



PPS GRIEF COUNSELING CALL CENTER

Call Center Message Script

Hello, thank you for calling the Paterson Public School District Helpline. This phone line is monitored Monday to Friday from 9:00am to 6:00pm. Please leave a message and include your name, school, telephone number, and a brief description of your concern so we can assist you. Students may also request to speak to your school counselor by visiting the district guidance and counseling web page and clicking the link, "Talk to My Counselor".

Should you require immediate attention, please call 911.

PPS Grief Counseling Helplines

- High School Call Center: 973-321-0548
- Elementary Line Call Center: 973-321-0551
- Community/Staff Call Center: 973-321-0552

Grief Counseling Call Center Protocols

- Call Centers were established to provide guidance, consultation and support services to students and their families, staff and the community-at-large. Support Staff will also provide direct services as needed. All members of the Call Center Collaborative Groups will exercise confidentiality and provide culturally appropriate support services. Should a group member have any question/concern regarding the process and/call, please contact Tamisha McKoy (973-981-5875) or Laurel Olson (201-214-6914).
- Should you encounter a caller that you deem in need of urgent care, please immediately contact a member of the Superintendent's Cabinet (below) and document the entry onto your log.
 - Superintendent, Eileen Shafer: 973-332-6561
 - Deputy Superintendent, Susana Peron: 201-546-6244
 - Asst. Supt. Sandra Diodonet: 973-445-4287
 - Asst. Supt. Cicely Warren: 201-250-9336
 - Asst. Supt. Joanna Tsimpedes: 973-626-5995
 - Asst. Supt. David Cozart: 973-255-6385
 - Chief Special Education Officer, Cheryl Coy: 862-823-6000
- All callers should receive a response from a support person within 24hours



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- Entries should be immediately recorded on the Crisis Team Response Log (shared via your Google Drive). Extra care should be given to every call, ensuring all inquiries are recorded precisely. For assistance with accessing your district gmail account and/or support with using the Google Drive, please contact Eliza Rodriguez @ erodriguez@paterson.k12.nj.us
- Group assignments (HS, Elementary, Community/Staff), shift times, and assigned coverages can be found on the Call Center Collaborative Group document
- If needed, support staff can respond to non-emergent requests the following day, but must remain within the 24hr. response time

Roles and Expectations

- **FACILITATORS:** Tamisha McKoy and Laurel Olson will oversee the process & monitor logs daily
- **SECRETARIES**
 - ❑ Using the password provided, secretaries will check/retrieve voicemail messages during the assigned time frame and log information accordingly
 - ❑ A cabinet member should be contacted for urgent calls received between 3-6 pm when counselors are not duty
- **LEAD MONITOR**
 - ❑ Will monitor log performance, ensuring response times and protocols are upheld
 - ❑ Record any missing information per line item (as applicable)
 - ❑ For record keeping purposes, transcribed/emailed messages will be forwarded to each lead
- **SUPPORT STAFF**
 - ❑ Will monitor their assigned log daily and fulfill the pending requests
 - ❑ All requests should be responded to within a 24hr. time frame
 - ❑ Counseling services can be provided via various modalities including; telephone, email, Google Meet
 - ❑ Response entries should recorded immediately after services are rendered
 - ❑ Support staff should refer to the supplemental mental health/crisis resources provided