

## Looking after yourself

It is important to recognise that you need to look after yourself as well as others.

Shocking news affects us in many different ways, even when we don't realise this in ourselves. Memory is often affected and you can find that you forget the simplest of things. That is normal and it's okay.

You may also find you are making silly mistakes with things. Remember to be kind to yourself in these times.

Emotions can be a little frayed at times and you may find yourself becoming frustrated or angry at the silliest of things. This is okay.

Give yourself time; be kind to yourself and take things slowly. What may feel like important jobs can often wait.

Acknowledge it is okay to seek help and advice. There are lots of skilled people you can contact to ask for help and advice. It is a sign of strength to seek out help. No one is expected to know everything, and be able to do everything.

## Contacts

Jersey Hub

01534 519000

Youth Enquiry Service (YES)

0800 7350010

Samaritans

01534 116123



## Critical Incident

## Response Leaflet

Jersey Psychology and Wellbeing Service

**Supporting each other in times  
of need: information for  
parents and carers**



## Hearing about the situation

No-one wants to hear bad news and talking about these things can be hard, but there are some simple rules to remember when talking about critical incidences such as death and suicide.

Its okay to show you are upset.

People react to bad news in a variety of ways. Some people get upset, some get angry. Some people don't show any reaction at all.

All of these responses are okay. Do not worry if other people deal with the situation in a different way to you.

## Talking about the situation

It is very likely that the information you receive won't be all the information known. Often news comes in stages.

Do not try to fill in the gaps with your own ideas and thoughts about what is going on. Although it can be hard, try not to make assumptions about what has happened. Wait until you get the facts told to you properly by someone who knows them, not what you have heard or what people think.

Talking to children can be hard, but it is important you talk openly. Consider only telling them the simple facts - they do not need to know about everything. They may have lots of questions that you do not know the answer to. It is okay to say "I don't know" and spend time validating the way they feel.

## Helping each other

Just as we respond to difficult events in different ways, there is also a wide range of ways in which people like to be helped. Some people will need a lot of comforting; some people may want to be alone. Others prefer to talk and others keep themselves busy or avoid talking about it.

All of these responses are okay. It is important to acknowledge this.

It can be very helpful to ask people how you can help them, but don't be offended if they refuse your offer. Time will settle things and they may come to you later for a talk. Being there for others, even if you are not doing anything, can be very comforting for them.

