

# LEA Communications Toolkit:

## For Emergencies & Key Events

This toolkit provides ready-to-use communication templates that LEAs can use to promptly inform their school communities during emergencies and other critical events. These templates support clear, consistent, and timely messaging to all stakeholders, helping build trust, ensure transparency, and keep everyone informed when it matters most.

In this edition we will be covering the following communication methods:

- Email
- Text
- Voice Message



For more information visit: [www.schools.utah.gov/schoolsafetyandstudentservices](http://www.schools.utah.gov/schoolsafetyandstudentservices)

# Sections

Hold | General ..... 4

Hold | Fight ..... 5

‘Secure’ | General ..... 6

Lockdown | General ..... 8

Police Actively Near School ..... 10

Active Shooter ..... 12

‘Evacuate’ | General ..... 16

Bomb Threat ..... 18

Fire Alarm Pulled | No Fire ..... 20

Fire ..... 21

Shelter..... 23

Hazard | Gas ..... 25

HAZMAT Situation ..... 26

Power or Internet Outage ..... 27

Water Main Break ..... 29

Hoax Threat | Social Media ..... 30

General ..... 32

Weapon | On Bus ..... 33

Weapon | In School ..... 34

Medical | Emergency ..... 35

Student(s) Under the Influence ..... 36

Death ..... 37

Student Safety ..... 42

Student Attempted Kidnapping ..... 43

Student Missing ..... 44

Other ..... 45

Teacher Administrative Leave | Temporary .....47

Teacher Administrative Leave | Permanent ..... 48

Resources ..... 51

## Hold | General

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### Email Template (*Word count: 121*)

[Date]

Dear [School Name] family,

I am writing to let you know about a situation that occurred on campus [this morning/this afternoon].

Around [time] we were made aware of [describe situation]. We take situations like this seriously and immediately implemented a 'Hold' status to keep our students and staff safe in their classrooms until any concern about [the situation] had passed.

Learning continued during the hold. Around [time] we issued the all clear, and our campus resumed its normal schedule.

For information on [LEA's] emergency procedures, [click or attach here]. For information on the 'Hold' protocol, please visit review the ["I Love U Guys" Foundation handout](#). Please feel free to contact me at [email] or [phone number] should you have any questions.

Thank you for your continued support of [school name].

Sincerely,

[Name]

[Position]

[School name]

## Hold | Fight

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### Email Template (*Word count: 155*)

[Date]

Dear [School Name] family,

I'm reaching out to let you know about a situation that happened on campus this [morning/afternoon].

We put the building on 'Hold' status to keep students and staff from moving around the building while [administrators/police] handled a fight [in a classroom/hallway/other]. Our response was quick, students were safe and continued learning until the incident was resolved.

The safety and security of our students and employees is a top priority in [LEA or school], and we will always take every precaution to ensure their safety. Please take the opportunity to remind your child that any potential threat should be reported [via SafeUT or other means]. With everyone's help, we can continue to keep our school a safe place to learn.

For information on the 'Hold' protocol, please visit this ["I Love U Guys" Foundation handout](#). If you have any questions, contact me at [email] or [phone number]. I appreciate your partnership in the education of your student.

Sincerely,

[Name]

[Position]

[School name]

## 'Secure' | General

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### During The Event

#### **Text Template** (*Word count: 38*)

[School name] is currently in "Secure" status because [describe situation]. Everyone is safe, all students and staff have been brought inside the building and the outside doors are locked. We will update you when we have more information.

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#### **Email Template** (*Word count: 100*)

Dear [School Name] family,

I am writing to let you know our campus is currently in 'Secure' status. Everyone is safe, but we brought all students and staff inside the building and the outside doors are locked.

We implemented the 'Secure' status because around [time] we were made aware that [describe situation]. We take situations like this seriously and take the appropriate steps according to district safety and security protocols to keep our students and staff safe.

Our normal class schedule is still underway at this time. We will notify you when we are able to issue the all clear.

---

#### **Voice Message Script** (*Word count: 40*)

[School name] family, we are currently in 'Secure' status because [describe situation]. Everyone is safe, all students and staff have been brought inside the building and the outside doors are locked. We will update you when we have more information.

## After The Event

### Email Template (*Word count: 115*)

[Date]

Dear [School Name] family,

I am writing to let you know about a situation that occurred on campus [this morning/this afternoon] that required us to put the building in 'Secure' status.

Around [time] we were made aware of [describe situation]. We take situations like this seriously and immediately took steps to keep students and staff safe. In 'Secure' status, everyone is brought inside the building, outside doors are locked and the campus schedule proceeds as usual until the all clear is announced.

For information on [LEA's] emergency procedures, [click or attach here]. For information on the "Secure" protocol, please visit this ["I Love U Guys" Foundation handout](#). Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Position]

[School name]

## Lockdown | General

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### During The Event

#### **Text Template** (*Word count: 25*)

[School name] is currently in 'Lockdown' status due to [describe situation]. Students and staff are safe. We will notify you when the 'Lockdown' is lifted.

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#### **Email Template** (*Word count: 42*)

[School name] family,

Please be aware that [School name] is currently on 'Lockdown'. Everyone is safe inside the building, the outside doors are locked, and right now no one is being allowed inside. We will notify you when the 'Lockdown' is lifted.

---

#### **Voice Message Script** (*Word count: 43*)

[School name] family, our campus is currently on 'Lockdown' due to [describe situation]. Everyone is safe inside the building. Doors are locked, and right now no one from the outside is being allowed in. We will notify you when the 'Lockdown' is lifted.



## After The Event

### Email Template (*Word count: 149*)

[Date]

Dear [School Name] family,

We are committed to providing a safe learning environment for our students and to keeping our families informed about what is happening on our campus.

Today, we implemented a 'Lockdown' around [time of day] to ensure the safety of our students and staff during [a potentially dangerous situation (describe)/a routine (describe drug or other search)].

