **(SAFETY & SECURITY) - POCKET KNIFE/WEAPON ON PERSON (NO INTENT TO HARM)**

Dear (INSERT BUILDING) families.

It was brought to the attention of building administration (THIS MORNING/AFTERNOON/EVENT) that a student was in possession of a (POCKET KNIFE/WEAPON/TOY, LOOK-ALIKE, ETC).

(Provide details ... student had in backpack and, during lunch, displayed to a classmate ... etc).

**There was never any intent to harm and students and staff were never in any danger.** (INSERT ADMINISTRATOR NAME) took appropriate action upon notification and consequences were addressed between the student and the child's parents/guardians.

We would kindly ask that you continue to partner with us in creating a safe learning environment for all students by reinforcing with your children that weapons, to include pocket knives, toys, and look-alikes, are neither appropriate for, nor permitted in, our schools.

As always, we sincerely appreciate your continued support and understanding.

Sincerely,  
(NAME)  
(TITLE)

**(SAFETY & SECURITY) - SHOOTING - ANOTHER DISTRICT/SAFETY REMINDERS,  
(SAMPLE MESSAGE)**

*Dear (INSERT DISTRICT) families:*

*Our hearts go out to the families of Uvalde Consolidated Independent School District, Robb Elementary School, and the entire Uvalde, TX., community following the horrific and senseless act of violence that occurred there today. As a community, we grieve with them for this incomprehensible loss.*

*Both children and adults alike process grief differently. As a district, we are here to help your family through this grief and have many supports available. We strongly encourage you to reach out to your child's school counselor should you need additional supports from the school district or should you wish to receive a list of available community resources.*

***The safety of our students, staff, and visitors is our top priority each day.*** *The district has protocols in place for emergency operations that provide an organized, coordinated, and common-sense approach to working through emergencies we may encounter. Staff members across the district are familiar with these procedures.*

*Additionally, students and staff participate regularly in a variety of emergency drills, which provide participants with an understanding of responses to various crisis situations. Administrators are trained in crisis management, and review with staff regularly emergency operations protocols.*

*In 2021, we formed (INSERT PD NAME), which is comprised of two duly-sworn and certified police officers who work in conjunction with our (INSERT PD NAME) School Resource Officer and in partnerships with (INSERT PD NAMES) Police. Our Director of Student and Public Safety maintains regular, ongoing contact with these agencies, and immediately engaged with their command staff regarding today's news out of Texas.*

*We also have many everyday safety and security protocol measures in place, including but not limited to, the following:*

- *All building doors are locked during the school day. Visitors must enter at a central location at each building before being granted access to the hallways. In many cases, entrances have been reconfigured over the last several years to enhance safety.*

- *We require staff to wear an identification badge at all times. Upon visitors entering the building at a centralized location, they must show identification and receive a time-sensitive visitor badge that must be worn while on school grounds.*
- *Staff are vigilant in monitoring guests as they walk the halls of our buildings; staff are instructed that, in the event they observe someone without a district-authorized identification, they are to question the individual's presence and escort them back to the office.*
- *School Gate Guardian is installed in all (INSERT DISTRICT) schools. This software is a visitor registration system that enhances school security by retrieving data from a visitor's state-issued ID. The information is then compared with information from several state and law enforcement databases, including the registered sex offender database. It also includes a locally stored database created by the district that could include parent or guardian custody issues, restraining orders, or visitors that have been deemed a threat to students and staff.*

*Please visit our Safety and Security webpage to learn about additional measures we have in place throughout the district.*

*As always, we strongly encourage anyone with information relating to the safety of our students or schools to report these concerns immediately through the Safe2Say Something program, directly to a school district official, or to our colleagues in local and state law enforcement.*

*We know that our children are the most important treasure in our community. We carefully guard their safety and we will continue to work with agency professionals to update our safety and security practices. We also need your continued cooperation to alert us to any concerns that arise. As a community, we must continue to work together to do everything we can to keep our schools safe. We are very thankful for your continued engagement with us and for your continued trust and support.*

*With sincere appreciation,*

**(SAFETY & SECURITY) - SHOTS FIRED AT FOOTBALL GAME (BASIC AND MORE DETAILED)**

Dear (INSERT SCHOOL) Families:

We are aware of reports of shots fired near tonight's (HOME/AWAY) football game at (LOCATION - IF AWAY). This is an active police investigation and we have limited information to share at this time. At present, we are not aware of any injuries, and our student athletes, marching band, and additional student participants are in the process of being transported back to (LOCATION.) We appreciate your patience, as our full focus is on ensuring the safety of our students. Please remain assured that we will issue further communication as additional information becomes available.

