

Sunnyvale ISD Emergency Communications Parent Guidelines

Sunnyvale ISD is committed to providing a safe environment for students, staff, and guests. We work closely with law enforcement in order to ensure our schools are well prepared for an emergency.

Our Commitment to Parents and the Community

In an emergency situation, SISD's first priority will be to ensure the safety of our students and staff. The district will launch our emergency communications protocols as soon as we have accurate information. Emergencies can develop rapidly and change frequently; rumors can spread quickly from inaccuracies. It's important that accurate information is communicated. We will work with our first responders and law enforcement to ensure the message we send is correct and does not compromise any aspect of the situation, including the privacy of those involved. The method of communication may depend on the nature of the emergency and the response needed by parents and community.

Should a school emergency occur, parents can get important information and directions by:

1. Checking the SISD website, SISD App, or district social media accounts.
2. Checking text, email or voicemail for updates.

If the district goes into **Lockdown**, **Shelter** or **Evacuate** protocols, the district will communicate (via e-mail, text, app or phone) with parents approximately every 12 minutes.

Emergency Notification System

SISD understands that the safety of your child is of top priority. Anytime there is a safety issue, it causes worry and uncertainty. Our job is to provide you with the accurate information you need as quickly as possible.

SISD App

Sunnyvale ISD utilizes an app (managed by Blackboard Communications) as part of its comprehensive communications efforts. The app is linked to our student data system, TXEIS. **Parents should download the app and ensure all contact information is current.**

The Sunnyvale ISD app, Sunnyvale ISD website and SISD Facebook will be used to inform parents when schools are closed or opening late due to inclement weather. This system may also be used by individual schools to communicate important information to the school community.

Every parent who has a child attending SISD schools is automatically registered to receive messages through the Blackboard Messaging System. However, it is ***up to you*** to keep the school informed of any changes regarding address, email, phone numbers or additional emergency contacts. Your first opportunity to update this information is with the online forms you receive during the back-to-school communications. Several follow ups continue throughout the first semester. This information is available in Ascender Parent Portal.

In order for our communication tools to be effective, SISD must have **accurate contact information for all parents**. Without current contact information, we will not be able to make the necessary contacts in the event of an emergency, regardless of the platform. Whenever a parent changes a home phone number, cell phone number or e-mail address, he or she should please update their information with the campus front office, who will update it in Ascender. The Blackboard Messaging System syncs with Ascender to update these changes nightly.

Safety Terms and Procedures and Drills

In the event of an emergency at your child's school, it is important to know the terms on the following page. Each campus will conduct drills throughout the school year, in accordance with the Texas School Safety Center. Drills are designed to familiarize students and staff with the expected and appropriate response to an emergency.

IN AN EMERGENCY WHEN YOU HEAR IT. DO IT.

LOCKOUT! Get inside. Lock outside doors.

STUDENTS

Return inside
Business as usual

TEACHER

Bring everyone indoors
Lock outside doors
Increase situational awareness
Business as usual
Take attendance



LOCKDOWN! Locks, lights, out of sight.

STUDENTS

Move away from sight
Maintain silence
Do not open the door

TEACHER

Lock interior doors
Turn out the lights
Move away from sight
Do not open the door
Maintain silence
Take attendance



EVACUATE! To the announced location.

STUDENTS

Bring your phone
Leave your stuff behind
Follow instructions

TEACHER

Lead evacuation to location
Take attendance
Notify if missing, extra or injured students



SHELTER! Hazard and safety strategy.

STUDENTS

Hazard	Safety Strategy
Tornado	Evacuate to shelter area
Hazmat	Seal the room
Earthquake	Drop, cover and hold
Tsunami	Get to high ground

TEACHER

Lead safety strategy
Take attendance



HOLD! In your classroom. Clear the halls.

STUDENTS

Remain in the classroom until
the "All Clear" is announced

TEACHER

Close and lock classroom door
Business as usual
Take attendance



STANDARD
RESPONSE
PROTOCOL
EXTENDED

TEXAS STATE
TEXAS SCHOOL SAFETY CENTER

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FOUNDATION

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Reunification

In the unlikely event that we have to fully evacuate a Sunnyvale ISD campus, we have an established process for reuniting parents with their students. Depending on the situation, this may occur at a separate facility, away from the school. This is a methodical process designed to ensure all students are accounted for. Parents will receive communication about this process as needed through the various communication channels.

Parents/Guardians will be directed by school or public safety officials via our notification system, the website and and/or Facebook to their child's specific location. Students will be released **ONLY** to parents/guardians or those individuals who are documented as emergency contacts and who present a photo ID such as a driver's license, military ID or passport. **The reunification process can be time-consuming; parents are urged to be patient.** If a legal guardian cannot pick up a child, the child will remain at the reunification site.

Safety Tips for Parents

What Parents Should Do to Prepare for an Emergency

- Review emergency contact information for your child(ren) and update if needed;
- Communicate with your child about being prepared for emergencies. This includes taking drills, such as fire drills, seriously. It also includes reporting when unidentified visitors are on school property or reporting anything that is out of the ordinary or unusual in the school day to an adult at school;
- **The SISD Tip Line (found on the SISD App)** may be used for non-emergency concerns;
- Identify who would be authorized to pick up your child if there is a school or community emergency. Make sure anyone identified as an emergency contact is listed among your child's student emergency information with campus front office staff.

What Parents Should Do During a School Emergency

- If there is an emergency at one of the Sunnyvale ISD schools, **please wait for official instructions** that will be communicated as described above. The nature of the emergency will determine which method of communications will be utilized.
- **Please do not call the school.** Phone lines and staff are needed for emergency response efforts.

- **Please do not go to the school unless instructed.** Traffic jams impede the movement of emergency vehicles and can make a difficult situation worse. Collins Road will likely be closed by Dallas County Sheriff's Office in such an event, anyhow.
- Students will be kept in school or at another campus or other location until the end of the school day, if possible. If you are asked to pick up your child, the reunification site and the time when you can meet your child will be announced by school officials and communicated as soon as possible.
- **Please do NOT text your student.** Sound and light from a cell phone can place students in a dangerous situation. Once our teachers have secured their classrooms, they will instruct their students to communicate with you when it's safe. *Please allow them this time to ensure that their classroom is secure first.* **Remember: the district will communicate (via e-mail, text, app or phone) with parents every 12 minutes depending on the type of emergency.**

What Parents Should do Following a School Emergency

- Listen to and acknowledge your child's concerns.
- Provide reassurances that your child is safe.
- Assure your child that additional prevention efforts are being put into place.
- Seek help from school personnel or a mental health professional if concerns persist.
- Help your high school student remember to wear his or her identification badge each and every day.

Entry Procedures

We certainly love the familiarity and friendliness of our community and value our close-knit relationships. However, as our district grows, it's imperative that we take all precautions to keep our students and faculty safe and secure.

When parents, community members or visitors enter a campus in SISD, he or she will be required to "buzz in" at the exterior door and then again at the interior door in the building foyer.

Additionally, each and every person who enters a Sunnyvale campus will be asked to identify himself or herself and state the nature of his or her visit on campus. **Regardless of how familiar our front office staff is with a visitor, each and every visitor will be asked the same questions each and every time he or she visits one of our campuses.**

Only one visitor will be allowed to be buzzed in at a time, as well. As parents or visitors enter the building, please be mindful that only one individual may enter the building at a time. Please close the door following your entrance into the building.

Updated 12/10/21