Crisis Communication: Walkie-Talkie Protocol for Violent Incidents

IMMEDIATE RESPONSE & CALLING FOR HELP





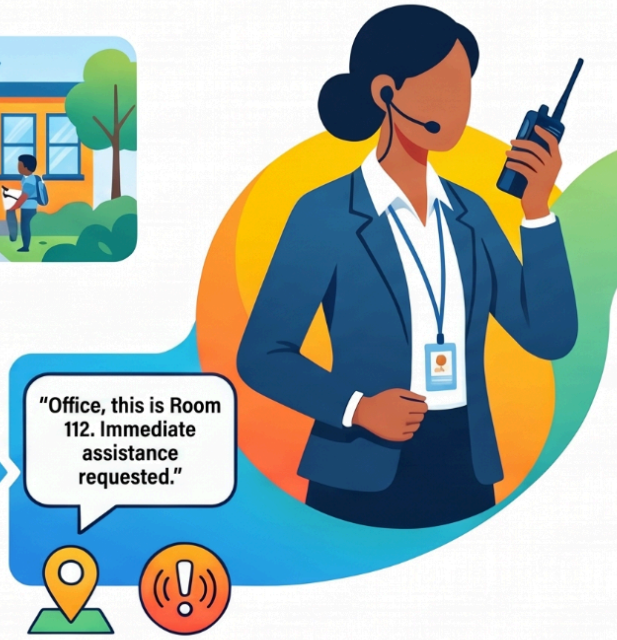
Assess and Secure the Area

Evaluate the risk, maintain a safe distance, and move other students to safety.



The One-Second Transmission Rule

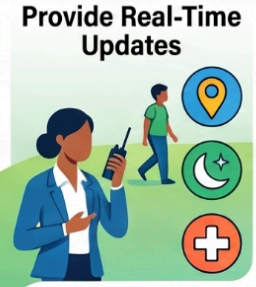
Press the button, wait one full second, then speak slowly and clearly.



Example:

Provide your location, nature of emergency, and urgency without using student names.

ACTIVE MANAGEMENT & POST-INCIDENT



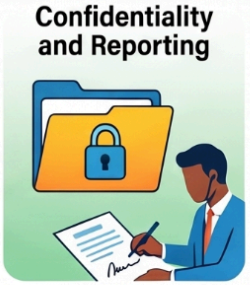
Provide Real-Time Updates

Notify the office if the student moves, calms, or if medical help is required.



Briefing and Handover

When the response team arrives, brief them on behavior, injuries, and safety concerns.



Confidentiality and Reporting

Follow reporting procedures and do not discuss the incident with unauthorized staff or students.

RADIO ETIQUETTE: QUICK-REFERENCE GUIDE

DO	DON'T
State your location first	Use student names or confidential info
Keep messages brief and clear	Speak over another transmission
Confirm messages when requested	Use emotional or judgmental language

NotebookLM

Crisis Communication: Walkie-Talkie Protocol for Violent Incidents

Review annually and in conjunction with your school's safe plan, and behaviour support plan.

Purpose

To provide staff with a clear, consistent procedure for responding safely to violent student behaviour while communicating effectively using school-issued walkie talkies.

STEP 1 – ASSESS THE SITUATION

Remain calm and quickly assess the level of risk.

Ask yourself:

- Is anyone in immediate danger?
- Is the student physically aggressive?
- Is a weapon involved or suspected?
- Can the situation be safely de-escalated?

If there is an immediate threat to life or serious injury, follow your school's emergency procedures immediately.

STEP 2 – PRIORITIZE SAFETY

Maintain a calm, neutral voice.

- Keep a safe distance.
- Ensure you have access to an exit.
- Move other students to safety if possible.
- Avoid physical intervention unless:
  -You are trained NVCI
  -It is necessary to prevent imminent serious harm

STEP 3 – CALL FOR ASSISTANCE

Use Your Walkie Talkie

Press the transmit button.

Wait one second.

Speak slowly and clearly.

Example:

"Office, this is Room 112. Immediate assistance requested for a violent student."

Include:

- Your location
- Nature of the emergency
- Urgency

Do NOT:

- Use the student's name.
- Share confidential information.
- Give unnecessary details.

STEP 4 – MAINTAIN SAFETY WHILE WAITING

- Continue verbal de-escalation if appropriate.
- Keep yourself safe.
- Continue moving other students away.
- Avoid arguing or making threats.
- Monitor changes in behaviour.

STEP 5 – PROVIDE UPDATES

Notify the office if the situation changes.

Examples:

"Student has left Room 214 and is heading toward the gym."

"Students have been evacuated."

"Student is calming."

"Medical assistance required."

STEP 6 – WHEN HELP ARRIVES

Brief responding staff:

- What happened
- Current behaviour
- Safety concerns
- Injuries
- Allow the designated response team member to take over.

STEP 7 – IF THERE ARE INJURIES

- Notify administration immediately.
- Request First Aid or EMS if required.

STEP 8 – AFTER THE INCIDENT

- Resume supervision when directed.
- Participate in debriefing if requested.
- Maintain student confidentiality.
- Do not discuss the incident with students or unauthorized staff.
- Follow school reporting procedures.

Walkie-Talkie Quick Reference

DO	DON'T
Speak clearly.	Use student names.
Keep messages brief.	Share confidential information.
State your location first.	Speak over another transmission.
Use approved emergency codes (if applicable).	Use emotional or judgmental language.
Confirm messages when requested.	Turn off your radio during your shift.
Keep your radio on during supervision	
Charge walkie talkie after each day	