**OR**

Dear (INSERT SCHOOL) Families:

All students and staff are reported safe and uninjured following reports of gunshots fired at tonight's away football game against (INSERT SCHOOL). While we do not have many details right now, we want to assure families that our students and staff who were at the game are safe. We have several staff members who attended the game, including (LIST ADMIN ON SITE). They are on site providing support to students and working to get all our students transported back to (INSERT LOCATION).

If your child is part of the band, football team, cheer team, or (ADD ANY ADDITIONAL GROUPS IN ATTENDANCE), you will be able to pick them up at (LOCATION). (INSERT LAW ENFORCEMENT NAME) will be at the high school to ensure everyone's safety.

We will be working with law enforcement and (INSERT OTHER DISTRICT OR ANYONE ELSE) as they investigate. The safety of our students is our top priority, and we will keep you updated about important safety matters at our schools.

### **(SAFETY & SECURITY) - SOUND OF GUNSHOT IN AREA, LOCKOUT, ALL CLEAR**

Dear (INSERT SCHOOL\_ families:

At approximately (INSERT TIME) today, (INSERT DATE), we received reports of what was believed to possibly be shots heard in the area of (INSERT ROAD/LOCATION). Police immediately responded to investigate, but **quickly determined that there was no cause for concern, and students and staff were never in danger**. It was confirmed (INSERT REASON: EXAMPLE ... that the sound heard was blasting from a nearby quarry).

Out of an abundance of caution, (INSERT SCHOOL/S) immediately entered a lockout, meaning no one was allowed to enter or leave the building. The lockout lasted approximately 15 minutes.

As always, safety is of the utmost importance. We sincerely appreciate your support and understanding.

Thank you.

### **(SAFETY & SECURITY) - SWATTING IN REGION, INFORMATIONAL**

Dear (INSERT SCHOOL) Families,

As you may have seen on the news, today, (INSERT DATE), some school districts across the Commonwealth were affected by **false reports** of an active shooter or bomb threat on their campuses. From what we understand, law enforcement agencies received internet-based phone calls of threats to specific school buildings. Law enforcement took swift action and, thankfully, the threats turned out to be unsubstantiated and appeared to be part of a hoax known as "swatting." Unfortunately, many districts across the U.S. have been impacted by swatting attempts since the start of the school year.



While (INSERT SCHOOL/DISTRICT) **has not experienced swatting directly**, we know that our families are, understandably, concerned about school safety. Please know that our top priority is the safety and well-being of our students and staff. We continue to evaluate our safety measures, provide staff training, and partner with our local law enforcement agencies. We take any and all reports of potential threats seriously, and we are making every effort to maintain an environment where students and staff not only feel safe, but ARE safe.

We also ask you to continue to partner with us in providing a safe learning environment for everyone inside our buildings. Some key safety tips include the following:

- If you see something, say something.
- Directly contact your child's teacher, counselor, or administrator when a school-related concern arises that requires intervention or assistance.
- Please immediately report any safety concerns to a trusted adult or, especially on weekends or when school is not in session, through the Safe2Say system. If it is an immediate safety concern, call 911.
- Report any rumors or information about an unsafe situation or behavior to an adult.
- Never post or share information about a threat online; immediately tell a trusted adult/member of law enforcement.

Thank you for your continued support.

