

How does the helpline work?

The 24-hour, free number is for everyone in West Virginia. It can be reached from in-state and out-of-state. When calling the helpline, a person answers not a recording.

Operators will remind callers not to give information which might identify you. Your identity will be private.

What information should be reported?

Report anything that could harm students, staff or school property.

Here are some examples:

- violence
- weapons
- threats
- thefts or property damage
- drug or alcohol abuse
- sexual harassment.

These things are threats to safety and should be reported.

Who can call the Safe Schools Helpline?

This helpline is here for:

- students
- teachers
- school staff
- parents
- administrators
- communities.

Remember, what affects your school affects you and your community.

What happens to my call? How will I know if something has been done?

When you call the helpline, you will be given an identification number—**your name is not needed**—and the operator takes the information you give.

After three school days, call the free helpline number and you will be told about the action taken based on your call. You only need to give the identification number given to you before, **not your name.**

What do callers say?

- What you are reporting? (Problem, concern, suggestion)
- What time did/or will the event occur?
- At which school did/or will this take place?
- Who is involved and what school do they attend?
- Details of the event.

West Virginia Division of
Homeland Security and
Emergency Management

1900 Kanawha Blvd., East
Bldg. 1, Rm. EB-80
Charleston, WV 25305

Phone (304) 558-5380
Fax (304) 558-8902
www.wvdhsem.gov