

Supporting your child's wellbeing

Dear Parents' and Carers',

During this difficult time, I wanted to reach out to let you know that, even though our school is currently closed to all but a few children, we're still here to support your child and your family in whatever way we can.

You might be noticing signs of increasing anxiety in your child as they're spending more time indoors and outside of their normal routines.

These might include:

Children aged 3–6 years:

- Regressing to behaviour they've outgrown, such as thumb-sucking or bed-wetting
- Showing greater fear at being separated from you
- Tantrums
- Trouble sleeping

Children aged 7–10 years:

- Expressing sadness, anger or fear
- Sharing false information that they're hearing from their peers or seeing online
- Wanting to talk about coronavirus all the time
- Not wanting to talk about the current situation at all
- Having trouble concentrating

Children aged 11–16:

- Acting out – this might include things like picking fights with you or with siblings or abusing alcohol or drugs
- Becoming afraid to leave the house
- Distancing themselves from their friends and family
- Exhibiting intense emotions but being unable to talk about what they're feeling

We've put together some resources to help you support your child. We hope you find this information helpful.

If you have any concerns about how your child is coping or you need any other support from the school, please let us know by emailing your child's tutor or Head of House or one of our safeguarding officers on jodie.attreed@heartlands.haringey.sch.uk.

We're extremely grateful for all the support you've shown us as we've adapted to these new circumstances, and we want to reassure you that we are still here to support you too.

We can and will get through this together.

Kind regards,
Heartlands High School





Take care of yourself

It's really important right now to take care of your own physical and mental health. Children are very perceptive, and they react to what they sense from the adults around them.

Here are some things you can do to help keep yourself healthy:

- Connect with others – maintain relationships with people you care about through phone and video calls
- Exercise – take some time every day to move. You could go for a walk or run. You'll also find lots of fitness videos online for everything from yoga to dance. Find something you enjoy and that makes you feel good
- Eat healthy meals – try to keep a well-balanced diet and drink enough water
- Get some sleep – being anxious or worried can have a big impact on your sleep. If you're struggling to get a good night's sleep, try to develop a calming bedtime routine – for example, do 10 minutes of yoga or listen to calming music. There are also apps you can download that provide guided meditation to help you get to sleep more quickly
- Turn off the news – it's important to keep up to date, but the 24-hour news cycle can make you more anxious. Limit your exposure to the news to only a small amount of time, just enough to know what the latest government guidance is
- Do things you enjoy – now that we're all spending more time at home, we can finally take up that hobby we've always meant to learn. Try baking or gardening or learning to knit. These are also great activities we can share with our children
- Set goals – it's easy to lose track of the days in our current situation, so it can be helpful to set daily and weekly goals to give us a sense of control and purpose. Examples might be setting a goal of walking for half an hour at least 3 times this week or reading a new book
- Connect with the outdoors – depending on where you live, it may not be possible to spend time outside. If you don't have a garden or terrace, you can still open a window to let some fresh air and sunlight in. Put a comfortable chair by the window so you can look outside and get some air as you read a book
- Talk to someone – during this difficult time, sharing with family and friends how you're feeling and what you're doing to cope can be helpful for both you and them. There are also helplines you can call for support – we've included a list at the end of this pack



How to talk to your child about what's happening

No matter how calmly you manage the current environment, children are likely to be anxious, so it's important to talk to them about what's happening.

For younger children

Children pick up bits of information from their friends, from the news and from listening to adults talking around them – but they can misunderstand what they're hearing.

- **Deal with the news head-on and talk about it openly and calmly, giving them the facts**

- Give them age-appropriate information – take a look at:
 - [BBC Newsround Hub](#) – regularly updated with information and advice
 - [#covibook](#) – for under 7s
 - [Children's guide to coronavirus](#) – a download from the Children's Commissioner to help explain the situation to children
- Teach them how to know if information they find on the internet is reliable. Explain how some stories on social media may be based on rumours or inaccurate information
- Encourage them to take breaks from listening to or reading the news – overexposure isn't helpful

- **Encourage questions**

This will give them the confidence to reach out, if they have anything to ask

- Be reassuring but honest when answering questions – it's ok if you don't have all the answers
- Be ready to answer the same question over and over – children tend to repeat themselves when they're feeling uncertain or worried, so you might have to answer the same questions more than once as they seek extra reassurance

- **Be a role model**

- Recognise and manage your own worries first
- Be open about your own feelings and let them know it's normal to be concerned – for example, let them know you're also finding the news a bit worrying and what you're doing to stay calm

- **Explain how our body's immune system protects us**

- It's constantly working against germs without us knowing. We can't and don't need to control this process
- Explain that we're taking precautions against this particular germ because it's a new one which our bodies haven't come across before
- Remind them how important it is that they eat healthy food, sleep and exercise, as this helps to fight germs
- If it helps, reassure them that the effects of this virus on healthy young people are very mild



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- **Keep doing your bit to help children reduce the spread of germs**
 - Remind them to maintain good hygiene like bathing daily and wearing fresh clothes
 - Encourage them to sing 'happy birthday' twice when they're washing their hands

For older children

Older children will have the same anxieties about their own health and that of their family and friends as younger children. But they're also likely to feel socially isolated, and worried about the result of school closures on their education and what life will be like after the pandemic is over.

