

# Student Health and Safety



## Welcome to Student Health and Safety at Paper!

Paper established a team responsible for Student Health and Safety with two goals in mind:

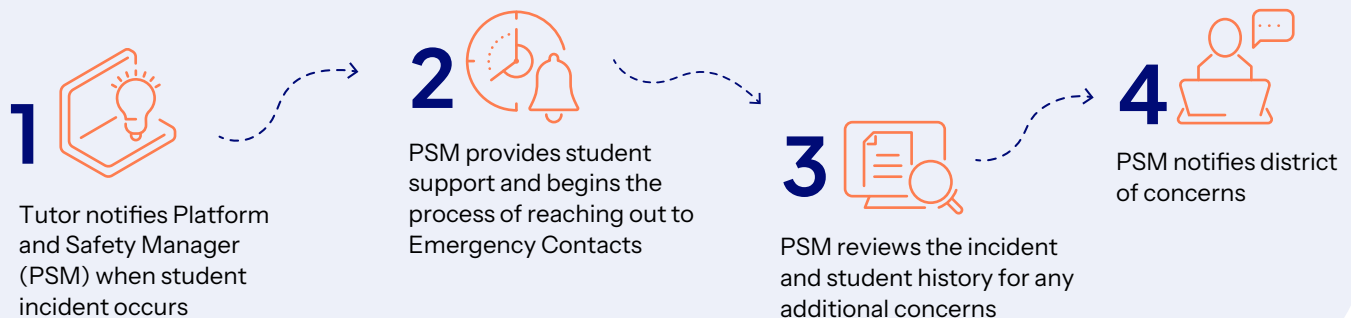
- 1 To ensure that every student who logs onto Paper is safe and secure.
- 2 To expand support for partner districts in order to address emergent non-academic student concerns.

As students interact with tutors, they engage in both academic and nonacademic—or personal—behavior. Students of all ages like to share pieces of their daily lives, experiences that connect to their academics, or important moments with their tutors. These shared experiences create meaningful connections. However, not all of this information is meant to be shared—and it can sometimes risk health, safety, or a violation of [Paper's student code of conduct](#). Additionally, sharing certain details might indicate that a student's mental or physical well-being are at risk.

Student Health and Safety is overseen by our dedicated team of Platform and Safety Managers (PSMs), available 24/7. These trained individuals are equipped to identify and escalate any student health and safety issues promptly. Our PSMs are committed not only to addressing crises but also to handling minor concerns and instances of misbehavior. Ensuring direct communication with our school partners is essential to guarantee the safety and security of every student using Paper.

To promote healthy learning and overall wellness for students, Paper recognizes the need for a proactive, collaborative partnership with districts to address concerning nonacademic content. Our first step to being proactive is making sure you're prepared!