The 'Lockdown' remained in effect until approximately (time) as [we completed our search/police gave us the all clear] and was lifted at [time].

After, learning continued and students and teachers maintained our normal class schedule. Staff handled the situation in a highly professional manner due to ongoing training they have received regarding safety and security protocols.

For information on [LEA's] emergency procedures, [click or attach here]. For information on the 'lockdown' protocol, please visit this ["I Love U Guys" Foundation handout](#). Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Position]

[School name]

# Police Actively Near School

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## During The Event

### **Text Template** (*Word count: 30*)

[School name] is currently on “Secure” status due to police activity near our campus. Everyone is safe inside the building. We will notify you when we receive the all clear.

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### **Email Template** (*Word count: 45*)

[School name] is currently on “Secure” status due to police activity near our campus. Everyone is safe inside the building, our outside doors are locked, and during this time, we are not allowing anyone in. We will notify you when we receive the all clear.

---

### **Voice Message Script** (*Word count: 45*)

[School name] is currently on ‘Secure’ status due to police activity near our campus. Everyone is safe inside the building, our outside doors are locked, and during this time, we are not allowing anyone in. We will notify you when we receive the all clear.

## After The Event

### Email Template (*Word count: 167*)

[Date]

Dear [School Name] family,

Our school puts a priority on ensuring the safety of our students and staff. In keeping with our commitment to effective communication with our school community, I wanted to let you know about what happened today on campus.

Out of an abundance of caution, we put our campus into “Secure” mode [this morning/afternoon] in response to police activity near our school. We did this at the request of [law enforcement] and in accordance with [LEA] emergency preparedness guidelines.

Classes continued during the incident, and activities returned to normal after about [length of time] when police gave the all clear.

We are thankful for the professionalism of our staff and the cooperation of our students. The way the situation was handled illustrates the priority [LEA/School] places on safety and security.

For information on [LEA’s] emergency procedures, [click or attach here]. For information on the “Secure” protocol, please visit this [“I Love U Guys” Foundation handout](#). Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Position]

[School name]

# Active Shooter

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## During The Event

### **Text Template** (*Word count: 48*)

Right now, [school name] is on lockdown as [name law enforcement agencies] are investigating an active shooter situation. Students and staff are locked in their classrooms or offices, and no visitors are being permitted at this time.

We will update you when we know more information. Thank you.

---

### **Email Template** (*Word count: 51*)

[School name] family, right now, our campus is on lockdown as [name law enforcement agencies] are investigating an active shooter situation. Students and staff are locked in their classrooms or offices, and no visitors are being permitted at this time.

We will update you when we know more information. Thank you.

---

### **Email Template: Reunification - Still in Lockdown** (*Word count: 65*)

[Date]

[School name] family,

[School name] remains on lockdown, and students and staff are still locked in their classrooms/offices while law enforcement works to 'Secure' the building.

In the meantime, we are solidifying our reunification process so that parents/guardians can reunite with their students.

Once we receive the all clear from law enforcement, we will communicate that reunification process with you.

Thank you.

**Email Template: Reunification Process - All Clear** *(Word count: 95)*

[Date]

Dear [School Name] family,

Law enforcement has given us the all clear that the building is safe, and we have firmed up our plans to reunite you with your student.

Right now, students are being safely escorted [to our buses/walking]. Please know that students will have food and water inside. They are also being properly supervised.

[School name] parents and guardians are being asked to pick up their student at the [name of location], located at [address]. [Please come prepared with your ID/include any pertinent information on pick up procedures.]

Thank you.

---

**Email Template: Incident Details - Counselors Available at Reunification Site**  
*(Word count: 123)*

[Date]

[School name] family,

Following the incident at [school name], our first priority has been to ensure the safety of our students and to work out a plan to reunite you with them.

The investigation into what happened at our school today is in its initial stages, so details are still being confirmed, but what we can tell you is that [releasable facts].

We understand that what happened today has been a traumatic event for many of our students and staff. Please know that [counseling services will be available at [name of reunification location] for those who need immediate care].

Again, parents and guardians of [school name] students are being asked to pick up their student at the [name of location and address].

## **Email Template: Reunification - Delayed/Information for Siblings** *(Word count: 135)*

[Date]

[School name] family,

We thank you for being patient as we work to safely reunify you with your student. As part of the security process, we want to ensure all students are accounted for and that they are going home with their appropriate guardian/contact. This verification process can take some time, and we apologize for any delay you may be experiencing. Please know that students have food and water inside the [name of reunification location]. They are also being properly supervised.

[We want you to know that if you have another child at a different campus who needs to be picked up for dismissal, campus administrators will be available to supervise students until you are able to arrive and pick up your child.]

Thank you for your patience and cooperation during this process.

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## **Voice Message Script** *(Word count: 51)*

[School name] family, right now, our campus is on lockdown as [name law enforcement agencies] are investigating an active shooter situation. Students and staff are locked in their classrooms or offices, and no visitors are being permitted at this time. We will update you when we know more information. Thank you.

## After The Event

### Email Template (*Word count: 202*)

[Date]

Dear [School Name] family,

Let me start by saying that no one ever truly anticipates seeing something like this happen on their campus. It has been a difficult day, and we want to thank you for your cooperation and patience as we 'Secure' our campus and worked with law enforcement to safely return our students to their families.

[We are canceling all after-school activities, including athletics events and games, for [insert time frame].

There will be in-district counseling services available for students, staff and families to help individuals begin to process what happened [insert information/resources here].

We also offer [LEA/School's] Student Support service [here], which provides [assistance to students]. Also, [SafeUT is a crisis chat and tip line that provides real-time crisis intervention and confidential support for students, parents, and educators through live chat and a tip line, available 24/7].

Thank you again for your patience and understanding during this difficult time. For information on [LEA's] emergency procedures, [click or attach here]. For information on the 'lockdown' protocol, please visit this ["I Love U Guys" Foundation handout](#).

Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Position]

[School name]

## 'Evacuate' | General

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### During The Event

#### **Text Template** (*Word count: 35*)

[School name] family, we have 'Evacuate' our building due to reports of [smoke/fire, other situation as described].

Everyone is safe, and we will notify you when we are given the all clear to return.

---

#### **Email Template** (*Word count: 45*)

[School name] family, we have 'Evacuate' our building due to reports of [smoke/fire, other situation as described].

The [name of department] arrived quickly and are here investigating. Everyone is safe, and we will notify you when we are given the all clear to return.

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#### **Voice Message Script** (*Word count: 52*)

[School name] family, we wanted to make you aware that we have 'Evacuate' our building due to reports of [smoke/fire, other situation as described].

The [name of department] arrived quickly and are here investigating. Everyone is safe, and we will notify you when we are given the all clear to return.



## After The Event

### Email Template (*Word count: 136*)

[Date]

Dear [School name] family,

Our students' safety is our first priority, and it is important to keep you informed about what is happening on our campus.

Today, around [time], we 'Evacuate' our campus because of [reports of smoke/fire, other situations as described].

Because this is something we practice during regularly-scheduled drills, students and staff remained calm and cleared the building in an orderly fashion.

The [fire department/police/administration] investigated and determined [describe situation]. We returned everyone to class around [time] and our day [continued as normal/had an early out].

Thank you for your continued partnership in the education of our students.

For information on [LEA's] emergency procedures, [click or attach here]. For information on the "Evacuate" protocol, please visit this ["I Love U Guys" Foundation handout](#). Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Position]

[School name]

# Bomb Threat

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## During The Event

### **Text Template** (*Word count: 35*)

[School name] families, we have 'Evacuate' the building due to a bomb threat. Everyone is safe, and authorities are investigating. We will let you know when we receive the all clear to return inside.

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### **Email Template** (*Word count: 45*)

[School name] families, I'm writing to let you know that we have 'Evacuate' our building due to a bomb threat.  
Everyone is safe. [Police/other authorities] are here investigating.  
We will return inside after a search is completed and we are given the all clear.

---

### **Voice Message Script** (*Word count: 43*)

[School name] family, you're receiving this message because we have 'Evacuate' our building due to a bomb threat.  
Everyone is safe. [Police/other authorities] are here investigating.  
We will return inside after a search is completed and we are given the all clear.

# Bomb Threat

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## After The Event

### Email Template (*Word count: 177*)

Dear [School Name] family,

I am writing to let you know about a situation that occurred [this morning/this afternoon] and to explain the steps we took to ensure the safety of our students and staff.

Around [time] we were made aware that someone made a bomb threat against the school. We take situations like this seriously and immediately [investigated/confirmed] the existence of the threat and reported it to [police/authorities].

In an effort to eliminate any potential risk to our students and staff, we 'Evacuate' the school until a search was completed and authorities gave us the all clear to return.

While discussing this incident with your child, please take the opportunity to explain that any potential threat should be reported [via SafeUT or other means]. With everyone's help, we can continue to keep our school a safe place to learn.

For information on [LEA's] emergency procedures, [click or attach here]. Please refer to the [Hoax Threats guide](#) for detailed information on identifying and responding to potential reactions in your students from threats. For information on the "Evacuate" protocol, please visit this ["I Love U Guys" Foundation handout](#). Please feel free to contact me at [email] or [phone number] should you have any questions.

Thank you for your continued support of [school name].

Sincerely,

[Name]

[Position]

[School name]

## Fire Alarm Pulled | No Fire

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### Email Template (*Word count: 160*)

[Date]

Dear [school name] families,

We realize how important it is to communicate with you about what happens on our campus and that's why I'm reaching out with information about an incident that occurred today.

Today during [class period], the fire alarm was pulled unintentionally, which triggered the alarm system and automatically sent the fire department to our campus.

According to the district's emergency protocols, we 'Evacuate' the campus and waited outside for around [time] while the fire department made sure all was safe.

Once we received the all clear, students returned to their classrooms and resumed their regular schedule.

Our emergency processes worked smoothly, and I am very proud of our students and staff. The students all followed directions, and our staff 'Evacuate' the students quickly and safely.

For information on [LEA's] emergency procedures, [click or attach here]. For information on the "Evacuate" protocol, please visit this ["I Love U Guys" Foundation handout](#). Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Title]

[School name]

# Fire

---

## During The Event

### **Text Template** (*Word count: 35*)

We have 'Evacuate' our campus due to a small fire in [location].  
Everyone is safe. [Name of fire department] quickly responded and is working to [put out the fire/clean up after the fire was extinguished].  
We expect to be back inside the building soon so we can resume our regular schedule.

---

### **Email Template** (*Word count: 61*)

[School name] family, we wanted to let you know we have 'Evacuate' our campus due to a small fire in [location].  
Everyone is safe. [Name of fire department] quickly responded and is working to [put out the fire/clean up after the fire was extinguished].  
We expect to be back inside the building soon so we can resume our regular schedule.

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### **Voice Message Script** (*Word count: 60*)

[School name] family, you're receiving this message because we have 'Evacuate' our campus due to a small fire in [location].  
Everyone is safe. [Name of fire department] quickly responded and is working to [put out the fire/clean up after the fire was extinguished].  
We expect to be back inside the building soon so we can resume our regular schedule.

## After The Event

### Email Template (*Word count: 125*)

[Date]

Dear [School Name] family,

Today, around [time], we 'Evacuate' our campus because of [reports of smoke/fire, other situations as described].

Because this is something we practice during regularly-scheduled drills, students and staff remained calm and cleared the building in an orderly fashion. The [fire department/police/administration] investigated and determined [describe situation]. We returned everyone to class around [time] and our day continued as normal.

