

## **Commonly Asked Questions:**

### **Q. How do we know it is anonymous?**

We have contracted for this service through Security Voice, an outside company with no ties to our school.

### **Q. How does it work?**

A toll-free number has been assigned for our school district. When you dial this number from a touch-tone phone, you will be advised how to leave your information – and not to include your name or other facts that could identify you. Then, record your message.

### **Q. What type of information should be reported?**

Please report any facts, remarks, or actions that could jeopardize the safety of our children, staff, or school. Examples of harmful or threatening behavior might include:

- Bullying
- Violence
- Theft
- Drug or alcohol use and abuse
- Talk of suicide
- Sexual harassment
- Weapons

### **Q. What happens next?**

Security Voice will send a typed copy of your message to the school. The school will then investigate the report, and determine how best to act on it.

### **Q. When and where can I call?**

You may call toll-free anytime, day or night – from a home, mobile or pay phone. Take care that your call is not overheard.

### **Q. Can this service help troubled students, too?**

Yes. If you see a student who is very troubled, or overhear remarks like "I can't go on," please report it. The call will be routed to a Community Counseling and Crisis Center that provides a 24-hour crisis intervention service. Trained counselors are available 365 days per year to talk with persons seeking assistance in coping with suicidal thoughts, depression, or feelings of loneliness and loss. Callers need only press "3" when prompted.

### **Q. Who can call this number?**

Everyone within our school, including:

- Students
- Teachers
- Staff
- Parents
- Administrators

### **Q. Can I change my message later? How will you know who is calling?**

Yes. When you leave a message you are given a case number that is yours alone. Enter that same case number when updating your message or answering additional questions.

**Q. How will I know if any action has been taken?**

After three school days, call the toll-free number and enter your case number when prompted. A recording will let you know your message was heard and may ask for more information. Your answers will be transcribed and sent to the school administration for further investigation. Administrative actions may sometimes be confidential, but your call is always important.

**Help keep our schools safe  
with the Safe School Helpline!**

**Break the Silence ... Prevent the Event**

**1-800-4-1-VOICE ext. 359  
(1-800-418-6423 ext. 359)**

**Text 614-426-0240**

**Then type TIPS**

**Download us on Apple and Android Devices!**

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