



How Schools Can Notify Relevant Staff

What are the ways police send a Handle With Care Notification to schools?

When police identify a child at the scene of a traumatic event (domestic violence, meth lab explosion, drug raid, shooting, etc.), they will send a confidential Handle with Care Notification Form to the school district or childcare agency.

The Notification Form can be sent one of three ways:

- Email
- Text
- Or call the police dispatch to send an email or text



School leaders must identify their Handle With Care Coordinator—often the director of student services or attendance—to receive and triage the Handle With Care notifications that come from law enforcement, even while school is closed for summer or a pandemic situation.

The notification is either the full [Handle with Care Notification Form](#) or a notification that contains three key pieces of information: the child’s name, age, and school, as well as a message to “Handle With Care.”

Salud America!

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How do we decide how to receive our notifications?

The Handle With Care Coordinator must meet virtually with law enforcement to determine how they would like to receive the notification:

- Email
- Text
- Police officers can also call 911 dispatch to send an email or text

What do we do once we get a notification?

The Handle With Care Coordinator will forward a notification to the appropriate teacher and/or counselor using email or text and this information:

HANDLE WITH CARE

Child's Name: _____ **Child's Age:** _____

How do other schools triage notifications?

In West Virginia, individual counties established a Handle With Care Coordinator and worked out their own notification systems. In Monongalia County, for example, law enforcement contacts police dispatch who sends the notification via email to the county coordinator, who is the director of school counselors, as well as to the director of safe and supportive schools. The two contacts send the notification to the appropriate teacher and counselor.

In [San Antonio, Texas](#), three school districts piloted the Handle With Care program with the local police department. They decided to send the notifications through email. Each district created a new email account specifically for notifications. Law enforcement officers send an email to one of three accounts corresponding to the child's school district. In one district, the attendance director is the Handle With Care Coordinator. This person then sends the notification via email to the student's teacher and counselor, as well as to the nurse.

Since schools have been closed for the COVID-19 outbreak, one [school district](#) in San Antonio developed an app in Microsoft Office Suite to track interactions between school staff and students. Office 365 protects their information at HIPAA and FERPA compliance standards. Those who receive Handle With Care notifications, as well as teachers, counselors, nurses, and principals can track interactions with students by mode, such as phone call, Google Classroom, Zoom, Skype, Classtag, and more. They rely on the tracker to ensure someone has checked on the student and family.

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