For information on [LEA's] emergency procedures, [click or attach here]. For information on the "Evacuate" protocol, please visit this ["I Love U Guys" Foundation handout](#). Please feel free to contact me at [email] or [phone number] should you have any questions.

Thank you for your continued partnership in the education of our students.

Sincerely,

[Name]

[Position]

[School name]

# Shelter

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## During The Event

### **Text Template** (*Word count: 32*)

[School name] is currently in 'shelter' status due to severe weather conditions in the area. Everyone is safe inside the building, and we will notify you when the shelter status is lifted.

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### **Email Template** (*Word count: 36*)

[School name] family - our students and staff are currently in 'shelter' status due to severe weather conditions in the area. We are safe inside the building and will notify you when the shelter status is lifted.

---

### **Voice Message Script** (*Word count: 36*)

[School name] family - our students and staff are currently in 'shelter' status due to severe weather conditions in the area. We are safe inside the building and will notify you when the shelter status is lifted.

## After The Event

### Email Template (*Word count: 107*)

[Date]

Dear [School Name] family,

Earlier today, we went into 'shelter' status at our campus to protect our students and staff [describe situation].

Because this is something we routinely practice, everyone was safe, calm and maintained order until the storms passed.

We know this can be a scary situation for parents, but we take great care to make sure our students and staff are safe.

For information on [LEA's] emergency procedures, [click or attach here]. For information on the 'shelter' protocol, please visit this ["I Love U Guys" Foundation handout](#).

We appreciate your trust and partnership in the education of our students.

Sincerely,

[Name]

[Position]

[School name]



### Email Template (*Word count: 141*)

[Date]

Dear [School Name] family,

We are committed to providing a safe learning environment and to keeping you informed about what's happening at our school. With that in mind, I'd like to provide the following information.

This [morning/afternoon], students and teachers reported smelling [gas/other substance] in [a classroom/hallway/cafeteria/other]. We immediately contacted [our maintenance team/whomever] and [gas company name] to investigate. They [recommended we 'Evacuate'/recommended we move some classes to another location] while they cleared out the odor.

There were no safety concerns, but we wanted to ensure the comfort of our teachers and students. The classes returned to their normal locations around [time].

For information on [LEA's] emergency procedures, [click or attach here]. Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[title]

[School name]

## HAZMAT Situation

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### Email Template (*Word count: 148*)

[Date]

Dear [School Name] family,

It is important to us that we keep you informed about what happens on our campus and that we provide a safe learning environment for our students.

This [morning/afternoon], we were made aware of a hazardous materials situation on campus. The [explain where and how this happened and what the HAZMAT was, if possible].

We immediately contacted our [custodial/maintenance/other] team to take care of the required cleanup. They [recommended we 'Evacuate'/move some classes to another location] while they removed the [substance(s)].

There were no safety concerns, but we wanted to ensure the comfort of our teachers and students. The classes returned to their normal locations around [time].

For information on [LEA's] emergency procedures, [click or attach here]. Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Title]

[School name]

# Power or Internet Outage

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## School Open

### **Text Template** (*Word count: 38*)

We are currently experiencing a [Power/Phone/Internet] outage at [School name].  
Representatives from [Name of power/phone company/the LEA/School Technology Department] are working to restore service. We will notify you when we are back up.

---

### **Email Template** (*Word count: 79*)

[School Name] family - we are currently experiencing a [power/phone/internet] outage at our school.

[Name of power/phone company/LEA/school Technology Department] representatives are working to restore [power/phone/internet] service.

We are being told it could take up to [time] to be back up. In the meantime, students and staff are [details on what they're doing]. We will send an update through [email/text/social mail/campus website] when the [power/phone/internet] service is restored.

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### **Voice Message Script** (*Word count: 80*)

[School Name] family - we are currently experiencing a [power/phone/internet] outage at our school.

[Name of power/phone company/the LEA/school Technology Department] representatives are working to restore [power/phone/internet] service.

We are being told it could take up to [time] to be back up. In the meantime, students and staff are [details on what they're doing]. We will send an update through [email/text/social mail/campus website] when the [power/phone/internet] service is restored.

## School Closed

### Email Template (*Word count: 99*)

[Date]

Dear [School Name] family,

You are receiving this message because the electricity is out at [School name] and the campus is closed.

We are working with [name of power company] to restore power. Because representatives of [power company] believe this [situation/repair] will last longer than a few hours, we have decided to cancel school for today.

We will be back in touch when we learn more about the situation and will provide an update on what to expect for tomorrow.

Thank you for your patience as we deal with this unexpected circumstance.

Sincerely,

[Name]

[Title]

[School Name]

# Water Main Break

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## Email Template (*Word count: 130*)

[Date]

Dear [School Name] family,

Due to a water main break, we will [insert decision] classes at [school name] tomorrow.

At approximately [insert time] today, a water main break occurred [location]. The [school/district]'s maintenance staff [responded immediately/quickly shut off the water], but the repair work will take some time.

To ensure our students are properly cared for and staff is able to provide quality instruction, a decision has been made to [repeat decision]. It is our plan that school will resume normal operations on [insert date/time school will restart].

We apologize for any inconvenience this may cause you and your family. If you have questions, please contact me at [email address] or [phone number]. Thank you for your patience and support.

Sincerely,

[Name]

[Position]

[School name]

## Hoax Threat | Social Media

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### Email Template (*Word count: 261*)

[Date]

Dear [School Name] family,

It is important to keep our families informed about what's happening at our campus, and with that in mind, I wanted to tell you about an incident we investigated [time frame]. Ultimately, our students were not in danger, but we take these situations seriously and wanted to make you aware.

[A student/staff member/parent] alerted us to a potential threat on [Facebook/Instagram/Snapchat/Twitter/SafeUT] that could be construed as a threat to our campus. Immediately, we contacted [LEA/local police/our Technology Department/other] to look into it.

