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As stated in the [SUU Head Start Code of Conduct](#) “*Children enrolled in SUU Head Start and Early Intervention programs are our greatest asset. Our priority is that children (and staff) are protected and not harmed in any way.*” The purpose of this policy is to outline steps to be taken to protect SUU Head Start children, parents/volunteers and staff. If any person makes a threat regarding Head Start children, staff or volunteers, the following procedures are to be implemented:

TELEPHONE THREATS:

1. Remain calm. Try not to sound afraid or ‘rattled’.
2. **Call 911 immediately if:**
 - a. **The caller says he or she is coming into the center.**
 - b. **You perceive immediate danger to children, volunteers or staff.**
3. Refer the caller to the Director, or whoever is in charge at the Central Office. (hereafter referred to as ‘the director’). If the person will not allow you to give them the office number or transfer the call or if the person becomes verbally abusive in any way, **hang up the phone.**
4. Any person that becomes aware of a potential emergency shall immediately notify The Director. Call the main number **(435) 586-6070**. When the recording comes on, dial ‘0’, tell the secretary that this is an emergency and to find the Director. At that time, give a report of what happened and what actions you have taken so far. Together, we will determine what further actions need to be taken.
5. Your safety and that of the children and any parents in your classroom is our priority. When you call, we want to be sure that you are okay and remind you of the Employee Assistance Program (APS 1-800-833-3031) and other resources available.
6. The person who received the call must fill out a complete [incident report](#). Sign the report and send it to the Central Office the day of the occurrence.

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THREATS MADE IN PERSON WHILE CHILDREN ARE PRESENT:

1. Remain calm. Try not to appear afraid or 'rattled'. **Give your prearranged signal to have the team-teacher call 911 preferably on the cell phone immediately if you perceive danger to children, volunteers or staff at any time during the encounter.**
2. If the person makes the threat in a Head Start classroom, try to get the person away from the children.
3. Tell the person that you will be glad to set up an appointment to talk with them or to call the Central office if they have a concern. If your center has a cell phone or telephone outside of the classroom, you may offer them use of the telephone.
4. If the person becomes agitated, tell them that you are unable to assist them while the children are present and ask them to leave. Remove the children from the situation as much as possible. If the person does not leave, **give the signal to your team teacher to call 911** and try to keep the person away from children and calm until the police arrive.
5. *If there is a threat of force, a weapon in evidence or you believe that children or staff members are in danger, do as the person says. Do not confront the person.* Try to protect the children, other staff and yourself. A person is less likely to injure their own child. **If the police have not been called, do so as soon as possible!**
6. If the person makes threats, then leaves:
 - a. Write down a description of the person, the child (if involved) and the license number and make of the vehicle if possible.
 - b. Call your local police if you believe that children, staff or volunteers may still be in danger.
 - c. Call the parent (if a child is involved).
 - d. Call the Central Office at **(435) 586-6070** as soon as possible. Dial '0' and tell the secretary that this is an emergency and to find the Director. All threats will be referred to SUU Security.
7. With any **trauma in class**, such as that described above, be aware that the children in the class will need reassurance.
8. Teaching staff will notify parents the day of the occurrence that an incident took place, by note (if the children ride a bus) or in person if the children are picked up. *Do not give out confidential information. It is critical to respect the confidentiality of all Head Start families.* Contact the Director, or Family Partnerships Manager at the Central Office if you have questions.

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9. If you have not already done so, call the Director following the incident. We want to be sure that you are okay and remind you of the Employee Assistance Program.
10. A complete [incident report](#) must be filled out by a member of the teaching team, signed and sent to the Central Office.

THREATS MADE IN PERSON TO A HEAD START STAFF MEMBER WHILE CHILDREN ARE NOT PRESENT

1. Remain calm. Try not to appear afraid or 'rattled'.
2. If in an office, leave your door open or reopen it if it has been closed. Tell the person that you will be glad to set up an appointment to talk with them or to call the Central office if they have a concern. If someone is in the room/building with you, let that person know by the prearranged signal for your building that there is an emergency.
3. **If possible, call 911 immediately if you perceive danger to yourself or another staff anytime during the encounter.**
4. If there is a threat of force, a weapon in evidence or you believe that you or other staff members are in danger, do as the person says. Do not confront or anger the person. Your responsibility is to protect other staff and yourself. **If the police have not already been called, use the prearranged signal to have someone do so as soon as possible!**
5. If the person makes threats, then leaves, call the local police if you believe that you are in danger. Then call the Central Office at **435-586-6070** as soon as possible. Dial '0' and tell the secretary that this is an emergency and to find the Director. The Director will report any threat to SUU Security. Write a description of the person and the license number and make of the vehicle if possible.
6. When you call, we also want to be sure that you are okay and remind you of the Employee Assistance Program (APS 1-800-833-3031) and other resources.
7. If the Director believes that other children, staff or volunteers could be impacted by any threat, she will notify those persons that a threat has been made. She will also notify them of what precautions are being taken for protection (doors locked etc.) Confidentiality of Head Start families will be kept.
8. A complete [incident report](#) must be filled out by the staff member, signed and sent to the Central Office the day of the incident.