



Compassionate Care

Response Guidelines

Table of Contents

Contributors	i
Compassionate Care Team	1
Compassionate Care Response	1
<i>Immediate Communication</i>	1
<i>Communication Phone Tree</i>	2
<i>Considerations for the First 48 Hours</i>	2
<i>Considerations for the Long Term</i>	3
Appendix A – Staff Meetings: Initial and Follow Up	4
<i>Considerations for the Initial Staff Meeting</i>	4
<i>Considerations for the Follow Up Staff Meeting</i>	5
Appendix B – Teacher and Classroom Resources and Information	7
<i>The Grief of Children</i>	7
<i>Perceptions of Death</i>	7
<i>Tips for Teachers and Support Staff</i>	7
<i>Classroom and Teacher Resources</i>	7
<i>Books for Staff</i>	7
<i>Books for Students</i>	8
<i>Prayers for Classroom Use</i>	8
Appendix C – Sample Letters to Families	10
<i>Death of Student</i>	10
<i>Death of Staff Member</i>	11
<i>Death of a Parent</i>	12
<i>How a Child May Grieve (attachment for letters above)</i>	13
Appendix D – School Involvement at a Funeral/Memorial	14
Appendix E – Planning a Memorial Tribute	15
Appendix F – Suicide	16
Appendix G – Community Helpers	18

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Sincere thanks and appreciation is extended to the following school Boards for kindly permitting their quality material to be reproduced and/or adopted, all or in part, in this document:

- Halton Catholic District School Board
- Huron-Perth Catholic District School Board
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“Community is at the heart of all Catholic education, not simply as a concept to be taught, but as a reality to be lived ... Your students will learn to understand and appreciate the value of community as they experience love, trust, and loyalty in your school and educational programs, and as they learn to trust all persons as brothers and sisters created by God and redeemed by Christ.”

- Pope John II

Compassionate Care Team

The role of the Compassionate Care Team varies according to the needs of the school/site. The level of intervention by the team will be determined by the school/site supervisor (e.g. the principal of the school) in consultation with the appropriate superintendent.

The efforts and direction of the team will be led by the Board's Faith Animator and the Mental Health Lead in consultation with the site supervisor.

The Compassionate Care Team may consist of some or all of the following:

- Faith Animator and Mental Health Lead
- Student Achievement Consultant: Religion and Family Life
- Social Workers
- Child and Youth Workers
- Secondary School Chaplaincy Leaders
- Manager of Communications and Community Relations
- Parish Pastor

Compassionate Care Response

Immediate Communication

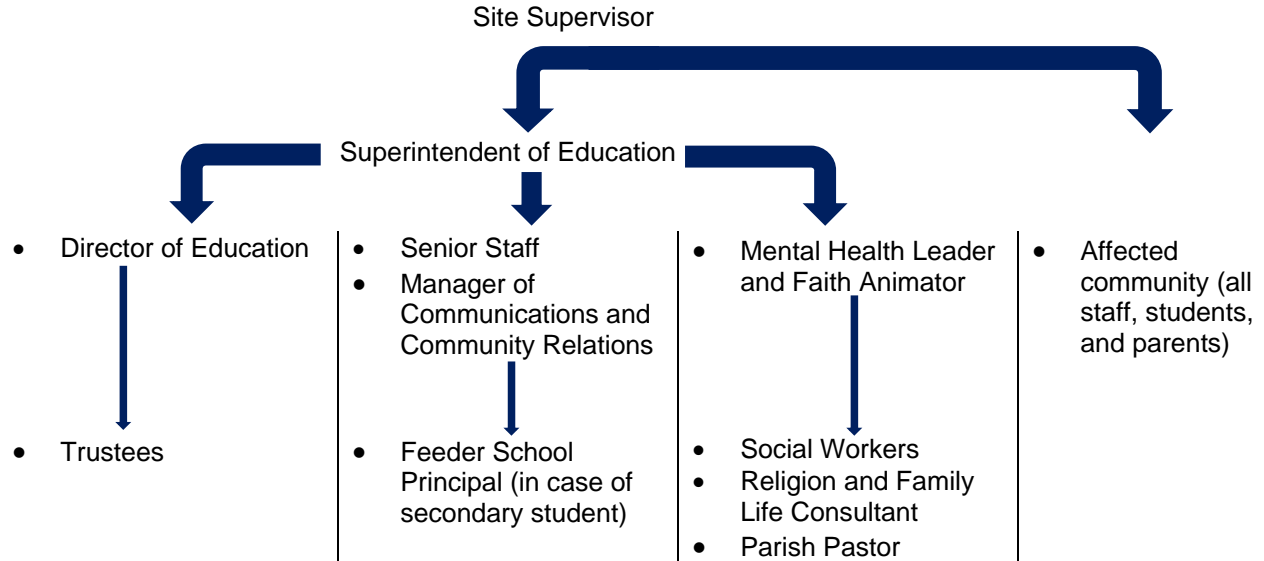
When an employee of the Board is informed that a student, colleague, parent of a student or family member of a board employee has died, they should call their site supervisor.

