Communications Sections

An important component of the ERP is a set of interagency agreements with various city/county agencies to aid timely communication. These agreements help coordinate services between the agencies and IntelliSchool. Various agencies and services include county governmental agencies such as mental health, law enforcement, county health department, and the fire departments. The agreements also make school personnel available beyond the school setting in an incident or traumatic event occurring the community. The school maintains all information related to an emergency communications plan, policy, and procedures in its red emergency binder, located at the school site.

Notification and Warning

Timely warnings of emergency conditions are essential to preserve the safety and security of the school community and critical to an effective response and recovery. IntelliSchool staff will follow communication procedure as outlined here:

- Upon learning of an emergency and assessing the need for local agency support such as law enforcement or fire services, the IntelliSchool principal will call 911.
- Notification to key IntelliSchool administrators, departments and personnel for emergency response will follow procedures outlined in Part II: Functional Annexes
- Notification of critical personnel will be in accordance with the following:
  - LEA and/or school personnel shall relay threat information, warnings, to ensure the school community is notified.
  - Staff shall respond according to their procedures for emergency operations, unless otherwise directed by the event.
- Emergency notifications, warnings, and alerts will typically be disseminated within the school or LEA using items such as voice command, email, and telephones.

Law enforcement agencies and other emergency services may be required to disseminate emergency warnings to the public who cannot be reached by school primary warning systems.

In any case, it is important for the communication hubs to be notified of the emergency to ensure all appropriate notifications are made. Any one or more communication strategies may become disabled.

- Telephones – cellular or landline – are the primary means of communications for contacting key emergency responders or departments.
- Email – via computer and cell phone – is a secondary means of communications for contacting key emergency responders or departments.

Nonemergency External Communications

During an incident the school expects to receive high volume of calls seeking information as to the welfare of students, staff and faculty from concern parents, relatives, spouses, friends and loved ones. The surge in volume of calls to the school main numbers may quickly exceed the system capabilities.

In the event of such an incident the LEA Enrollment Department will establish a call center, activating its four available telephone lines to contact parents and guardians, as well as provide information and control rumors.