

**GENERAL INFORMATION**

**INFORMATION TO HAVE ON HAND WHEN CONTACTING THE SAFE SCHOOLS CALL CENTRE**

1. Name of the caller?
2. Name of the school?
3. Contact number?
4. Name of client, if not the caller?
5. What is the age of the client?
6. In what grade is the client?
7. What is/are the substance(s) being abused?
8. Date of incident?/ Frequency of incident?
9. Is the client using or dealing in the substance?
10. Where does client administer the substance?
11. Has the client received medical attention?
12. Is the case with SAPS?
13. If so, who is the investigating officer?
14. Do you have a case number from the SAPS?
15. Give me a brief description of the incident(s)?
16. Does the client need to be tested?
17. Does the client need counselling?
18. What is the client's language preference?
19. Has the education district office been informed?
20. Are there any other people in need of counseling?