(INSERT NAME)

## **(SAFETY & SECURITY) - SYSTEMS HACKED (SAMPLE FROM 2014 INCIDENT)**

### **(ORIGINAL MESSAGE)**

*(August 22, 2014) - Mid-day on (INSERT DATE), district administration was notified of evidence that an outside hacker accessed our computer network. It appears that the hacker may have been from Eastern Europe and that he/she used a (INSERT SCHOOL/DISTRICT) server as a pass through to store information. **Initial findings of an internal investigation indicate that no confidential information contained within our network was viewed or disclosed.** However, we feel an obligation to immediately notify families and staff, as we cannot yet say with 100% certainty that information was not accessed.*

*Swift and immediate action was taken to ensure safeguards are in place to protect our students, our staff, and any confidential information contained within the network. To further determine the depth and breadth of the infraction, the district has retained the services of a forensic specialist to complete an investigation. We anticipate the audit will be completed within the next week. Upon completion of the outcome of the audit, any public findings will be shared with our community.*

*We have also contacted (INSERT PD NAME) and the Federal Bureau of Investigation (FBI) regarding the breach to our computer network.*

*Please remain assured that we will continue to evaluate our security procedures and make any necessary enhancements to safeguard our network. Additionally, it is important to understand that this infraction was not the result of InfoSnap, the electronic process by which parents complete start-of-the-year paperwork.*

*We understand our community may have many questions; therefore we have developed a list of Frequently Asked Questions to address what we know at this point.*

### **Frequently Asked Questions:**

**When did you learn of unauthorized access to the network?**

District administration was notified on Thursday, Aug. 21, of unauthorized access to our computer network by an outside hacker.

**Why did you wait one day to share the information publicly?**

We needed to first take all appropriate actions to ensure a proper investigation is being conducted and to ensure enhanced safeguards are in place to protect the data within our network. Once these procedures were in place, we felt it prudent to notify our community. Upon completion of the outcome of the audit, any public findings will be shared with our community.

**If you're unsure if any data may have been viewed or disclosed, why are you sharing this information?**

Simply put, we want to remain transparent. It's important that you know we take such infractions seriously and that we respond immediately to anything that may compromise the security of our computer network.

**Was my child's personal data/my employee data compromised?**

**Initial findings of an internal investigation indicate that no confidential information contained within our network was viewed or disclosed.** However, we feel an obligation to immediately notify families and staff, as we cannot yet say with 100% certainty that information was not accessed. An audit is being completed to determine the depth and breadth of the infraction. Upon completion of the outcome of the audit, any public findings will be shared with our community.

**How do I know this won't happen again?**

Unfortunately, vulnerabilities exist in nearly all computer networks. We will continue to evaluate our security procedures and make any necessary enhancements to safeguard our network and the data contained within our servers.

**How was the security infraction discovered?**

The security infraction was brought to light while our technology team was working on a server within our computer network. It appears the hacker created a user folder, which was utilized as a pass through for storage of documents. Please know that none of the documents within the hacker's folder contained information regarding our students, our staff, or our financials.

**What information on the server was vulnerable?**

The network contains multiple layers of data and until we know the depth and breadth of the infraction, we are unable to accurately answer this question. We are not aware, at this juncture, that any confidential information contained within our network was viewed or disclosed.

**(FOLLOW-UP MESSAGE)**

Dear (INSERT SCHOOL/DISTRICT) Families:

As previously shared, on (INSERT DATE), district administration was notified of evidence that an outside hacker accessed our computer network. It appears that the hacker may have been from Eastern Europe and that he/she used a (INSERT SCHOOL/DISTRICT) server as a pass through to store information.

As indicated last month, in addition to notifying the (INSERT PD NAME) department and the Federal Bureau of Investigation (FBI), the district immediately retained the services of a forensic specialist to complete an investigation.

The forensic specialist met with district administration this week to discuss the findings of their investigation. It appears the hacker utilized a district server to store documents. The individual whose name appeared on these documents is not a (INSERT SCHOOL/DISTRICT) student, a district employee, or a community resident. The address listed on these fraudulent documents is based on the west coast.

*The forensic specialist cannot say with 100% certainty that no confidential information was accessed. Therefore, it is recommended that we proceed with caution and take steps to minimize any risks. We will follow their recommendations to conduct a thorough security assessment. Additionally, we will provide a presentation that will help educate our community in steps to protect their identity. More information about the presentation will be released at a later date.*

*Please remain assured that we take seriously any actions that may compromise the security of the confidential information contained within our network.*

*As required by law and (INSERT DISTRICT) Board policy, administration will directly reach out to the families of students and staff via a letter to ensure they are aware of the incident.*

*The access by which the hacker gained entry into the network has been shut down. Additionally, we will continue to evaluate our security procedures, will do a broad security sweep of the entire network, and will make any necessary enhancements to safeguard our network.*