The site supervisor or designate should confirm that the person has died and explore basic details regarding cause of death. If the site supervisor contacts the family, he/she will need to consider the following:

- Offer support (e.g., follow-up calls and visits from appropriate compassionate care personnel).
- Ask who the point of contact with the family should be going forward (spokesperson for the family).
- Ask what details they want to be shared (confirm with whom these details can be shared).
- Ask for permission to announce the death and to pray for the family publicly.
- Inform parent(s)/guardian(s) about the need for a notification letter to go home with students.
- Inquire if parent(s)/guardian(s) give consent for release of the deceased's name.

The site supervisor should call the appropriate superintendent when a member of the community has died. **The site supervisor and the school superintendent will determine the level of support needed from the Compassionate Care Team.**

Communication Phone Tree



Considerations for the First 48 Hours

The site supervisor should establish an on-site team to consult and delegate duties (determine/clarify the role of the Compassionate Care Team at the school/site). He/she should begin to make short term plans (the first 48 hours) to respond to the needs of the school [initial staff meeting, communication plan (decide how students will be informed), in-school supports and role of the team]. He/she should arrange for class coverage and support as necessary for staff to do designated tasks and for relief if grieving. The site supervisor should select a designated contact person who will be an ongoing school contact for the family regarding their wishes.

- Cancel attendance calls for the student who has died.
- Establish appropriate procedures for secretarial staff to deal with incoming phone calls and requests for information.
- Notify the following people or parties as soon as possible and where appropriate:
 - All staff members (e.g., phone tree or staff meeting). Advise staff to not post comments on social media, related to the death.
 - Feeder school principal of student and/or siblings.
 - Other schools (e.g., siblings, former staff or neighbouring schools).
 - Transportation consortium to inform bus driver(s).
 - Crossing guard(s), part-time staff members, and staff members on leave, previous principals and former teachers.
 - Any organization that is connected to the family such as community services (e.g., Woodview).
 - The school photographer and ask for a set of the most recent student's picture (for memorial); send one copy of the picture to the Catholic Education Centre.
 - Students [Consider individual classrooms, beginning with most directly affected classroom(s)].

- Identify siblings, other relatives and at-risk staff and students at the school/site; prepare to connect them with appropriate supports.
- Prepare resources to distribute to staff at an initial staff meeting (e.g., Appendix A & B)
- Conduct a staff meeting (see Appendix A).
- If the death is being investigated by authorities, contact the appropriate superintendent immediately.
- Arrange a quiet space for grieving staff/students to meet (direct people to appropriate grieving areas).
- Lower the school's Canadian flag halfway AFTER staff and students have been notified about the loss. If you have more than one flag, ALL flags are to be lowered to half-mast.
- Have several boxes of Kleenex available in appropriate places in the school.
- Review upcoming school and board events that may need to be rescheduled or cancelled.
- Draft the letter to families (see Appendix C).
- Consider ordering food for your staff and those in your school helping you through this time.
- Arrange a memorial table in a central location of the school.
- Conduct a follow-up staff meeting at the end of the day (see Appendix D).
- If the deceased died by suicide, review Appendix G.

Considerations for the Long Term

Begin to make long term plans to respond to the needs of the school (ongoing supports, memorial events and role of the Compassionate Care Team).

