

SCHOOL SAFETY TRAINING

for front office and support staff

Friday, March 1, 2024 | 8:30am – 3pm | College of DuPage

WHO SHOULD ATTEND?

Any full- or part-time support staff at public and private schools, grades PreK-12. This includes front office staff, hall monitors, lunch supervisors, and administrative assistants.

PROFESSIONAL DEVELOPMENT FOCUS

- Customer Service
- Communication: phones, radios, intercom systems
- Professionalism
- Handling upset parents
- De-escalation
- Visitor management
- Emergency announcements

LEARNING OBJECTIVES FOR SUPPORT STAFF ROLES

- Familiarize staff with the warning signs of threatening behavior
- Familiarize staff with emergency equipment, radio usage, and communication
- Identify communication techniques that will be used to quell a student disturbance
- Define safety expectations during an incident
- Identify cues as they relate to suspicious activity
- Actively supervise and maintain focus, predicting and proactively preventing an incident
- Define the support staff safety and security role
- Identify key points on how to respond with command presence but not over-respond

Location: College of DuPage, SSG Homeland Security Ed. Center, Room 1022 (Mock Courtroom)

Parking: Fawell E | **Cost:** Free

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