In addition to the steps above:

- **Reassure them** that when more guidance comes from the school about how grades will be awarded, you'll share this with them as soon as you have it – you could also check that they understand the information you've received so far, in case there are any points of confusion or worry that the school could help to clarify
- **Encourage them to maintain social ties** – relationships are especially important for older children, so give them room to keep in touch with their friends
- **Equip them with accurate information** – for example:
 - [Mythbusters](#) from the World Health Organization
 - [Data visualisation pack](#) from Information is Beautiful (regularly updated)
- **Share tools to help them manage anxiety**
 - [YoungMinds](#): practical steps to take if you're anxious about coronavirus
 - [Mind](#): how to take care of your wellbeing when staying home

If your child struggles with higher levels of anxiety

Some children are naturally more anxious, such as those with existing phobias or obsessive-compulsive disorders. The current situation can make those anxieties worse.

- Get them to do activities such as counting, ordering and sorting tasks which can help them calm down
- Encourage them to use relaxation techniques such as controlled breathing
- Look out for obsessive or compulsive behaviours and try to get ahead of them early by challenging unhelpful thoughts and assumptions
- If you're worried about your child's anxiety, **YoungMinds** is a charity dedicated to children's mental health. They've opened a parents' helpline for confidential, expert advice. You can reach them at **0808 802 5544**
- All students also have 24-hour access to Kooth, an online counselling service which can support them.

Helplines and websites for children and young people

If your child would like to speak with someone confidentially, there are helplines and websites specifically for them.

Organisation	Contact information
<p>Shout Free, confidential support via text, available 24/7</p>	Text SHOUT to 85258 in the UK to text with a trained crisis volunteer who'll provide active listening and collaborative problem-solving
<p>The Mix Free confidential telephone helpline and online service that aims to find young people the best help, whatever the problem</p>	<ul style="list-style-type: none"> ● Call 0808 808 4994 for free (11am to 11pm daily) ● Access the online community ● Email The Mix
<p>ChildLine Confidential telephone counselling service for any child with a problem</p>	<ul style="list-style-type: none"> ● Call 0800 1111 any time for free ● Have an online chat with a counsellor (9am to midnight daily) ● Check out the message boards

How to make home learning work for your family

We're realistic about what pupils will be able to do during this period, and we want you to be too.

You're not expected to become teachers and your children aren't expected to learn as they do in school. Simply providing them with some structure at home will help them to adapt.

The following tips are designed to help you create a positive learning environment at home. See what works best for your household.

- **Create and stick to a routine if you can.** This is what children are used to. For example, eat breakfast at the same time and make sure they're dressed before starting the 'school' day – avoid staying in pyjamas! All work will be set for students through the DPR and their work will be set on the same day each week.
- **Involve your children in setting the timetable where possible.** It's a great opportunity for them to manage their own time better and it'll give them ownership
- **Check in with your children and try to keep to the timetable, but be flexible.** If a task/activity is going well or they want more time, let it extend where possible
- **If you have more than 1 child at home, consider combining their timetables.** For example, they might exercise and do maths together – see what works for your household
- **Designate a working space if possible,** and at the end of the day have a clear cut-off to signal school time is over



- **Stick the timetable up on the wall** so everyone knows what they should be doing when, and tick activities off throughout the day
- **Take stock at the end of each week.** What's working and what isn't? Ask your children, involve them too
- **Distinguish between weekdays and weekends,** to separate school life and home life
- **Give them chores** to do so they feel more responsible about the daily routine at home
- Ask them to **help you cook** and bake
- Accept that **they'll probably watch more TV/spend time on their phone** – that's ok but you might want to set/agree some screen time limits

Please don't worry about your children getting behind with learning. Everyone's in the same boat, and when things get back to normal we'll make sure we get everyone back on track.

Keeping your child safe online

Your child will be spending more time online to complete work and stay in touch with friends. It is important to have regular conversations about staying safe online and to encourage children to speak to you if they come across something worrying online.

I have put together some resources which provide guidance for parents and carers to keep children safe online. They will, amongst other things, support you to talk to your child about a range of online safety issues, set up home filtering in a child-friendly way and set up age-appropriate parental controls on digital devices:

- [Thinkuknow](#) by National Crime Agency-CEOP (Child Exploitation and Online Protection) provides resources for parents and carers and children of all ages to help keep children safe online
- [Childnet](#) has developed [guidance for parents and carers](#) to begin a conversation about online safety, as well as [guidance on keeping under-fives safe online](#)
- [Parent Info](#) is a collaboration between Parent Zone and NCA-CEOP, providing support and guidance for parents and carers related to the digital world from leading experts and organisations
- NSPCC has [guidance for parents and carers](#) to help keep children safe online
- [UK Safer Internet Centre](#) provides tips and advice for parents and carers to keep children safe online – you can also [report any harmful content found online through the UK Safer Internet Centre](#)

What harms might my child experience online?