*We understand our community may have many questions; therefore we have developed a list of Frequently Asked Questions to address what we know at this point.*

### **Frequently Asked Questions:**

#### **When did you learn of unauthorized access to the network?**

*District administration was notified on Thursday, Aug. 21, of unauthorized access to our computer network by an outside hacker.*

#### **Why did you wait one day (Aug. 22) to originally share the information publicly?**

*We needed to first take all appropriate actions to ensure a proper investigation is being conducted and to ensure enhanced safeguards are in place to protect the data within our network. Once these procedures were in place, we felt it prudent to notify our community. As promised on Aug. 22, we are now sharing the results of the forensic audit with our community.*

#### **If you're unsure if any data may have been viewed or disclosed, why are you sharing this information?**

*Simply put, we want to remain transparent. It's important that you know we take such infractions seriously, that we respond immediately to anything that may compromise the security of our computer network, and that you have the opportunity to have the information to protect yourselves.*

#### **Was my child's/staff data compromised?**

*The forensic specialist cannot say with 100% certainty that no confidential information was accessed. Therefore, it is recommended that we proceed with caution and take steps to minimize any risks. We will provide a presentation that will help educate our community in steps to protect their identity. More information about the presentation will be released at a later date.*

#### **Do I need to take any steps to protect my confidential information?**

*We should always remain vigilant in protecting our confidential, personally identifiable (e.g., financial, social security, credit card, drivers' license, and health information) and sensitive information. We also should monitor our credit reports and safeguard our passwords to accounts that contain such information.*

#### **How do I know this won't happen again?**

*Unfortunately, vulnerabilities exist in nearly all computer networks. We will continue to evaluate our security procedures and make any necessary enhancements to safeguard our network and the data contained within our servers.*

#### **How was the security infraction discovered?**

*The security infraction was brought to light while our technology team was working on a server within our computer network.*

***Is the district taking additional steps to safeguard our information?***

*Yes, safeguards are in place to protect our students, our staff, and any confidential information contained within our network, and, as stated above, access by which the hacker gained entry into the network has been shut down. We will continue to evaluate our security procedures, will do a broad security sweep of the entire network, and will make any necessary enhancements to safeguard our network.*

**(SAFETY & SECURITY) THREAT NOTIFICATION - SAMPLE LETTER**

*Attention (INSERT SCHOOL) parents and guardians:*

*Safety of our students and staff is of paramount importance. To that end, we want to make you aware that this afternoon it was brought to the attention of building administration that a student indicated during a private chat with another student the possibility of a threat at (INSERT SCHOOL) tomorrow, November 9, 2020. Local law enforcement was immediately notified and began an investigation.*

*The individual who made the threat has been identified and the threat has been deemed to not be credible. While privacy laws prohibit us from discussing discipline of any specific individual, we can assure you that any student found responsible for making threats of violence will face consequences as allowable by both District policy and law.*

*We all play a vital role in any school-wide safety effort; it is the duty and responsibility of students, staff, and families to report any potential threats to the proper individuals. We appreciate the concern and help of the individuals who have taken this responsibility seriously by notifying the appropriate authorities of the message.*

*We will issue future updates should there be a change in information that would necessitate we do as such. This will allow your family to base any decision that you make on fact rather than on rumors that are often spread through social media.*

*As always, we sincerely appreciate your understanding.*

*(INSERT NAME)*

*(INSERT TITLE)*

**(SAFETY & SECURITY) TRAINING DRILLS AT SCHOOL BY OUTSIDE AGENCY**

Dear (INSERT SCHOOL) Families,

We want to make you aware that, should you be traveling near (INSERT SCHOOL) (THIS MORNING/EVENING), (INSERT DATE), you may see multiple police cars in the area of the

building. There is NO cause for concern and there is NO emergency; law enforcement officers are simply using our building for the purpose of training. We are proud to host these officers, who work tirelessly to protect and serve our community. Again, officers are simply using the building for training and there is NO cause for concern.

As always, we sincerely appreciate your understanding.

Thank you.