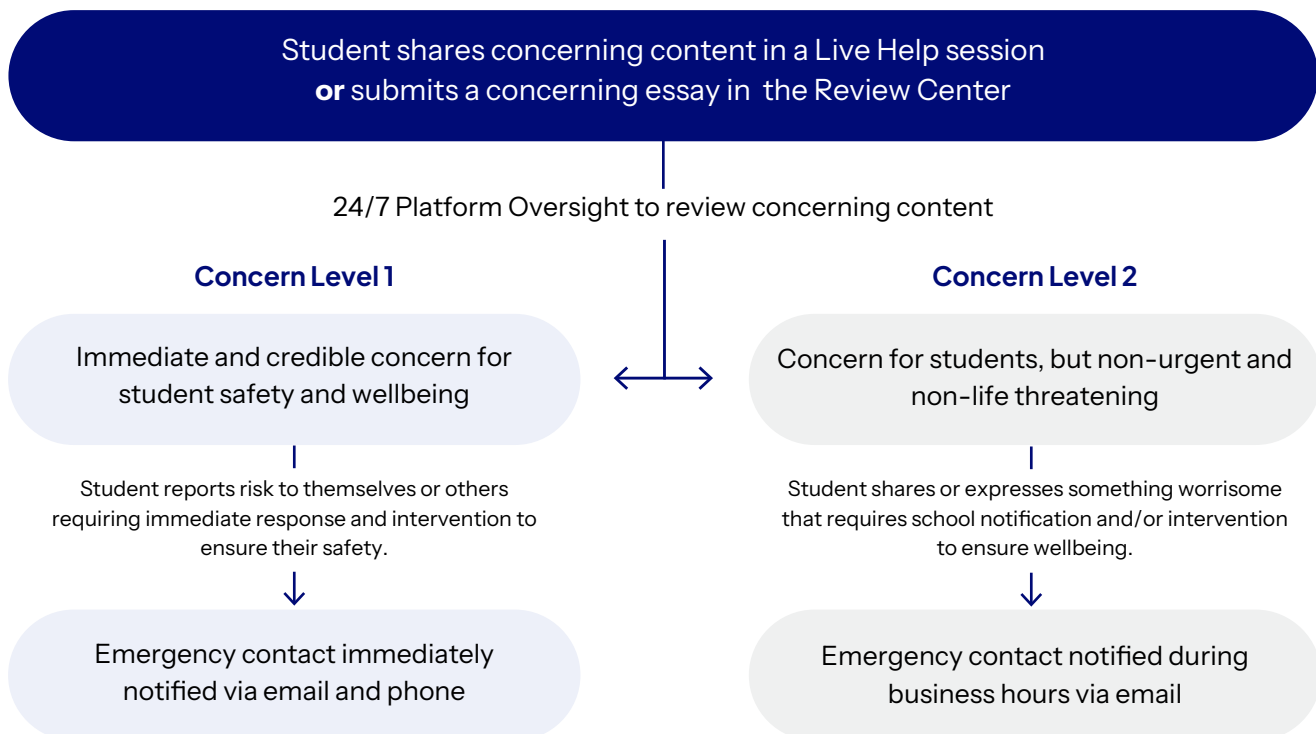
## What happens when an incident occurs?



## Incident Classification and Response

When a student’s behavior is concerning, Paper uses a review and response structure to notify emergency contacts (ECs) within partner districts.

### SHS Response Guide – Levels of Concern Classifications



Paper will send an email to notify designated Emergency Contacts (ECs) about all concerning content. When a student shares concerning content that is Concern Level 2, ECs will be contacted during business hours via email. We will immediately action (24/7) any content where a student’s safety and wellbeing are at urgent risk (Concern Level 1). If an incident occurs that requires an EC’s response at that moment or in the immediate future, Paper will directly call emergency contacts. We will also send an email notification to expedite the response process. In cases where a student is at risk of immediate harm to life or limb, Paper may reach out to emergency services in the student’s area.

## Mandatory Reporting Concerns

In addition to an email when student safety and wellbeing is at risk, (if applicable) Paper will inform ECs when a Mandatory Report (MR) has been made for a situation where a student has reported abuse and/or neglect when required by the state.

## Emergency contacts

### Who should be an Emergency Contact?

ECs should be district employees **with access to Paper** who can respond to concerning content shared with tutors. Paper requests that each district provide two to three ECs who **work at the district or site administration level**. The Student Health and Safety Team conducts bi-annual audits for the accuracy and completion of emergency contacts. However, if you require updating your existing ECs at any time, please reach out to Paper's student health and safety team using the contact information below.

### What are the expectations for appointed ECs?

ECs are our partners in supporting the whole student. After concerning content is identified and reported, ECs should check in with the student to address it and, if needed, seek out relevant community support.

Incidents can happen any time of the day or week. With this in mind, Paper asks that ECs be available after traditional school hours and on weekends in case of emergencies. To ensure your students receive the support they need, please include a phone number where we can reach you during nighttime and/or the weekend.\*

*\*Note: To make sure students can receive crisis support in a timely manner, it's best for ECs to provide a personal contact number. Please rest assured that we store this information securely and only use it to safeguard students' wellness.*

## How often will ECs be contacted?

Predicting student emergencies isn't easy, but Paper uses data and experience to anticipate when learners will need the most support. We've found that concerning non-academic behavior mainly takes place during school hours and/or in the evening between 7PM and 12AM. Due to this, Paper strongly advises that ECs be available outside of traditional school hours in case of emergencies.

If you'd like to connect with a member of Paper's student health and safety team, please email [shs@paper.co](mailto:shs@paper.co).