You may have concerns about specific harms which children can experience online. There are more resources to help you understand and protect your child from different harms online I have listed a few of these below with links to support.

<p>Child sexual abuse</p>	<p>If your child has been a victim of child sexual abuse – online or offline – and you believe they are in immediate danger, you should call 999 and ask for the police. The police will continue to respond to emergency calls. If you are concerned that your child has been a victim of online sexual abuse or you are worried about the way someone has been communicating with your child online, you can report it to National Crime Agency-CEOP (Child Exploitation and Online Protection).</p>
<p>Exposure to radicalising content</p>	<p>Educate Against Hate Parents' Hub provides resources and government advice for parents and carers on keeping young people safe from extremism, including online.</p> <p>Let's Talk About It provides support for parents and carers to keep children safe from online radicalisation.</p> <p>Any member of the public can report terrorist content they find online through the GOV.UK referral tool.</p> <p>If you are concerned that any family member, friend or loved one is being radicalised, you can also call the police on 0800 789 321 or 101 to get advice or make a Prevent referral, so that they can get safeguarding support. If you need further help, you can also contact your local authority safeguarding team.</p>
<p>Youth-produced sexual imagery ('sexting')</p>	<p>If you are worried about your child sending nude images or videos (sometimes referred to as 'youth-produced sexual imagery or sexting'), NSPCC provides advice to help you understand the risks and support your child.</p> <p>If your child has shared nude images, Thinkuknow by National Crime Agency-CEOP provides advice on talking to your child and where to get help.</p>
<p>Cyberbullying</p>	<p>If you are concerned about cyberbullying, you can find government advice and information about how you can protect your child and tackle it if it happens.</p>
<p>Exposure to age-inappropriate content, such as pornography. Age-inappropriate content and parental</p>	<p>If you have downloaded new apps or bought new technology to help stay connected at this time, remember to review and adjust privacy and safety settings if you or your child is signing up to a new online service.</p> <p>Internet Matters has provided step-by-step guides on how to set up parental controls so that you can control</p>

controls	<p>what content your child can access online.</p> <p>The UK Safer Internet Centre has developed guidance on how to switch on family-friendly filters to prevent age-inappropriate content being accessed on devices in your home.</p> <p>The NSPCC provides more information for parents or carers with concerns about their child seeking inappropriate or explicit content online.</p>
Exposure to harmful content, such as suicide content	<p>If you are worried about your child's mental health, the government has published guidance for parents and carers on supporting children and young people's mental health and wellbeing during the coronavirus (COVID-19) outbreak.</p>

Where to turn to for help

It's okay to not be okay. We all need someone to talk to sometimes. If you feel overwhelmed, at risk of abuse or experiencing financial need, there are people you can call on for support:

Mental health

Organisation	Contact information
Mental Health Foundation	<p><i>Provides information and support for anyone with mental health problems or learning disabilities</i></p> <p>Website: www.mentalhealth.org.uk</p>
Mind	<p><i>A mental health charity</i></p> <p>Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)</p> <p>Website: www.mind.org.uk</p>
PAPYRUS	<p><i>Youth suicide prevention society</i></p> <p>Phone: 0800 068 4141 (Monday to Friday, 9am to 10pm, and 2pm to 10pm on weekends and bank holidays)</p> <p>Website: www.papyrus-uk.org</p>
Samaritans	<p><i>Confidential support for people experiencing feelings of distress or despair</i></p> <p>Phone: 116 123 (free 24-hour helpline)</p> <p>Website: www.samaritans.org.uk</p>
SANE	<p><i>Emotional support, information and guidance for people affected by mental illness, their families and carers</i></p> <p>Website: www.sane.org.uk/support</p>

YoungMinds	<i>A charity dedicated to children's mental health</i> Tel: Parents' helpline 0808 802 5544 (Mon– Fri, 9.30am to 4pm) www.youngminds.org.uk
Cruse Bereavement Care	<i>Support for grief and bereavement</i> Tel: 0808 808 1677 (Monday to Friday, 9.30am to 5pm) www.cruse.org.uk
Mental Health Google Classroom	For all students in all years. Will offer advice and strategies to look after your mental health

Domestic Violence

Organisation	Contact information
NSPCC	<i>Child protection charity</i> T: 0808 800 5000 for adults concerned about a child (24-hour helpline) T: 0800 1111 for children (ChildLine's 24-hour helpline) www.nspcc.org.uk
Refuge	<i>Advice on dealing with domestic violence</i> T: 0808 2000 247 (24-hour helpline) www.refuge.org.uk

Community Support

Organisation	Contact information
Urban youth flex <i>Bruce Grove/ Northumberland Park area</i>	Nigel T: 078521 89357 07914 664189 urbanyouthflex@gmail.com
Felix Project	T: 020 3034 4350 thefelixproject.org/contact-us-coronavirus
Connected Communities	T: 020 8489 4431 (8:30am-6:30pm) E: connectedcommunities@haringey.gov.uk www.haringey.gov.uk/community/connected-communities
Tottenham Food Bank	T: 020 8493 0050 E: info@tottenham.foodbank.org.uk tottenham.foodbank.org.uk