### **(SAFETY & SECURITY) - TRESPASSING ON PROPERTY/BUILDING IN HOLD (SAMPLE LETTER)**

*Dear (INSERT SCHOOL) families:*

*The purpose of this email is to make you aware that this (MORNING/AFTERNOON) a situation occurred at (INSERT SCHOOL) in which the police were requested on scene to address an individual who was trespassing on the property. At no point did the individual leave the confines of the main office and the situation never presented a danger to the students or staff in the building.*

*For approximately 10 minutes while law enforcement handled the situation, the building went into a "hold." This simply means that students and staff remained in their classrooms and learning activities continued. Building leadership worked directly with the individual and with law enforcement.*

*We sincerely appreciate your understanding in this matter.*

*Thank you.*

## **TECHNOLOGY**

### **(TECHNOLOGY) INTERNET CONNECTIVITY ISSUES - SAMPLE LETTER**

*Dear Families,*

*Currently, our internet service provider is experiencing issues with internet connectivity, which is also affecting our ability to connect to the internet. Because devices are filtered through our school, you will see the same issues on your school-issued device at home as we experience in our buildings. Our provider is aware of the issue and they are working to resolve it promptly. We will update you as we know more information.*

*Please note: Due to the requirement to authenticate your login through our system, student access to Schoology (on both a personal or school-provided device) will also be impacted.*

*Thank you for your patience as we work through this issue.*

**(TECHNOLOGY) PHONE SYSTEM OFFLINE (ENTIRE DISTRICT) - SAMPLE MESSAGE**

*Dear (INSERT SCHOOL/DISTRICT) Families:*

*We are currently experiencing issues with our phone system. As a result, the entire system must be taken offline beginning at about 11 a.m. today (October 15, 2020). It is anticipated that the reboot (repair) will take approximately 20 minutes. During this time, we will not be able to make or receive any telephone calls. If you have an emergent need that requires immediate attention during the outage, please email the appropriate staff member. We will update our website when the phone system is repaired.*

*We sincerely appreciate your understanding and patience.*

**(TECHNOLOGY) PHONE SYSTEM OUTAGE (if transfer from DO to building works)**

Dear (INSERT SCHOOL NAME) Families:

We are currently experiencing issues with our phone system. Should you need to reach us during the outage, please email the appropriate staff member. If you have an emergent issue that requires that you speak with someone immediately, please dial (INSERT PHONE NUMBER) and follow the prompts to be connected with the District Office.

We sincerely appreciate your understanding and patience.

**(TECHNOLOGY) PHONE SYSTEM OUTAGE (SINGULAR BUILDING, transfer from automated system)**

Dear (INSERT SCHOOL) Families:

We are currently experiencing issues with our phone system at (INSERT BUILDING). Should you need to reach us during the outage, please email the appropriate staff member. If you have an issue that requires that you speak with someone, you may dial (INSERT PHONE NUMBER) and follow the prompts to be transferred to (INSERT SCHOOL).

We sincerely appreciate your understanding and patience.

## **TRANSPORTATION**

### **(TRANSPORTATION) - BUS ACCIDENT, MAJOR (SAMPLE MESSAGE)**

*At approximately (INSERT TIME) today, there was an accident involving a passenger car and a school bus that was transporting (INSERT SCHOOL) students. The accident occurred at (INSERT LOCATION).*

*There were (INSERT NUMBER) students on board the bus, (DESCRIBE CONDITION, EXAMPLE: one of which was transported to {HOSPITAL NAME} for non-life threatening injuries.*

*(EDIT FOR ACCURACY: Reports indicate that there was a fatality within the passenger vehicle. Our thoughts are with those individuals, the students and their families who were involved in this tragic circumstance.)*

*Following the emergency protocols we have in place, district administration was at the scene of the accident and an administrator and school nurse were at (INSERT HOSPITAL) to provide support to our students and first responders. District personnel notified parents of students on the bus about the accident. Additionally, we were in continual communication with officials from (INSERT COUNTY) Emergency Management services. We will continue to cooperate with authorities as they complete an investigation into the accident.*

*Students were returned to (INSERT SCHOOL) and picked up by their parents. School counselors and school nurses were available during pickup and will continue to be available throughout the week for any student or staff member who seeks support.*

*We extend our heartfelt appreciation to the first responders who provided support from both the scene and from ancillary locations including (INSERT COUNTY) County Emergency Management services.*

### **(TRANSPORTATION) BUS ACCIDENT - MINOR - NO INJURIES**

Send the notification to:

1. School principal and secretary(ies) so that they know what we are communicating to parents.
2. Send to parents/guardians of students on the bus. Copy Communications Specialist, Superintendent's Office, appropriate Assistant Superintendent's office, front desk, and Safety and Security office.
3. Notify the Student Services Department and building nurse.

