



# Section 11: Roles and Responsibilities of School Personnel

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- Food Service Managers and Lunchroom Staff
- Bus Drivers and Transportation Supervisors

## General Overview

Ensuring students with diabetes are safely cared for at school requires a team effort. This team of caring people may include:

- Students with diabetes
- Parents/guardians
- School nurses
- Teachers
- Guidance counselors, social workers, and school psychologists
- School district administrators
- School administrators and principals
- Trained school personnel
- Physical education instructors, coaches, and other school-sponsored activity leaders
- Food service managers, and lunchroom staff
- Bus drivers and transportation supervisors
- Other school staff with direct responsibility for student
- Members of the health care team, if invited by parents/guardians

Each team member is responsible for keeping the student with diabetes safe at school. Even though roles and responsibilities vary, all school staff must help ensure safe diabetes care for students. Some team members will have more responsibility than others. Because many different people at school may provide health services, specific roles and responsibilities are outlined and provide a guide for those caring for students with diabetes in school. The roles and responsibilities of school personnel are often outlined in their job descriptions. Parents can ask the school district for job descriptions to better clarify school personnel rules. Below are common roles and responsibilities for different school personnel involved in caring for students with diabetes at school.

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### Students with Diabetes

- Wear medical alert identification and carry a fast-acting source of glucose
- Participate in the school meetings (as appropriate) to be familiar with information about diabetes care required during school and school-sponsored activities
- Tell teachers and school personnel right away when feeling symptoms of low or high blood glucose
- Assist school personnel to complete diabetes tasks, such as: checking blood glucose, giving insulin, calculating the right amount of insulin for food eaten during school
- Assist with positive self-management. This can include:
  - Check and write down blood glucose levels
  - Calculate correct insulin doses
  - Give injections of insulin
  - Properly dispose of needles, lancets, and other supplies used
  - Follow meal and snack plans
  - Communicate with school staff if a problem occurs
  - Take proper care of diabetes equipment and supplies
- Problem solve with school personnel (if age-appropriate) about potential situations challenging for blood glucose control

Many students will need assistance with managing their diabetes at school but many will be quite independent. Roles, responsibilities, and expectations are individualized and based on age-related skills and maturity. For more information, refer to Table 14 in *Section 9: Special Circumstances for Students with Diabetes*.

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### Parents/Guardians

- Inform the school principal/school nurse that your child has diabetes as soon as possible before the school year begins or when child is diagnosed with diabetes.
- Provide a completed Diabetes Medical Management Plan (DMMP) form to the school nurse or other school personnel.
- Attend parent/guardian conferences/meetings as the Healthcare Plan, the Section 504 Plan, the Individualized Education Program (IEP), or other education plans are developed and written, documenting services and accommodations needed.
- Share preferences of your child's management plan before school starts and during conferences/meetings.
- Request a review or complete an update of the DMMP for treatment or management changes.
- Provide up-to-date emergency contact information or inform school of any changes.
- Provide health care provider orders for medication administration and procedures.
- Provide specific detailed information about the diabetes management plan followed at home and share student's current skill level.
- Sign Release of Information form for sharing of medical information between health care providers and the school according to the Family Education Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA).
- Provide necessary supplies and equipment as needed at school, including blood glucose monitor and supplies, insulin and insulin pump supplies, ketone strips, snacks, fast-acting glucose tablets/gel, and a Glucagon emergency kit; and, replenish diabetes supplies as needed.
- Inform appropriate school staff (principal, teachers, coaches, and others) when your child plans to participate in any school-sponsored activities to ensure coordination of needed coverage.
- Know and understand the federal, state, and local laws protecting the rights of your child with diabetes.