- Plan school involvement, if any, in the funeral/memorial (see Appendix E).
- Consider having staff and students involved in the planning of a memorial tribute/liturgy of the word within four weeks of the funeral date. Try to include family in this celebration of life (see Appendix F).
- Gather the belongings of the deceased and store contents until an appropriate time to return belongings to family.
- Pull O.S.R. and mark "deceased" and the date. The O.S.R. stays at the school. Note necessary changes in the student management system (e.g., PowerSchool).
- Keep a list of people to whom to send thank you cards on behalf of the school community.
- See how staff are doing and to name any students who might be struggling.
- Compose and send sympathy letter on behalf of the school to the family.
- Send thank you cards to the appropriate community members.
- Consider making a note in your date book to contact/recognize important dates associated with the deceased person.

There is a need to be mindful of the on-going impact of death in the school community and respond as appropriate. This would include meeting the needs of our grieving staff members.

Appendix A - Staff Meetings: Initial and Follow-Up

All staff and appropriate Compassionate Care Team members should gather as soon as possible (preferably before classes begin). Be sensitive to staff and allow time for discussion and internalization and/or coverage of their class.

Considerations for the Initial Staff Meeting

- Take attendance and designate staff member to make personal phone calls to inform absent staff.
- Open staff meeting with prayer (suggested prayer service follows):

PREPARATION

You will need a table, Bible, candle, fresh flowers or plant, table cloth (if possible) and battery operated votive candle.

ANNOUNCEMENT

We at (name of school) are a family. Families share their good times and joys, as well as their sad times. Today is a very sad day for all of us because (deceased's name) died as a result of (cause of death). This is a great loss for all of us and we are going to miss him/her as part of our school family. His/her family will benefit from our prayers.

OPENING PRAYER

Loving God of life, death, and resurrection, we acknowledge your presence with us and among us. As we gather before you, we remember and thank you for always being present to us. Help us during this loss of (deceased's name). May we be filled with the Holy Spirit and strengthened in our bond of love for one another. We ask this in Jesus' name. Amen.

READING

John 6:37-40 *Whoever believes in Jesus has eternal life;* or, John 11:25-27 *I am the resurrection and the life.*

BRIEF REFLECTION ON GOD'S WORD

Designated people may share what the Readings mean for them.

SHARING TIME

Discretion to be used, based on school community needs, in providing a place for people to meet/share (Sharing Time means school community members gathering to be present to each other to honour the deceased person).

LET US PRAY

Heavenly Father, please give us strength in our grief. Bless (deceased's name) family and help them to be able to give each other the support and love they need at this time. May (deceased's name) soul rest in Your eternal peace and love. Amen.

- Clarify facts regarding the death with staff.
- Share Catholic reflections, some examples include::

We trust that God is with us even in the mystery of death. He mourns with us and understands our pain and sorrow. Some people may have questions/misconceptions about God causing death. The Church's understanding is that God does not cause death; it is not God's will to take people from us.

As Catholic Christians, the most important truth we can hold onto is that Jesus rose from the dead to show us that life does not end with death, but continues with God in heaven. Jesus tells us, "I am the resurrection and the life. Those who believe in me even though they die, will live." (John 11:24-26)

While death separates us from our friends and family for a while, we will see one another again. Through Jesus, God has promised eternal life.

Nobody dies alone. No matter how tragic or isolated a death may seem, God is always with us.

- Encourage the teachers, as is appropriate, to discuss the event with their classes using Appendix B. The Compassionate Care Team should be made available to support teachers in this process.
- Encourage teachers to pray together as a class and to share appropriate resources such as Appendix H.
- Inform staff about the Compassionate Care Resource Kits for adults and students (books, videos, etc.) that are available from the Compassionate Care Team and stored at the Catholic Education Centre.
- All communication with the media shall be referred directly to the designated school administrator, and to the Manager of Communications and Community Relations.
- Remind staff not to post any information on social media.
- Inform the staff of the availability of support through the Compassionate Care Team.
- Answer questions from the staff.
- Announce the time for a follow-up meeting.

