

What to Do When.....

Sometimes people in our school community need to ask a question or get help with something. Here's a quick list of resources for you with either the person to contact or a link with more information. If you don't see what you need here, please reach out to any school office and they can help direct you to the right person.

I have a complaint... (urgent)

If there's an urgent complaint or issue, please use the following resources:

- Local Law Enforcement:
 - Emergency – Call 911
 - Report to Resident State Trooper Dispatch 860-399-2100
 - Child Abuse Reporting – **Call 203-624-KID-Hero / (203) 624-543-4376**
 - Health Emergency: Emergency – Call 911
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I have a complaint....(non-urgent)

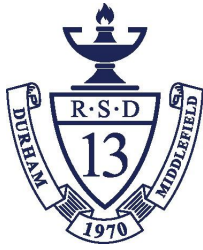
Please refer to the [District Resolution Procedure](#) – this is a step-by-step procedure to help us solve problems directly and collaboratively.

My child has information about some bad or concerning behavior but is afraid to tell anyone:

RSD 13 has contracted with the [SaySomething](#) app for students in grades 6-12. They can report anonymously through this app and it will be directed towards a team that will help us address the issues. It's more important to say something than to keep quiet.

Our family needs assistance with school meals:

- We know that kids learn better when they're fed. Click our [Food Services](#) link for more information and instructions on how to apply. If you have any trouble, you can contact



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Mark Basil, our Food Services Director at 860-349-7982. Outside of school, you can also access our local food bank at 30 Townhouse Road in Durham, or call 860-349-3153.

Our family is having trouble with housing:

- Our district is committed to helping homeless and foster children and youth to maintain their success in school. For information on support, school choice, transportation, educational services, and local resources, please contact the school counselor at your child's school or the Office of Student Services at 860-349-7200.
 - [Homeless Student Support - CT.gov](#)
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Our family is Multi-Lingual and we need help with learning English:

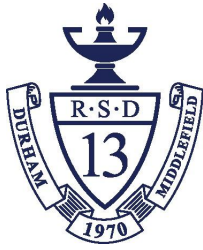
- RSD 13 has multiple resources and instructional strategies to help multi-lingual learners. Please contact your building principal if you need assistance and they'll give you a home language survey to complete that will give us the information we need to get started.
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I'm worried that my child might have a disability:

- Please reach out first to your child's classroom teacher. They'll be able to walk you through the first steps in starting interventions and how we'll work together to find out if your child might have a disability.
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I think my child may have experienced discrimination or harassment based on their sex, sexual orientation, or gender identity:

- RSD 13 does not condone any discrimination based on sex or any form of sexual harassment. Click this link to review our policy on [Discrimination Based on Sex/Sexual Harassment](#). If you have questions or concerns, contact Jen Keane, our District Title IX Coordinator and Director of Students Services. Reporting forms are located on pages 19-20 of the policy.



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My child is telling me about things that sound like bullying/harassment:

- Please report these concerns directly to your child's classroom teacher or principal. If you'd like to file a complaint right away, click this link to access the [reporting form](#).
 - Please notify us if you believe the harassment or bullying behavior is based on race since we will approach such incidents with specific, additional legal parameters.
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I'm worried that my child has been depressed and might be having suicidal thoughts:

Please **call 988** immediately. Also, feel free to reach out to our school counselors who can help you find local resources.

Other State of Connecticut Resources:

[Governor's task force on justice for abused children](#): Click this link to review these guidelines set up by the State of Connecticut to support victims of child abuse.

[DCF's sexual abuse and assault awareness and prevention program](#): Click here for resources to create awareness, prevent, and protect victims of sexual assault, offered by Connecticut Department of Children and Families.

[211CT.org](#): Click here to access local and state resources for a variety of family needs.