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### School Nurses

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Obtain and review the student's Diabetes Medical Management Plan (DMMP) from the health care provider and pertinent information from parents/guardians.
- Ensure the student's DMMP is reviewed and updated in a timely manner through communication with parents/guardians and health care providers.
- Facilitate the diabetes care planning meeting to discuss the student's DMMP.
- Coordinate the development and implementation and/or provide input in the student's Section 504 Plan or Individualized Education Program (IEP), Healthcare Plan, and Emergency Action Plan.
- Monitor compliance with these plans and facilitate follow-up meetings of the school personnel to discuss concerns, receive updates, and evaluate the need for changes to the student's plans as appropriate.
- Conduct a nursing assessment of the student and develop an individual Healthcare Plan; this plan is based on assessment of the student, input from the parents/guardians and the student, and the contents of the DMMP.
- Conduct ongoing, periodic nursing assessment and update the Healthcare Plan as needed.
- Provide ongoing reinforcement of diabetes education and self-management strategies.
- Coordinate development of the student's Emergency Action Plan and provide copies to school personnel who have responsibility for the student throughout the school day (e.g., teachers, physical education instructor, coaches, lunchroom staff, and bus drivers).
- Obtain materials and medical supplies necessary for diabetes care tasks from the parents/guardians and notify the student or parents/guardians when supplies need to be replenished.
- Appropriately delegate, provide competency training, supervise, and evaluate trained school personnel in carrying out the health care outlined in the DMMP, Section 504 Plan or IEP, Healthcare Plan, and/or Emergency Action Plan.
- Plan and implement diabetes training for school personnel and any other staff members who are responsible for the student with diabetes and require such training.
- Participate in diabetes trainings/seminars and other continuing education offerings to attain and/or maintain knowledge about current standards of care for students with diabetes.
- Distribute helpful diabetes information and tools to school personnel who have responsibility for students with diabetes.
- Perform routine and emergency diabetes care tasks, including blood glucose monitoring, ketone testing, insulin pump care, insulin administration, and Glucagon administration.

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### School Nurses (continued)

- Practice universal precautions and infection control procedures.
- Maintain accurate documentation of communication with student and family, health care providers, and trained school personnel.
- Document training and ongoing monitoring of trained school personnel.
- Collaborate with other co-workers (e.g., food service) and agencies (e.g., outside nursing agencies, school bus transportation services) as necessary to provide health care services.
- Ensure that federal laws, including the Family Education Rights and Privacy Act (FERPA), which governs privacy issues related to education records, and the Health Insurance Portability and Accountability Act (HIPAA), which governs privacy issues related to health records, are followed.
- Ensure all appropriate releases of information are signed so the school can communicate with the student's health care provider about his/her self-management at school or school-sponsored activities.
- Communicate to parents/guardians any concerns about the student's diabetes care or health, including frequent hypoglycemia and/or hyperglycemia episodes, general emotional health, and any other concerns that may affect the student's diabetes care at school.
- Promote and encourage independence and self-care consistent with the student's ability, skill, maturity, and developmental level.
- Advocate for students to help meet their diabetes health care needs.
- Serve as a resource on diabetes information for school staff, students, and families.
- Establish and maintain an up-to-date resource file of pamphlets, brochures, and other publications.
- Assist the classroom teacher with developing a plan for substitute teachers.
- Assist the physical education instructor with the student's safe participation in physical education and other school-sponsored activities.
- Be knowledgeable about federal, state, and local laws and regulations pertaining to diabetes care at school.
- Serve as a liaison between the school and health care provider with parent/guardian consent.

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### Teachers

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Learn about diabetes by attending trainings and seminars.
- Participate in diabetes care planning meeting as necessary to become familiar with individual diabetes care needs during school.
- Partner with the school health team to implement the Diabetes Medical Management Plan (DMMP), Healthcare Plan, Section 504 Plan or Individualized Education Program (IEP), and Emergency Action Plan.
- Know symptoms of low and high blood glucose.
- Recognize and respond quickly, as indicated in the student's Healthcare Plan, to the signs and symptoms of low blood glucose (hypoglycemia) and high blood glucose (hyperglycemia).
- Suspect low blood glucose with any change in behavior; when in doubt, treat as indicated in the student's Healthcare Plan.
- Notify school nurse or trained school personnel of a low blood glucose episode or a suspected low blood glucose episode.
- **Never leave a student alone who is having a low blood glucose or is suspected of having a low blood glucose.**
- **Never send a student alone to the health office or any other location who is having a low blood glucose or is suspected of having a low blood glucose, as the student may pass out/fall, causing injury.**
- Provide a supportive, safe environment for the student to manage his or her diabetes effectively and safely at school.
- Be aware of how the student's diabetes may affect ability to learn.
- Provide the necessary classroom accommodations as indicated.
- Provide instruction to the student if class content is missed because of absence for diabetes-related care.
- Provide information for substitute teachers notifying them of the day-to-day needs of the student and appropriate actions.
- Notify the parents/guardians in advance of changes in school schedule, such as class parties, field trips, and other special events.
- Communicate with the school nurse, trained school personnel, or parents/guardians regarding any concerns about the student.

