

Staff Guidance

Whenever you need support, from a lesson that's got out of hand to a medical emergency, call for help in the teamSOS app. The right colleagues are alerted in seconds.

PART 1

Calling for help

When to call for help

Your incident types are set up by SLT, so they'll be tailored to your school. Here are some you might see, and there may be more.



Behaviour

Lesson disruption
Refusal or defiance
Another adult needed



Medical

Injury or illness
Allergic reaction
Someone feels unwell



Safeguarding

A disclosure
A child at risk
A missing student



Emergencies

Intruder or threat
Fire, smoke or fumes
Weapons or violence

In doubt? Call anyway. Pick the closest incident and add a few words. The team will take it from there.



The response team means the colleagues your school has set up to handle each type of incident, such as on-call staff, first aiders or your DSL. Only they are alerted, so no one else is disturbed.

1

Call for Help

Open teamSOS on your desktop, tablet or phone and tap **Call for Help**

Choose the incident that fits, such as **Disruption / De-escalation Support** or **Medical Emergency**.

SOS marks the most urgent incidents, such as a lockdown. They alert the team straight away.

Call for Help

Lockdown

SOS

Medical Emergency

SOS

Student Violence

SOS

Safeguarding Concern

SOS

Student Truancy

Disruption / De-escalation Support

Caretaker Request

2 Add detail and start

Type what's happening, or tap a quick-add template. If it involves a student, tag them.

Then tap **Start Incident**. The response team for that type of incident are alerted on all their devices.

3 Talk to the team

The team join you in an incident group. Share anything that helps them understand what's happening. You'll see who's coming, and when.



Walkie-talkie: hold to talk live.



Share more:

Photos

Your location

4 Check for a tasklist

A tasklist may be added to the incident automatically, or a responder may share one in the group.

Open it to see whether any steps are assigned to you, and tick them off as you complete them.

5 The team take it from there

When it's resolved, the team close the incident. Everything is recorded automatically, so there's nothing for you to write up.

Your school may also share records straight to platforms such as **CPOMS**, **MyConcern** or **SIMS Behaviour**. If so, you'll be told, and it happens when the incident is closed.

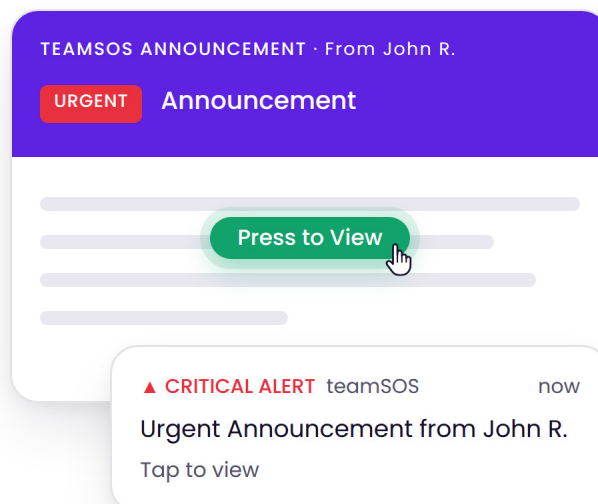
PART 2

Receiving an Announcement

1 Read the Announcement

In an emergency, SLT may send you instructions in an Announcement. It reaches every device where you have teamSOS.

-  **Desktops and laptops:** a full-screen alert appears. Tap **Press to View** to see the message.
-  **Phones and tablets:** tap the notification to open it.



2 Reply: are you OK?

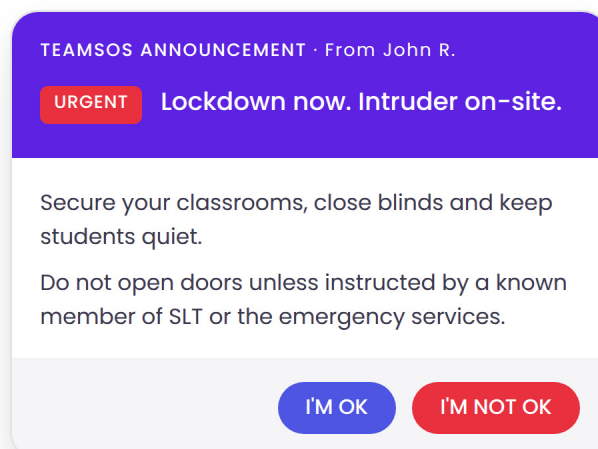
I'M OK

You're safe, or you've read the message.

I'M NOT OK

You need help, or have critical information for SLT.

Tapping NOT OK asks you for a reason, which goes to SLT. Include your location if relevant. SLT can reply directly if appropriate.



THE TWO THINGS TO REMEMBER



Need help, whatever it is?
Call for Help.



An Announcement arrives?
Read it. Tap OK or NOT OK.

Drills are labelled **TEST**, so you'll always know when it's real. No teamSOS on your device yet? Ask your school's teamSOS administrator.