Considerations for the Follow-Up Staff Meeting

- Begin meeting with a prayer (some listed in Appendix B).
- Give staff any new information available concerning the death and the wishes of the family concerning visitation and funeral arrangements.
- Discuss/brainstorm appropriate responses or actions that the school/classes might be doing or want to do, (e.g., Mass Cards, floral arrangements, choir and attendance at the funeral, school prayer service).
- Allow for discussion of the reactions of the children in the classroom.
- Identify students, staff and/or classes who are particularly vulnerable and who may benefit from counselling/support.
- Discuss who meets with Compassionate Care Personnel and plan for immediate and long-term follow-up.
- Review upcoming events that may need to be rescheduled or cancelled.
- Address any misinformation or rumours surrounding the death. Example: "Regardless of social media or what is out there, this is what we know to be the truth and if we learn more, then you will find out from us." This also includes asking staff to be very careful of their words, their postings on memorial websites, etc.

- Have the staff encourage the students, hearing or reading upsetting information about the death (or if they have questions), to talk to a staff member they trust.
- Inform staff that they are NOT to enter into conversations in or around school that venture into speculation about what they have heard.
- Remind staff that they are NOT to speak to the media in any capacity. Direct all media requests to the school principal and the Board's Manager of Communications and Community Relations.
- Remind staff not to post on social media.

Appendix B – Teacher and Classroom Resources

The Grief of Children

There is no road map for a child to follow when he or she is grieving the loss of someone they loved or cared for such as a parent, sibling or classmate. It is important to deal with each grieving person on a case-by-case basis. The Compassionate Care Team is available to help with this.

Perceptions of Death

- Preschool- and kindergarten-age: usually see death as temporary.
- Ages 6 to 8: generally understand the person will not return and death is universal (it could happen to me).
- Ages 9 to 12: understand the reality of death and may be curious about the biological aspects of death.
- 13 years of age and older: understand the concept of death and perceive death on a more mature level.

Tips for Teachers and Support Staff

- Share your Catholic faith with the students to facilitate their growth in faith.
- Listen and empathize. Make sure you hear what is said.
- Share your own feelings and tell about your own memories of the student, but don't idealize the dead student.
- Develop an environment in which students feel comfortable to ask any questions, and are completely confident of receiving an honest answer.
- Be sensitive to cultural differences in responses to death and help students become aware of culturally-appropriate behaviour.
- Use correct terminology related to death.
- Say "I don't know" when you do not know.
- Return to normal routines as soon as possible.
- Allow the students to express as much grief as they are able or are willing to share with you.
- Always ask for support if you feel you or your student(s) need it.
- Always be aware of the impact of our statements, avoid things like: 'he/she is in a better place now'.

Classroom and Teacher Resources

Our Religion and Family Life programs have some lessons on death. In addition, there is a Compassionate Care Kit at the Catholic Education Centre with the following resources:

Books for Staff

Beyond the Call: Grieving a Loss in the Line of Duty

Dealing with Loss and Grief: A Resource for Intermediate/Senior Teachers

(The) Death of a Child: Reflections for Grieving Parents

Every Tear Will Be Wiped Away: Prayers for Comfort in Times of Grief

Grieving with Hope: Leaning on Jesus
Guiding Children through Life's Losses: Prayers, Rituals and Activities
Ministry of Compassion at St. Pius X (Information Pamphlet)
Mommy, Please Don't Cry
Prayers of Those Who Mourn
When a Child You Love is Grieving (2nd Edition)

Books for Students

<i>Being Sad When Someone Dies</i> - A book about grief	P/J
<i>Healing through the Eyes of a Child</i> (The Dove Book)	J
<i>I Feel Sad</i> - A resource on loss and grief	P/J
<i>Sad Isn't Bad</i> - A good grief guide book for children dealing with loss	P/J
<i>The Next Place</i> - A book about heaven	P/J
<i>Water bugs and Dragonflies</i> - Explaining death to young children	P/J
<i>When Bad Things Happen</i> - A guide to help children cope	P/J
<i>When Mom or Dad Dies</i> - A book of comfort for children	P/J
<i>When your Grandparent Dies</i> - A child's guide to good grief	P/J
<i>When Someone Dies</i> - Children Grief Workbook	J/I
<i>A Teen Guide to Grief</i> - Pamphlet from Hamilton Diocese	I
<i>Tear Soup</i> - A story of affirmation for the bereaved	J/I
<i>The Fall of Freddy Leaf</i> - A story of life for all ages	P/J/I
<i>What's Heaven?</i> - What we can say when a loved one dies	J/I

Prayers for Classroom Use

Here are some examples of prayers you could use in your classroom:

Loving Jesus, You cried when your friend Lazarus died.
 You understand our grief at the death of our brother/sister N _____.
 Please send us your Holy Spirit in these difficult times
 and teach us to help one another.
 Give special comfort for those who are struggling with this grief.
 Deepen our faith so that we may trust that N _____ lives now with you forever.
 We ask this through Christ our Lord. Amen.