Dear (INSERT SCHOOL) parents/guardians of students on bus #(INSERT NUMBER):

While en route (TO/HOME FROM) school today, (SCHOOL) bus #(INSERT NUMBER) was involved in a minor auto accident (DESCRIBE LOCATION). Initial reports indicate that there are no injuries.

Police are on scene and will assist in safely transitioning students from their current bus to a replacement bus. OR Police have responded to the scene to ensure continued safety.

Upon release from the scene, students will be transported to their (SCHOOL/NORMAL BUS STOP). While, at your discretion, you certainly may have your child evaluated by a medical provider of your choice, please know that all students on the bus will be evaluated by the school nurse upon arrival at school (TODAY/TOMORROW MORNING).

As always, we sincerely appreciate your patience and understanding.

### **(TRANSPORTATION) TRAVEL CONDITIONS DUE TO FLOODING**

Dear (INSERT SCHOOL/DISTRICT) Families:

Several roads throughout the (INSERT DISTRICT/ATTENDANCE AREA) are impacted by rains and flooding. Please be aware that, while our bus drivers plan to travel their normal AM/PM routes (TODAY/TOMORROW), (INSERT DATE), buses are not permitted to travel on roads that have been closed or are impassable due to flooding. If your family lives in an area in which bus drivers are unable to access to provide transportation – and you are unable to make alternate arrangements to get your child to/from school – please contact your child’s school office upon the building’s opening.

Please also note that, as always, travel conditions often impact actual daily pick-up/drop-off times.

Thank you

### **(TRANSPORTATION) GENERAL PM DELAYS ACROSS DISTRICT**

Dear (INSERT DISTRICT/SCHOOL) Families,

Please be advised that, (INSERT DESCRIPTION, EXAMPLE: due to heavy traffic congestion on Interstate 81 which is impacting surrounding roadways), some buses throughout the district might be delayed in arriving home this afternoon (INSERT DATE). We apologize for the delay and sincerely appreciate your patience and understanding.

Thank you.



**(TRANSPORTATION) REQUEST ALTERNATE SITE (ANNUAL SUMMER EMAIL)**

Dear (INSERT DISTRICT/SCHOOL) Families,

If you need to request an alternate bus stop for your child (a location other than their home address), an online request must be completed using the Alternate Bus Assignment form available at (INSERT WEB ADDRESS). Past information is not retained from year to year. Please complete the form no later than (INSERT DATE), to ensure your request for an alternate stop is in place prior to the start of the (INSERT SCHOOL YEAR) school year. Requests received after that date will still be processed. However, the change, once approved, may not go into effect until after the start of the school year.

Reminder: This form only needs to be completed if you wish to request an alternate bus stop for your child (a location other than their home) for the (INSERT SCHOOL YEAR) school year.

Note: Bus stop changes will not be implemented until you receive a confirmation email from the Transportation Department indicating that your request has been approved.

Please contact the Transportation Department at (INSERT EMAIL) with any questions.

Thank you.

**WEATHER**

**(WEATHER) - HURRICANE/TROPICAL STORM, MONITOR FORECAST**

Dear (INSERT SCHOOL/DISTRICT) Families,

Safety of our students, staff, and community is paramount in Cumberland Valley School District. Please be assured that we are closely monitoring the path of, and forecast for, (INSERT STORM NAME). The district is prepared to act in the best interest of student, staff, and community safety.

In the event that a school delay, early dismissal, or closure is necessary, we will notify our parents, students, and staff as early as possible through our telephone/text/email automated notification system and district website\*. Decisions for delays, dismissals, and closures will be made based on things such as travel conditions (to include flooding and debris in roadways), power outages, and current and projected forecasts.

Updates on the forecast and emergency preparedness are available at the following links: (INSERT HYPERLINKS).

***\*Please be advised that the automated notification system and website will be used barring any major power or telephone outages.***