During the investigation, it was determined that the message [did not pertain to our campus/was not an actionable threat/was not a safety concern]. Police [identified the student and discipline will be determined based upon the Student Code of Conduct]. Due to privacy laws, we cannot share further details.

I'd like to encourage our families to discuss the serious consequences that can arise from students creating or sharing threatening social media messages. Our district protocols require us to notify police whenever this occurs. Even if the message turns out to be a prank, there is a possibility the student can face criminal charges in addition to discipline through the district.

For information on [LEA's] emergency procedures, [click or attach here]. Please refer to the [Hoax Threats guide](#) for detailed information on identifying and responding to potential reactions in your students from threats.

Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Title]

[School name]

## Arrest Made

### Email Template (*Word count: 236*)

[Date]

Dear [School Name] family,

Following a swift investigation, [police department name] identified a suspect and determined the social media threat made on [day/date] [was a prank?].

Officers from [police?] worked with [local police department name/federal law enforcement] to identify the person suspected of posting the social media message. The suspect [any releasable information that can calm fears - doesn't live in the state, isn't connected with the district, had no means to carry out the threat].

Please have a talk with your student and emphasize that making a threat toward a school district, even if it was intended as a prank, is a criminal offense. Anyone found to be involved can face criminal charges.

Unfortunately, schools encounter pranks similar to this frequently, but we take each one seriously and need your help to quickly address potential threats. If you see or receive a message that is concerning or threatening, please follow these steps.

If you see something, say something. Report it to a school administrator, the police, or SafeUT. Give a copy of the exact message or an image of the message.

Do not share the message publicly or post to your social media. Publicizing the social media threat puts these images on display to be reused by others and can unknowingly create further anxiety and confusion.

Thank you for your dedication and partnership in keeping our school safe.

Sincerely,

[Name]

[Title]

[School name]

## General

---

### Email Template (*Word count: 221*)

[Date]

Dear [School Name] family,

I am writing to let you know about a situation that occurred [this morning/this afternoon] and to outline the steps we took to ensure the safety of our students and staff.

Around [time] we were made aware that someone made a [describe type of threat] against the school. We take situations like this seriously and immediately [investigated/confirmed] the existence of the threat and reported it to [LEA police/local authorities].

In an effort to eliminate any potential risk to our students and staff, we [‘Evacuate’ the school, held students in their classrooms/implemented a lockout/lockdown] until authorities ruled out any danger.

While discussing this incident with your child, please take the opportunity to explain that any potential threat should be reported via [SafeUT or other means]. With everyone’s help, we can continue to keep our school a safe place to learn.

For information on [LEA’s] emergency procedures, [click or attach here]. Please refer to the [Hoax Threats guide](#) for detailed information on identifying and responding to potential reactions in your students from threats. For information on the ‘[whichever protocol was used]’ protocol, please visit this [“I Love U Guys” Foundation handout](#).

Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Title]

[School name]



## Weapon | On Bus

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### Email Template (*Word count: 177*)

[Date]

Dear [School Name] family,

Your student's safety is a top priority, and we are committed to keeping our families informed about what is happening with their children while they are in our care.

We wanted to let you know that [this morning/this afternoon] a student was removed from your child's bus after being found in possession of a [type of weapon].

[Action taken: The bus driver acted swiftly to stop the bus, detain the student and call administrators to remove the student before taking the rest of the students to school.]

An investigation is [ongoing/concluded], and appropriate action will be taken with law enforcement and according to the [LEA/School] Student Code of Conduct.

When talking with your child about this incident, please take the opportunity to remind him or her that it is important to report the actual or suspected presence of any weapon to an adult [via SafeUT or other means].

If you have any questions, please feel free to contact me at [email] or [phone number].

Sincerely,

[Name]

[Position]

[School name]

## Weapon | In School

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### **Text Template** (*Word count: 32*)

Today, a student brought a [type of weapon] to campus. Administrators immediately removed the student from class and began an investigation. Appropriate action will be taken according to the [LEA/School name] Student Code of Conduct and with law enforcement. Please contact us with questions or concerns.

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### **Email Template** (*Word count: 151*)

[Date]

Dear [School Name] family,

Your student's safety is a priority, and it is important we keep our families aware of what is happening on our campus.

We wanted to inform you that earlier today, a student was found to be in possession of a [type of weapon] on campus. We take these situations seriously, and administrators immediately removed the student from class.

An investigation is ongoing, and appropriate action will be taken according to the [LEA/School] Student Code of Conduct and with law enforcement.

While discussing this incident with your child, please take the opportunity to explain that any potential threat should be reported via [SafeUT or other means]. With everyone's help, we can continue to keep our school a safe place to learn.

If you have any questions or concerns, feel free to email or call me at [email address] or [phone number].

Sincerely,

[Name]

[Position]

[School name]

## Medical | Emergency

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### Email Template (*Word count: 161*)

[Date]

Dear [School Name] family,

Today, your child may have witnessed a [student/teacher/staff member] experience a medical emergency. In order to protect that person's privacy, the details I can share are limited, but it is important you have the basic facts so you can talk with your child about what happened.

During [class/lunch/passing period/gym] a [student/teacher/staff member] [collapsed/became unresponsive/experienced a seizure]. Our [administrators/school nurse] immediately provided [medical care] and [moved our students into their classrooms].

During the medical emergency, we [delayed our bell schedule for about [length of time]]. Once we were sure our [student/teacher/staff member] had received the appropriate medical care, we resumed our regular schedule.

We understand that witnessing a medical emergency can be upsetting. Our counselors are available if your child would like to talk.

Please feel free to contact me at [email] or [phone number] should you have any questions.

Sincerely,

[Name]

[Title]

[School name]

## Student(s) Under the Influence

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### Email Template (*Word count: 172*)

[Date]

Dear [School Name] family,

The health and safety of our students is always a top priority, and we recognize the importance of keeping our family members informed.