Alternative prayer for death in sensitive situations (e.g., suicide)

God of mercy and love,
 your son Jesus promised us that in your house, there are many dwelling places.
 May Jesus guide to eternal life, N _____, who has entered God's presence.
 May he/she be welcomed home by you, the shepherd of us all.
 We ask this through Christ our Lord. Amen.

Alternative prayer for one who died accidentally or violently

Lord our God,
 you are always faithful and quick to show mercy.
 Our brother/sister N _____
 has gone home to You and we are saddened by his/her sudden death.

We believe that no one dies alone;
We are always surrounded by Your merciful presence.
Come swiftly to our aid, and comfort those who mourn.
We ask this through Jesus our Lord. Amen.

Alternative prayer for the death of several persons

All-powerful God,
Your love is unending.
Listen to those who call upon You in hope.
Look kindly on your servants
who have departed this life believing in You,
number them among Your saints
and grant them eternal rest.
We ask this through Christ our Lord. Amen.

Appendix C – Sample Letters to Families

Death of a Student

USE SCHOOL LETTERHEAD

Dear Parent(s)/Guardian(s),

It is with great sadness that I inform you that on (DATE), one of our grade ____ students, (NAME), died. We are all profoundly saddened by his/her death.

We have shared this information with the school community today and we pray together for (NAME) and his/her family. Classroom teachers had discussions with all students (in their homeroom). The Compassionate Care Team (which may include Child and Youth Workers, Social Workers, Mental Health Lead, Chaplaincy Leaders and Pastors), teachers and other support staff will continue to be available to students, teachers and parents. Please contact the school if you have any concerns or would like support from this team.

Your child(ren) may be coming home with questions and worries about this loss. It is important that you take the time to talk to your child(ren) about death as it impacts each person in different ways. Talking to your child will let them know that they can turn to you for support, and to have you answer their questions when they arise. How children react will depend upon their age, the relationship they had with (NAME), and their prior experience with death. To understand how a child may grieve, I have attached a resource that highlights what you may expect.

Option 1:

At the present time, there is no funeral information available to our school community. Should the family choose to share this information, we will send out a further communication.

Option 2:

Please find below the visitation and funeral arrangements. The school will be holding a memorial in the weeks to follow. More information will follow in this regard.

Arrangements: Funeral Home Name, Address, and Phone Number

Visitation: Dates and times

Funeral: Location, Address, Phone Number, Time of Service

Please join our school in praying for (NAME) and his/her family.

To You, O Lord, we humbly entrust (deceased's name), so precious in Your sight. Take him/her into Your arms and welcome him/her into paradise, where there will be no sorrow, no weeping nor pain, but the fullness of peace and joy with Your Son and the Holy Spirit forever and ever. Amen.

Sincerely,

Principal

Attachment

Death of a Staff Member

USE SCHOOL LETTERHEAD

Dear Parent(s)/Guardian(s),

It is with great sadness that I wish to inform you that on (DATE), one of our loved and valued staff members, (NAME), died. We are all profoundly saddened by (his/her) death.

We have shared this information with the school community today and we prayer together for (NAME) and his/her family. Classroom teachers had discussions with all students in their homeroom. The Compassionate Care Team (which may include Child and Youth Workers, Social Workers, Mental Health Workers, Chaplaincy Leaders and Pastors), teachers and other support staff will continue to be available to students, teachers and parents. Please contact the school if you have any concerns or would like support from this team.

Your child(ren) may be coming home with questions and worries about this loss. It is important that you take the time to talk to your child(ren) about death as it impacts each person in different ways. Talking to your child will let them know that they can turn to you for support, and to have you answer their questions when they arise. How children react will depend upon their age, the relationship they had with (NAME), and their prior experience with death. To understand how a child may grieve, I have attached a resource that highlights what you may expect.

