Concord Community Schools Protocol for Department of Child Services (DCS) Interviews

1. Welcome the DCS worker. As you would with any individual that you don’t recognize or know personally, ask for credentials. This may include a copy of their ID badge or a business card.
2. Ask the student name. If the DCS worker does not provide a name, remain calm and proceed to the next step.
3. Share with the DCS worker that Concord protocol is to contact the student’s counselor prior to any face to face meetings with a student. Provide the DCS worker with a copy of the welcome letter while he/she waits. These should be contained in the envelopes found at the main office desk. If the DCS worker is not new, he/she may already have received this information.
   1. Office personnel should contact the student’s counselor.
   2. If the student’s counselor(s) is not available, one of the following:
      1. Another counselor
         1. Julie Fell – South Side
         2. Angela Ness – West Side
         3. Sarah Stone – East Side
         4. Jean Merrill – Ox Bow
      2. The principal or the principal’s designee (i.e., Nurse)

Note: Timeliness is often important in DCS investigations. Please do your part to ensure that this contact is made as quickly as possible.

1. If no one is available, please share that DCS may not speak with the student at this time. If the DCS worker becomes upset by the expectation, restate the established Concord protocol.

Important: It is the expectation of Concord Community Schools that an investigation will not be conducted in our schools without a school representative present.

Concord Community Schools protocol regarding school representative presence during the DCS investigation

1. School personnel are not to ask any questions or interfere with the investigator’s asking of questions. This includes both verbal and non-verbal communication.
2. Any information shared in the investigation is confidential.
3. If an investigator asks school personnel a question related to the report during the interview, school personnel should respond that this communication should occur after the interview is over.
4. If school personnel has additional information to share, it should be shared AFTER the interview is complete and not in the presence of the student.
5. Whenever an interview takes place, the principal should be notified.
6. In extenuating circumstances, if the building counselor is not present, any other adult acting as a school representative will communicate this information upon his/her return to the counselor.