



Emergency Response Initiative Consortium



Helpful conversations

to reassure
children and
young people
in challenging
times



This leaflet is to help families after receiving difficult news affecting the school community (also known as a critical incident)

PRODUCED BY EMERGENCY RESPONSE INITIATIVE CONSORTIUM (ERIC)
CO-ORDINATED BY JAMI
IN PARTNERSHIP WITH NORWOOD, CST, JBCS, GRIEF ENCOUNTER, PaJeS

Jami
part of **JEWISH CARE**

NORWOOD
Taking on life together



JBCS Jewish Bereavement
Counselling Service

**gr'ef
encounter**
supporting bereaved children & young people

PaJeS
Supporting Jewish schools

Jewish Care Charity Reg No. 802559

Parents and carers

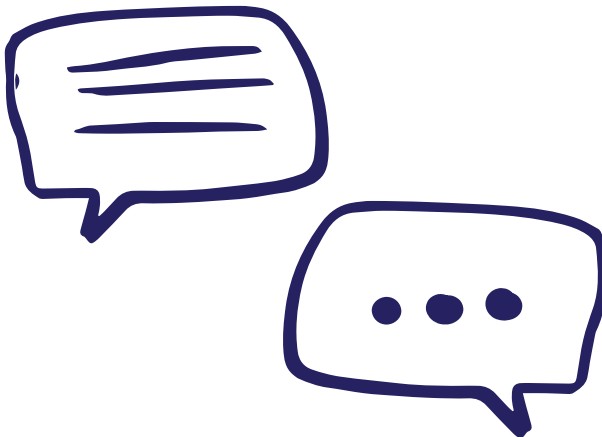
How are **you** feeling?

When a critical incident happens, we can be emotionally impacted by the event.

We may have anxieties about what this event means to our child and how it will affect them. Being alongside uncertainty is difficult for all of us, especially after a critical incident.

If you can, reflect on your feelings and look after yourself, doing what you usually do to alleviate stress. Emotions are nature's way of helping us to digest what has happened. If you or your child can't articulate how you feel, don't worry. Emotions may become clearer later.

If you find yourself getting upset in front of your children, you can reassure them you are okay. Responding in this way is natural after receiving distressing news or experiencing an upsetting event.



Supporting your child

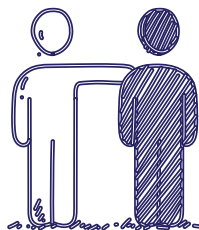
Young people can have many different big feelings at this time.

Shock, confusion, anger, fear, guilt, blame, hurt and sadness are some of the emotional reactions your child may experience.

Try and support them as best you can. You don't have to be a professional to listen and acknowledge what they are feeling. Any parent or carer can do this. And it is enough.

There is no right or wrong way to behave at this time. Try and be guided by your child and follow their lead. If they want to talk, listen. If they want to be quiet, remind them you are there for them. Try to keep to the family routine and perhaps get a few treats or favourite meals in. Reassure your child they are safe now and the school are working with authorities, such as the police and CST, to ensure ongoing safety.

Young people already struggling with their mental health or emotions may find this news affects them in many different ways. It is best to let any professionals they are working with know what has happened.



Curiosity, rumour, gossip



Social media

Social media has changed the way we receive and share news and connect with others. Be aware that posts can intrude on people's privacy and spread misinformation and gossip. This is unfortunately all too common after a critical incident. Please don't engage in online conversations that post rumours and encourage your young people to also be kind and considerate online during this distressing time.

For support

Jami – provides practical and emotional mental health support

Adult, and children and young people's mental health services

Support for parent carers

020 8458 2223

See our website for more information

www.jamiuk.org

Norwood – provides psychotherapy services for young people and support for their families

www.norwood.org.uk

020 8457 4745

kennedy.leighinfo@norwood.org.uk



Crisis support

Childline

0800 1111 – open 24/7

SHOUT

24/7 text-based support.

Text Jami to 85258

Papyrus Hope Line UK

0800 068 41 41

Text 88247

pat@papyrus-uk.org

Support after bereavement

Grief Talk Helpline

0808 802 0111

bereavementsupport@griefencounter.org.uk

(Supporting bereaved children and young people)

JBCS (Jewish Bereavement Counselling Service)

020 8951 3881

www.jbcs.org.uk

enquiries@jbcs.org.uk



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