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Arrangements: Funeral Home Name, Address, and Phone Number

Visitation: Dates and times

Funeral: Location, Address, Phone Number, Time of Service

Please join our school in praying for (NAME) and his/her family.

To You, O Lord, we humbly entrust (deceased's name), so precious in Your sight. Take him/her into Your arms and welcome him/her into paradise, where there will be no sorrow, no weeping nor pain, but the fullness of peace and joy with Your Son and the Holy Spirit forever and ever. Amen.

Sincerely,

Principal

Attachment

Death of a Parent

USE SCHOOL LETTERHEAD

Date

Dear Parent(s)/Guardian(s),

We have been informed that (Mr./Ms./Mrs. _____), (mother/father/guardian) of _____ (names of student[s]) died on (DATE).

We have shared the information and prayed for the family within our classrooms today. We have encouraged our students to ask questions and to share their feelings. It is important for you to know this information should your child(ren) still require further support from you in discussing their feelings.

(If family wishes)

In discussion with the family, please note the details regarding the funeral arrangements:

Arrangements: Funeral Home Name, Address, and Phone Number

Visitation: Dates and times

Funeral: Location, Address, Phone Number, Time of Service

Further information about how to talk with children about death and loss is attached. Please contact the school should you require more information or resources in this area.

Please join our school in praying for (deceased name) and his/her family.

To You, O Lord, we humbly entrust (deceased's name), so precious in Your sight. Take him/her into Your arms and welcome him/her into paradise, where there will be no sorrow, no weeping nor pain, but the fullness of peace and joy with Your Son and the Holy Spirit forever and ever. Amen.

Sincerely,

Principal

Attachment

How A Child May Grieve

4 T'S OF GRIEVING

- Talk (sharing lightens the load and can help us find answers or people who can help us with answers)
- Touch (a hug, holding a hand, hand on the shoulder - depending on the needs of the child)
- Time (taking time to actively seek healing)
- Tears

SIGNS OF GRIEF IN CHILDREN IN ELEMENTARY SCHOOL

Your child may:

- appear unaffected
- ask questions about the death repeatedly
- be angry or aggressive
- be withdrawn or moody
- be sad or depressed
- become afraid
- have difficulty sleeping or eating

SIGNS OF GRIEF IN TEENAGERS IN SECONDARY SCHOOL

Your teen may:

- appear unaffected or not connected to the loss
- daydream and lose attention span
- only talk to peers and not want to talk to adults
- use drugs or alcohol
- attend class irregularly
- quickly change peer groups
- choose music or movies with a dark or negative focus
- ask questions about “why this would happen”, mortality, God, afterlife
- be angry or aggressive
- be withdrawn or moody
- be sad or depressed
- become afraid
- change in patterns of sleeping or eating

We suggest that you listen to your children and follow their lead regarding their grieving. If they want to talk, answer their questions simply and honestly.

IF MORE SUPPORT IS NEEDED, PLEASE CONTACT YOUR SCHOOL PRINCIPAL.

You may be linked to the Compassionate Care Team (Social Worker/Chaplaincy Leader/Child and Youth Worker/Guidance Counsellor).

This team can also link you to COMMUNITY BASED SERVICES, including:

Walk-In Counselling Services: St. Leonard's Community Service, Haldimand Norfolk Reach, Contact Brant, Contact Reach, your local Parish and Priest or community Pastor, your local Funeral Homes.

Appendix D – School Involvement at Funeral/Memorial

Being Attentive to the Family

It is important to establish the wishes of the family concerning the school's involvement in the visitations and the funeral. This should be done as soon as possible.

Recognition

Staff and students need to discuss the most appropriate way to express sympathy to the family and then plan their actions accordingly.

Visitation

The school community should be represented at the visitation (if this is the wish of the family). Teachers should discuss with students/classes expected behaviour/dress and appropriate responses for a visitation. In addition, it might be helpful to speak about other specific social norms of a visitation (e.g. no cell phones/ texting).

Funeral (if school is approached for assistance)

Assistance with the celebration could include honour guard, ministers of the Word, ministers of music, Eucharistic Ministers, etc. Allow the site supervisor (principal) or designate to give direction in this area.

Reception

Donate baked goods, sandwiches, etc., and give any additional assistance as needed.