### Guidance Counselors, Social Workers, and School Psychologists

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Learn about diabetes by attending trainings and seminars.
- Participate in diabetes care planning meeting as necessary to become familiar with individual diabetes care needs during school.
- Work with school personnel to promote a supportive learning environment.
- Ensure that each student with diabetes is treated the same as students without diabetes, except to respond to medical needs.
- Recognize, assess, and respond as needed to the emotional health needs of the student.
- Respect students who wish not to share information about their diabetes with other students or school personnel, particularly if it makes them feel different from others.
- Promote, encourage, and support independence and self-care that are consistent with the student's ability, skill, maturity, and development.
- Provide input to the student's diabetes care needs and accommodations as requested.
- Communicate with the school nurse and/or trained school personnel to ensure attention to new or different treatment and care plans.

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### School District Administrators

Note: This includes superintendents, Section 504 Plan coordinators, or other school administrators responsible for coordinating student services.

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Know and understand the federal, state, and local laws that apply to students with diabetes.
- Learn about diabetes through trainings and seminars.
- Support and arrange training of school personnel as needed.
- Provide leadership and support in developing district guidelines/policies related to all aspects of diabetes care at school, including delegation of responsibilities; require staff training, medication administration guidelines, and blood glucose monitoring.
- Support and implement district guidelines: 1) development, coordination, and implementation of diabetes care training; 2) ongoing quality control and improvement of these training programs; and 3) development and implementation of a program to monitor the performance of those who receive training.
- Monitor schools for compliance with district guidelines/policies.
- Allocate sufficient resources to safely meet needs of students with diabetes at school.
- Meet with members of the school health team as needed to address concerns about the provision of diabetes care by the school district, as appropriate.

## Section 11: Roles and Responsibilities of School Personnel

### School Administrators and Principals

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Know and understand the federal, state, and local laws that apply to students with diabetes.
- Learn about diabetes by attending trainings and seminars.
- Participate in developing and implementing school guidelines/policies to accommodate and safely provide care to students with diabetes.
- Allocate sufficient resources to provide safe care for students with diabetes.
- Inform school health services of the pending enrollment of a student with diabetes.
- Promote a supportive learning environment for students with diabetes.
- Meet annually with the student, family, school nurse, Section 504 Plan/ Individualized Education Program (IEP) coordinator, teacher(s), and other designated personnel before the school year starts, or when the child is newly diagnosed, to discuss services and accommodations needed.
- Identify and support designated personnel who have responsibility for the student with diabetes.
- Arrange for diabetes care training for the school nurse, trained school personnel, and others with responsibility for students with diabetes.
- Ensure that trained school personnel are available at all times during school and school-sponsored activities and events.
- Alert all school-related members who teach or supervise a student with diabetes, including bus drivers; ensure they are familiar with the accommodations and emergency procedures for each student with diabetes.
- Ensure substitute personnel are aware of the needs and emergency procedures for students with diabetes.
- Monitor compliance of the Diabetes Medical Management Plan (DMMP), Section 504 Plan or IEP, Healthcare Plan, and Emergency Action Plan.
- Implement school policies and guidelines related to training school personnel; the school nurse or at least one of the trained school personnel must be available when the student with diabetes is on campus or is a participant in off-campus school-sponsored activities.
- Implement emergency protocols.
- Include diabetes awareness as part of health or cultural education.
- Support and facilitate ongoing communication between parents/guardians of students with diabetes and school personnel.
- Recognize signs and symptoms of low blood glucose (hypoglycemia) and high blood glucose (hyperglycemia) and take action in accordance with the student's Emergency Action Plan.
- Know when and how to contact the school nurse or trained school personnel.

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### Trained School Personnel

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Learn about diabetes by attending trainings and seminars.
- Know and understand the information contained in the student's Diabetes Medical Management Plan (DMMP), Section 504 Plan, or Individualized Education Program (IEP), Healthcare Plan, and Emergency Action Plan.
- Attend the student's school health team meetings to gain understanding of the overall goal of care.
- Participate in diabetes training.
- Provide diabetes care and emergency care as delegated by the school nurse, including blood glucose monitoring, ketone testing, insulin administration, and Glucagon administration.
- Practice universal precautions and infection control procedures during all diabetes care tasks.
- Participate in all care planning meetings.
- Document care provided according to standards and requirements outlined by school guidelines.
- Observe and record student health and behavior, noting any changes that could affect diabetes care.
- Communicate directly and regularly with the school nurse or the supervising health care professional.
- Consult with appropriate members of the student's school health team when questions arise or the student's health status changes.
- Be available on campus during regular school hours and when the student participates in school-sponsored activities held before or after school.
- Accompany the student on field trips or off-campus school-sponsored activities.
- Obtain proper authorization before transferring diabetes care responsibilities to other school personnel.
- Help assure that the student has a supportive learning environment and is treated the same as students without diabetes, except to respond to medical needs.