That's why I'm sending this message to let you know [a/number of] student(s) [went to the nurse's office/received medical attention] after [drinking/taking drugs].

The [student's/students'] parents were notified and [took them home/took them to the doctor to be evaluated].

After caring for the health and well-being of our students, [our administrative team/police] began investigating to determine whether other students are in possession of [alcohol/drugs]. Any who are found to have participated will be subject to disciplinary action under the [LEA/School] Code of Conduct.

We would appreciate you having a conversation with your student about the dangers of underage drinking and drug use. As always, thank you for partnering in your student's education and growth.

If you have any questions or concerns, please contact me at [email address] or [phone number].

Sincerely,

[Name]

[Title]

[School name]

# Death

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## Student (Non-Suicide) | Off Campus

### Email Template (*Word count: 145*)

[Date]

Dear [School Name] family,

It is with a heavy heart that I inform you of the passing of one of our students, [student name]. [student name] died [any releasable details].

Such a sudden loss of a classmate can have a profound effect on students even if they are not in the same class. It would not be unusual for students to behave or express themselves differently during the next few weeks. Counselors [were on campus today/will be on site tomorrow/this week] to support our students and staff members, and they will continue to be available as needed.

Funeral arrangements are pending, and we will notify you once they are finalized. I know [student's name] family will appreciate your sympathies during this difficult time.

Thank you for your concern, your thoughts and your continued support for [school name].

Sincerely,

[Name]

[Title]

[School name]

## Student (Non-Suicide) | On Campus

### Email Template (*Word count: 232*)

[Date]

Dear [School Name] family,

It is with deep sadness that I must inform you that on [day/date], a tragic event occurred on our campus resulting in the death of [student name], one of our [grade] students. We extend our heartfelt sympathies to [student name's] family, and we are doing everything we can to support them in this difficult time.

Please be sensitive to any changes in your child's behavior. Over the next few days, encourage your child to express his or her feelings and listen attentively.

It will be helpful to recognize the various steps we all go through in the grieving process: denial, anger, bargaining, depression, and acceptance.

Some of the common reactions that children experience when reacting to a traumatic event are:

- Restlessness, nervous behavior
- Trouble concentrating
- Difficulty sleeping, nightmares
- "Clingy" behavior, fear of being alone
- Asking questions over and over again
- Remembering previous losses and events

If you have any concerns regarding your child's reactions to this loss, feel free to contact your child's teacher, our school counselor, or me. SafeUT is available as a crisis chat and tip line that provides real-time crisis intervention and confidential support for students, parents, and educators, 24/7. [Provide information about memorial services, funds, and funeral arrangements, if known or applicable].

Thank you for your concern and continued support.

Sincerely,

[Name]

[Title]

[School name]

## Student Suicide

### Email Template (*Word count: 187*)

[Date]

Dear [School Name] family,

It is with great sadness that I must inform you that we have lost a member of our [school name] family.

We were notified [today/this week] of the reported suicide of [student name], one of our [grade] students. We encourage you to be especially sensitive and prepared to offer support to your child during this time.

We have asked [counselors, teachers, crisis response team] to help our school community deal with this loss. We are doing everything that we can to help your child and our staff through this difficult time.

Over the next few days, encourage your child to express his/her feelings and listen attentively. It will be helpful to recognize the various steps that we all go through in the grieving process: denial, anger, bargaining, depression and acceptance. [We have enclosed a handout on the warning signs of suicide for your information.]

You may also want to contact [local mental health authority/SafeUT/988] if your family has any questions or concerns.

Thank you for your concern and support during this difficult time.

Sincerely,

[Name]

[Title]

[School name]

## Staff

### Email Template (*Word count: 108*)

[Date]

Dear [School Name] family,

It is with a heavy that I need to inform you that we have lost a member of our [school name] family.

[Name of staff member], our [position/title] [releasable circumstances regarding death]. Although we are limited in the details we can release, we are sure [name's] family would appreciate your sympathies during this difficult time.

We have counselor(s) available to support our students should they need to talk to someone.

If you have any questions, please contact me at [email] or [phone].

Thank you for your concern, your thoughts and your continued support for [school name].

Sincerely,

[Name]

[Title]

[School name]



## Teacher

### Email Template (*Word count: 142*)

[Date]

Dear [School Name] family,

It is with a heavy heart that I'm informing you that we have lost a member of our [school name] family.

[Name of teacher], a [grade] teacher [releasable circumstances regarding death].

This can be an emotionally challenging time for a child, and we have counselor(s) available to support our students should they need to talk to someone.

We are working to find a highly-qualified teacher to lead your student's classroom. There will be an opportunity to meet the new teacher once he or she has been assigned. In the interim, we have a [long-term substitute/substitute] who has stepped in, and we will do our best to take care of both the emotional and educational needs of our students.

If you have any questions, please contact me at [email] or [phone].

Sincerely,

[Name]

[Title]

[School name]

# Student Safety

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## Approached or Followed

### Email Template (*Word count: 153*)

[Date]

Dear [School Name] family,

Our goal is to always keep you up to date on what's happening at our campus and the safety of our students and staff is a top priority.

[Today, this week] we learned about an incident that occurred [day/time/place]. One of our students reported [being approached/being followed/being offered a ride] while [walking to school/walking home from school/on the playground].

We have notified [LEA police/local police] to investigate. If you could, please talk with your children regarding safety procedures while walking to or from school such as:

Be alert to surroundings.

Walk in groups.

Run and tell an adult immediately if someone unfamiliar approaches.

Thank you for partnering with us in your student's education and for your support of [school name].

If you have any questions or concerns, please contact me at [email address] or [phone number].

Sincerely,

[Name]

[Title]

[School name]

# Student Attempted Kidnapping

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## Email Template (*Word count: 333*)

[Date]

Dear [School Name] family,

Keeping our families informed plays a major role in creating a safe and welcoming learning environment for our students and staff. I'm reaching out because I want to share some information about a situation that was recently reported to the [law enforcement agency].