Appendix E – Planning a Memorial Tribute for a Deceased Staff Member or Student

The bereaved family should be consulted as to the school community's intent to plan a memorial, normally within four weeks of the death. Invite school friends of the deceased to participate in the planning. If a formal memorial liturgy is planned, invitations could be sent to former teachers/principals, school bus drivers, crossing guards, parent volunteers or other persons who had contact with the deceased and/or bereaved.

It is important that the planning of the memorial be a shared experience.

Some ideas to consider:

- age (grieving looks different for students at different ages)
- grade (students in older grades are perhaps known by more people)
- whole school participation may not be needed (e.g., the death of a Grade 7 student may not involve the participation of Grade 1s in a memorial service)
- respecting the stages of grief and recognizing those not grieving (not everybody is connected to the deceased person in the same way; students will respond according to their relationship and experience with the deceased)
- involving friends, close teachers in the planning/visioning (following the cues and suggestions of the family)
- student-led memorials (youth may need guidance about how to appropriately remember the dignity of the deceased person in terms of posters, locker tributes, homemade t-shirts, etc.)
- consult with the Board's Faith Animator to form an appropriate structure for the Liturgy of the Word
- involve the bereaved family, students, staff, parent council, clergy in the planning
- collect remembrances of the deceased (visuals, anecdotes, testimonies, uniforms, past assignments, items from their locker/coat room, yearbook, etc.)
- offer personal and positive remarks from staff/students
- music
- stand for a minute of silence in the deceased's memory
- send a copy of the memorial service to the bereaved family
- plant shrubs and/or trees
- buy something for the school in the person's name
- create a memorial showcase or display in the school – work of student/staff and friends and donate all of this to the family
- collect a book of short stories, poems, to give to the family
- consider an award or permanent remembrances which have been established (e.g., scholarships, donations)
- plan a reception to follow to memorial tribute

Appendix F – Suicide

Following a death by suicide, Postvention takes place to ensure student safety (including the prevention of further suicides), and to call on our Catholic tradition to help the school community cope with the tragedy.

Some Catholics have wrongly thought that people who die by suicide are rejected by God. This is FAR from the truth. The Church identifies people who have died by suicide as being in a state of mental distress. Our all loving God, who is full of love and mercy, would not abandon the sick.

As stated in the Catechism of the Catholic Church: *We should not despair of the eternal salvation of persons who have taken their own lives. By ways known to him alone, God can provide the opportunity for salutary repentance. The Church prays for persons who have taken their own lives. (2283)*

In addition to the Compassionate Care Response in these guidelines, the following (taken from the Suicide Administrative Procedure 200.47) should be considered:

3.1 First 24 hours

- Principal or designate to verify the death, confirm the facts, and talk with the student's family personally.
- Principal to inform superintendent who will inform Mental Health Lead.
- Compassionate Care response team will be mobilized through Principal, Chaplain/ Faith Animator and Mental Health Lead. They will:
 - Assess the impact of the death and the level of response required.
 - Determine what information to share, with whom, and how (i.e. prepared script).
 - Notify school staff, inform students simultaneously in their classrooms (not through announcements)
 - Manage the media, using one designated liaison with media training (Manager of Communications and Public Relations).
 - Identify vulnerable and 'at risk' students in light of the suicide and provide support.

3.2 Next 48-72 hours

- Restore school to regular routines.
- Liaise with bereaved family.
- Monitor staff and student wellbeing and involve community partners in postvention support.
- Document actions.

3.3 During the First Month

- Continue to monitor staff and student well-being.
- Plan for school events of relevance (year book, award nights, graduation).
- Conduct a critical incident review.
- Consider offering information sessions for parent community with mental health agency.

- Continue documentation of actions.
- Schedule a Compassionate Care Response Team debriefing.

3.4 Planning for the future

- Continue support and monitoring of students and staff.
- Implement recommendations from the critical incident review, in consultation with the Superintendent and Mental Health Leadership Team.
- Assess current suicide prevention strategies and enhance as needed.
- Share the postvention plan with new staff members.
- Continue to work with community to refine response for future

Appendix G – Community Helpers

INTEGRATED MENTAL HEALTH CRISIS SERVICES (BRANT)

225 Fairview Drive, Unit #1, Brantford, ON (Walk-in clinic)

519-759-7188 or 1-866-811-7188 (24/7 Crisis Line)

Provides immediate crisis support and/or counseling for individuals experiencing a mental health or situational crisis. This service works in partnership with the Alzheimer Society of Brant, The Brant Community Health Care System, and Woodview Mental Health and Autism Services.