### Physical Education Instructors, Coaches, and Other School-sponsored Activity Leaders

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Know and understand the federal, state, and local laws that may apply to students with diabetes.
- Learn about diabetes by attending trainings and seminars.
- Encourage participation in physical activities and sports for general health.
- Treat the student with diabetes the same as other students except when meeting a student's specific medical needs.
- Encourage the student to have diabetes supplies readily accessible (e.g., blood glucose monitoring equipment, fast-acting carbohydrate, Glucagon kit).
- Permit checking blood glucose levels in an attempt to prevent emergencies, such as a low blood glucose episode.
- **Recognize the signs and symptoms of low blood glucose and high blood glucose and take action in accordance with the student's Emergency Action Plan.**
- Participate in diabetes care planning as requested.
- Recognize that a change in the student's behavior could be a symptom of a low blood glucose level.
- **Recognize and understand low blood glucose can occur before, during, and in the hours after physical activity.**
- Ensure immediate access to a fast-acting form of glucose (e.g., milk, fruit juice, glucose gel, glucose tablets) and Glucagon as outlined in the student's Emergency Action Plan.
- Consider taping a fast-acting form of glucose (e.g., milk, fruit juice, glucose gel, glucose tablets) to a clipboard or include it in the first aid pack that goes out to physical education activities, practices, and games.
- Communicate with the school nurse and/or trained school personnel regarding any observations or concerns that could interfere with the diabetes care during physical activity or sports events.
- Provide information for the substitute physical education instructor to clearly communicate the student's Emergency Action Plan.

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### Food Service Managers and Lunchroom Staff

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Learn about diabetes by attending trainings and seminars.
- Request training on various meal plans and standard serving sizes.
- Obtain a copy of the student's written meal plan.
- Keep a copy of the student's Emergency Action Plan in a known, secure, place in the lunchroom.
- Consider ordering the same brands of food for the entire year to ensure consistency.
- Communicate with the school health team regarding special orders and changes in portion sizes.
- Provide a lunch menu and lunch schedule to parents/guardians in advance; include grams of carbohydrate, protein, and fat along with the nutrition content of menu selections.
- Recognize the signs and symptoms of low blood glucose and high blood glucose and take action in accordance with the student's Emergency Action Plan.
- Recognize that a student's behavior change could be a symptom of low or high blood glucose.
- Know where supplies to treat low blood glucose are kept (e.g., with the student or another place).
- Understand that low blood glucose can occur before, during, and after lunch; lunch personnel should be able to recognize and treat a low blood glucose episode.
- Know which type of meal plan the student is to follow.
- Recognize that eating meals and snacks on time is a critical component of diabetes care; failure to eat lunch on time could result in low blood glucose, especially if a student has missed a morning snack or has had a physically strenuous or otherwise active morning at school.
- Ensure that the student has timely access to food and sufficient time to finish their meal/snack.
- Treat the student with diabetes the same as other students, except to respond to medical needs.
- Promptly communicate with the school nurse and/or trained school personnel regarding any concerns observed that may affect diabetes care of the student.

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### Bus Drivers and Transportation Supervisors

- Treat the student with respect and kindness.
- Respect the student's confidentiality and right to privacy.
- Learn about diabetes by attending trainings and seminars.
- At the beginning of the school year, identify student(s) riding the bus who have diabetes.
- Obtain a copy of the student's Emergency Action Plan and keep it on the bus in a known, yet secure, place so it is readily available for substitute drivers.
- Know that low blood glucose can happen at any time of the day.
- Recognize that a student's change in behavior could be because of a low or high blood glucose level.
- Recognize the signs and symptoms of low blood glucose and high blood glucose and take action in accordance with the student's Emergency Action Plan.
- Ensure supplies (glucose tablets/gel and Glucagon) are available on the bus to treat a low blood glucose episode.
- Provide a known, yet secure location for diabetes supplies.
- Permit eating meals or snacks on the bus as accommodations indicate.
- Provide information to substitute bus drivers and transportation assistants.
- Communicate with the school nurse and/or trained school personnel regarding any concerns observed that may interfere with the student's diabetes care.
- Develop plan with transportation services to provide training for substitute bus drivers prior to being responsible for route.