[day/time frame], [describe situation - facts of the case including suspect and vehicle description]. The student responded by [running away/finding the nearest adult] and,thankfully, is okay.

News like this reminds us of the importance of having "stranger danger" conversations with our children. Here are some helpful tips that you can review with your child:

Walk to and from school in groups. If anything unusual occurs, tell an adult immediately. Parents and teachers need to know right away what happened.

Never talk to strangers or accept rides from them.

Don't panic. If you are afraid or have a problem, call a parent or a trusted adult.

Arrange for immediate access to neighbors and other trusted adults who could answer questions or be contacted in an emergency.

Tour the neighborhood with your child to identify safe and dangerous circumstances and places.

Never tell people at the door or on the phone that you are home alone. Say your parents are busy and offer to take a message. Keep your house key hidden. Don't give it to anyone, and don't keep it in a visible place that would tell people you are going home to an empty house.

Never get into a car, enter a home, look for a lost pet or accept candy or toys from an adult, unless your parents know what you are doing and have given you permission first.

Tell a trusted adult (parent, teacher or counselor) if anyone ever makes you feel uncomfortable.

Also, please report, and encourage your children to report, any suspicious activity. Call 911 for emergencies or your local police department for non-emergencies.

Thank you for continuing these safety talks with your children.

Sincerely,

[Name]

[Title]

[School name]

## Student Missing

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### **Email Template** (*Word count: 58*)

[Date]

Dear [LEA/School Name] family,

It is with deep sadness that we must share with you that a [student grade] at [school name] [releasable incident details] went missing.

The [LEA/School] community is doing everything we can at this time to provide comfort and assistance to the family and to our students.

Sincerely,

[Name]

[Title]

[School name]

## Other

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### Cybersecurity | Phishing

#### Email Template (*Word count: 246*)

[Date]

Dear [LEA/School Name] family,

Protecting our student and staff information is a responsibility we take seriously, and our Technology Department focuses every day on keeping personal information stored on our computers and servers safe.

Because no cybersecurity system can block 100% of attacks, we need our families to partner with us in preventing security breaches.

Like many businesses and non-profit organizations, our district is seeing an increase in cases of 'phishing.' Phishing is a type of fraud where a hacker attempts to gather personal information or credentials by impersonating someone familiar.

Hackers send messages requesting you open attachments or click on links that send you to a malicious website. Once that happens, hackers can access private information on the district's system to use for schemes like identity theft or to sell for profit.

The message may look like it came from your child's teacher or principal. We want you to know that our staff would never ask for personal information or solicit donations through email. If a request seems out of the ordinary, check before responding.

Here are some tips:

- Pay close attention to the sender's information. Email addresses can be disguised to look legitimate.
- Do not click on any links or attachments.
- Don't respond to a suspicious email.
- If you have a question about the message, call the person who sent it to verify.
- Delete the email.

Thank you for working with us to keep our information safe.

Sincerely,

[Name]

[Title]

[School name]

## Student Protest or Walkout

### **Text Template** (*Word count: 65*)

We just want you to be aware that a number of students from our campus organized a walkout during the school day and left their classes. To ensure the safety of those students, we have [describe measures taken to get those students back to school]. Any students who do not return to school will receive [unexcused absences?] and may have to make up missed assignments.

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### **Email Template** (*Word count: 93*)

[School name] family, we just want you to be aware that a number of students from our campus organized a walkout during the school day and left their classes. To ensure the safety of those students, we have [describe measures taken to get those students back to school].

Any students who do not return to school will receive [unexcused absences?] and may have to make up missed assignments including quizzes or tests.

If possible, please contact your student to encourage him or her to return to class to finish out the educational day.

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### **Voice Message Script** (*Word count: 68*)

[School name] family, we just want you to be aware that a number of students from our campus organized a walkout during the school day and left their classes. To ensure the safety of those students, we have [describe measures taken to get those students back to school]. Any students who do not return to school will receive [unexcused absences?] and may have to make up missed assignments.

## Teacher Administrative Leave | Temporary

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### Email Template (*Word count: 98*)

[Date]

Dear [School Name] family,

We want to make you aware of a temporary change regarding your child's teacher. [name/class], will be out for [time frame].

Change, however temporary, can be challenging and that's why we have developed a thorough plan to maintain consistency in the day-to-day educational needs of our students. In order to continue to deliver high quality education, the rest of our [subject] team, along with a substitute teacher, will continue to teach class.

If you have any questions, please feel free to contact me at [email] or [phone].

Sincerely,

[Name]

[Title]

[School name]

# Teacher Administrative Leave | Permanent

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## For Parents

### Email Template (*Word count: 271*)

[Date]

Dear [School Name] family,

We are writing to inform you of a deeply troubling matter involving our school's [position/ name of person]. Earlier this evening, we were made aware [of an ongoing law enforcement investigation]. [Any information available to share but remain neutral and vague].

This situation is both shocking and heartbreaking. Please know that the safety and well-being of our students is—and always will be—our highest priority. [Mr./Mrs. Name of person] has been placed on administrative leave and their access to school buildings and systems has been revoked. We are working closely with local authorities and school personnel to ensure that [school(s)] continues to be a safe, stable, and supportive place for learning.

If you choose to share this information with your child and they have questions or seem upset, we encourage you to speak with them in a way that's appropriate for their age. If you feel your child could use extra support, we will have [support counselors available at the school tomorrow].

At this time, we do not have additional information to share, and we ask for your understanding and patience as there are limits to what can be communicated during an active investigation. We are committed to keeping our families as informed as possible, and we will share updates when it is appropriate and legally permissible to do so.

Lastly, if you or your child has seen or heard anything related to [child abuse, please contact your child's principal or Utah's Child Protective Services hotline at 1-855-323-3237.]

