



COVID19 School Policy Guide for those responding to the first communication of tragic news

Name of School: Holy Trinity CE Primary School
Mrs J. Griffith

Headteacher: Mrs P.O'Brien &

This conversation requires a calm, steady, quiet and sensitive approach. It will be important to allow the person to tell their story, and to listen.

You might want time to take a breath and steady yourself. It is okay to ask for a pause, for example to get something to note down contact details and important information.

Demonstrate that you are listening through occasional gentle responses. These could be empathetic sounds or short phrases like "Oh I'm so sorry", "I'm listening", "Take your time".

Leave pauses so that the caller does not feel hurried and has time to gather their thoughts. Allow the caller to tell their story in their words and in their own time and avoid asking questions.

You can check that you have heard and understood by paraphrasing back, for example "You said that he died at home last night, Is that right?" and again leave pauses so that the caller can correct you.

When the conversation reaches a natural break, explain that you need to take very clear notes of the important information.

Obtain as much **accurate, factual information** about the critical incident as possible. Bear in mind that it is very easy for rumours to spread: uncertainty or misinformation can greatly add to distress levels, create confusion and will take time and effort to correct.

Before ending the call, check that you have collected sufficient factual information and the personal and contact details of the person you are talking to. **(see the table below)**

As soon as the call ends inform the **senior management team**, who are advised to take actions in line with the planning checklist.

After alerting others it is important that you give yourself time to process the information and your own thoughts and feelings before getting back to work. It may be helpful to share your reaction with a colleague.

Who has called? First or given name: Surname: Position Relationship with the person or family affected Contact details for getting in touch later	
What happened? What is the nature of the incident? When did it happen?	
Who has been affected? For example note the names and ages of children attending the school	
Who else has been contacted? Who else is offering support?	
Ask the caller “what else is it important for you to tell us?”	

Covid 19 - First communication of tragic news

Planning Checklist

Task	Who?	When?	Key contact and details	Completed (date)
Obtain the facts	HT/ senior leader	Immediately		
Contact management team		First hours		
Contact Clive Haines, AfC Lead		Within hours		
Notify governors		As above		
Seek additional health guidance where needed and follow public health guidance		As above		
Reconsider RAG rating of risk to children attending the school/ setting		As above		
Contact immediate family to discuss the information they consent to share		First day		
Seek advice on any media interest		As soon as possible		
Alert Educational Psychology Service		First day		
Consider whether involvement with Early Help/Counselling Service is appropriate				
Identify those individuals in greatest need of support		First/ second day		
Agree on factual communications To all staff		First day if possible		

To families To pupils				
Seek consent for support for pupils		Before support can be delivered		
Arrange debriefing for all staff affected		First / second day		
Be alert to those whose memory of past trauma and loss might be triggered and seek support as the need arises				
Discuss acts of remembrance with family and those most affected Implement any which are immediate e.g. web page for condolence messages. Commit to plans which are for the longer term		First week		

Emergency Contacts

Role	Name	Mobile Phone/Email	Time Contacted
Headteacher	Joanne Griffith Pamela O'Brien	j.griffith@holytrinityprimary.org 07779 790609 p.obrien@holytrinityprimary.org 07889 188538	
Deputy Head			
Leadership Team	Michelle Wallbanks Carmel Barnes	m.wallbanks@holytrinityprimary.org 07894 146991 c.barnes@holytrinityprimary.org 07540 418220	
Administrator Bursar	Sarah Lawson Wendy Poulter	01344 620716	
Chair of Governors	Aileen Boaler	a.boaler@holytrinityprimary.org 07769 685671	
Vice Chair of Governors	Peter Grover	p.grover@holytrinityprimary.org 07747 765654	

EP Lead	Alison Crossick	01628 796688 07747 747636 alison.crosick@achievingforchildren.org.uk	
AfC Lead	Clive Haines	01628 796960 0782 586 2200 Clive.Haines@Achievingforchildren.org.uk	
LA Press Office	Louisa Dean	communication@rbwm.gov.uk or press.office@achievingforchildren.org.uk	