Services include:

- Immediate Telephone Crisis Counseling (24 hours, 7 days a week)
- Mental Health Walk-In Clinic: 1-6 sessions, no appointment necessary (11:00 am - 8:00 pm, 7 days a week)
- Access to peer support
- Mobile Response Service Available
- Addiction Services Available
- Mental Health Crisis Risk assessments by Hospital Crisis Staff (OHIP card needed)
- Psychogeriatric Crisis Services available through Behavioural Supports Ontario-Community Outreach Team
- Referral for Psychiatry Consultation and follow-up available
- Linkages to on-going service, as required

KIDS HELP PHONE

From trouble with homework to dealing with loss and grief to thoughts of suicide, kids can talk to Kids Help Phone about anything. Professional counsellors provide anonymous, confidential and non-judgmental support. This organization has access to a database of over 37,000 local resources. That means that no matter where a kid is calling from, professional counsellors can connect them to a service right in their community.

1-800-668-6868

www.kidshelpphone.ca

HALDIMAND-NORFOLK CHILD & YOUTH CRISIS SERVICE

The Child and Youth Crisis Service is a crisis intervention service, staffed by qualified crisis workers, 24 hours a day, 7 days a week. It provides both telephone and when needed, face-to-face support for children/youth who may be experiencing a mental health crisis, and for their families. Crisis is self-defined by the caller. Anyone who is feeling that some support would be useful in a situation that they are struggling with is welcome to access the service. The Crisis Service can also provide ongoing crisis follow-up, including connecting children, youth and families to other helpful community resources.

1-866-32REACH or 1-866-327-3224

CAST (CRISIS ASSESSMENT & SUPPORT TEAM)

The Mental Health Helpline provides information about mental health services in Ontario. The service is live answer 24/7, confidential and free. A helpful Information and Referral Specialist will answer your call, email or web chat 24/7. The service is free, confidential and anonymous. They can provide information about counselling services and supports in your community, listen, offer support and provide strategies to help you meet your goals and/or provide basic education about mental illness.

1-866-487-2278 or 1-866-487-CAST

ABORIGINAL STUDENTS - SIX NATIONS MOBILE CRISIS SERVICES

Youth 18 & under and their families who identify with the Aboriginal Culture

519-445-2204 or 1-866-445-2204

24 hours/7 days a week

ST. LEONARD'S MENTAL HEALTH CRISIS WALK-IN CLINIC

All ages - 11am-8pm: 7 days/week

225 Fairview Drive, Brantford

519-759-7188 or 1-866-811-7188

BRANTFORD GENERAL HOSPITAL

ER Department

200 Terrace Hill Street, Brantford

519-751-5544

NORFOLK GENERAL HOSPITAL

ER Department

365 West Street, Simcoe

519-426-0750

WEST HALDIMAND GENERAL HOSPITAL

ER Department

75 Parkview Road, Hagersville

905-768-3311

THE COPING CENTRE (CAMBRIDGE)

1740 Blair Rd, Cambridge, ON

519-650-0852 or 1-877-554-4498

coping@copingcentre.com

COPING (Caring for Other People in Grief) is a registered, non-profit, charitable organization, offering help and encouragement to everyone at no cost to the participants. Groups are offered for adults, young adults, teens, children (ages 4-12) and bereaved parents.

[WWW.211.CA](http://www.211.ca)

2-1-1 provides free and confidential information and referral. Call 2-1-1 or visit 211.ca for help with food, housing, employment, health care, counselling and more.

LOCAL PARISH

You may wish to contact your local parish priest to set up a meeting to assist you with your grief journey and healing. The Church may be able to provide you with a local bereavement group or other community services to help you.

SOCIETY OF ST. VINCENT DE PAUL

The Society of St. Vincent de Paul provides emergency assistance to those in need. They support individuals and families as someone would support a friend. No distinction is made as to religion, colour or creed, as to whom they serve, or those being served. If you are in need or seeking assistance, or simply have questions, send an email at assistance@ssvp.on.ca and someone from the organization will contact you.