Thank you for your understanding and support during this very difficult time.

Sincerely,

[Name]

[Title]

[School name]



## For Staff

### Email Template (*Word count: 365*)

[Date]

Dear [School Name] Staff,

I'm writing to share difficult news that affects us all. Earlier this evening, we were made aware [of an ongoing law enforcement investigation regarding [position/name]]. [Include any available, neutral information here.]

I know this news may be deeply upsetting. As educators who care deeply about children, this is a painful situation. Please know your well-being matters. [Support services from our local crisis team will be available on campus tomorrow.] If you need support, we encourage you to meet with one of the crisis team members. [I'm also working to 'Secure' as many substitutes as possible in case you need time away tomorrow.]

At this time, I have no further information about the allegations. I appreciate your understanding that, during an active investigation, there are limits to what can be shared—even with staff. I will continue to update you as appropriate and allowed by law.

We've notified all [school] families. A copy of the letter they received is attached for your awareness. As always, and as part of your training, if you have witnessed or heard anything concerning [child abuse], report it immediately to law enforcement or DCFS. Protecting children is our shared responsibility.

I know this is a very difficult moment. Please take care of yourselves and each other. If you have questions or concerns, feel free to reach out to me directly.

[Optional staff meeting addition:]

I'd also like to meet with everyone before school begins tomorrow. Please join us in [faculty room] at 7:00 a.m.

If you're approached by parents, community members, or media, please do not respond directly. Instead, kindly refer them to [contact info].

Sincerely,

[Name]

[Title]

[School Name]



# Resources

# Understanding School Emergency Procedures:

## A Guide for Parents and Guardians



Our school has adopted The “I Love U Guys” Foundation’s Standard Response Protocol (SRP). Students and staff will be training and practicing the protocol.

### Simple Emergency Instructions

The SRP is a set of actions used in emergencies, no matter the type of situation. These actions are explained using simple terms, so everyone knows exactly what to do.

The SRP focuses on five specific actions: **Hold**, **‘Secure’**, **‘Lockdown’**, **‘Evacuate’**, and **Shelter**.



#### **Hold**

“In Your Classroom or Area”

##### **Students:**

- Clear the hallways and remain in their area or room until the “All Clear” is announced
- Do business as usual

##### **Adults and Staff:**

- Close and lock the door
- Account for students and adults
- Do business as usual



#### **‘Lockdown’**

“Locks, Lights, Out of Sight”

##### **Students:**

- Move away from sight
- Maintain silence
- Do not open the door

##### **Adults and Staff:**

- Recover students from hallway if possible
- Lock the classroom door
- Turn out the lights
- Move away from sight
- Maintain silence
- Do not open the door
- Prepare to evade or defend



#### **‘Secure’**

“Get Inside. Lock outside doors”

##### **Students:**

- Return to inside of building
- Do business as usual

##### **Adults and Staff:**

- Bring everyone indoors
- Lock the outside doors
- Increase situational awareness
- Account for students and adults
- Do business as usual



**STANDARD  
RESPONSE PROTOCOL**

### **During an Emergency**

If there is an emergency at school, you will receive instructions through official school communication channels. Following directions from the school will help reunite students with families as quickly and safely as possible.



## **'Evacuate'**

"To a Location"

### **Students:**

- Leave stuff behind if required to
- If possible, bring their phone
- Follow instructions

### **Adults and Staff:**

- Bring roll sheet and Go Bag; unless instructed otherwise
- Lead students to Evacuation location
- Account for students and adults
- Report injuries or problems using Red Card/Green Card method



## **Shelter**

"State Hazard and Safety Strategy"

### **Hazards:**

- Tornado
- Hazmat
- Earthquake
- Tsunami

### **Safety Strategies:**

- 'Evacuate' to shelter area
- Seal the room
- Drop, cover and hold
- Get to high ground

### **Students:**

- Appropriate Hazards and Safety Strategies

### **Adults and Staff:**

- Appropriate Hazards and Safety Strategies
- Accounting for students and adults
- Report injuries or problems using Red Card/Green Card method

# What Parents Need to Know During a School Emergency:

## Be Prepared and Stay Informed



### **'Secure'**

"Get Inside. Lock Outside Doors"

A 'Secure' action is used when something dangerous is outside the school building. Everyone is brought inside, and all outside doors are locked. Inside, classes continue as normal. You may see a "Building is 'Secure'" sign on doors or windows.

#### **Should parents come to the school during 'Secure'?**

Usually not. School continues as usual, and visitors may be asked to stay outside.

#### **Can I pick up my student?**

It depends on the situation. If it's not safe to release students, pick-up may be delayed. The school may move to a controlled release later.

#### **Will I be notified?**

If the situation is brief or not violent (like a wild animal outside), there might not be an alert right away. For more serious or longer events, the school will notify families.



### **'Lockdown'**

"Locks, Lights, Out of Sight"

A 'Lockdown' is used when there is something dangerous inside or very close to the building. Students and staff go into a locked room and stay silent until it's safe.

#### **Should parents come to the school during 'Lockdown'?**

It's natural to want to, but please do not. Police will be responding, and access will likely be restricted. Parents already at school will be asked to 'lockdown', too.

#### **Should I text my child?**

We understand the need to check in, but in the early moments of a 'lockdown', texting may not be safe. Once it is safe, students may be asked to send updates.

#### **What if students are 'Evacuate'?**

If needed, students may be moved to a different location for reunification with families.

## **Drills and Practice**

### **Will the school do unannounced drills?**

Unannounced drills are not encouraged because they can cause unnecessary stress. During a drill, students will always be told it's a drill.

### **What's the difference between a drill and an exercise?**

A drill is a practice to build muscle memory — no simulation, just action.

An exercise is a test of how well people and systems respond to a more realistic scenario.

### **Can I watch or join a drill?**

Yes! Parents are welcome to observe or participate in drills.