

## Noah's Ark Centre's Parent/Carer/School Support Package Summer Term 2020



Dear Calderdale Parents/Carers/Schools,

Noah's Ark Centre's staff, counsellors and therapists usually support many children and young people through counselling, therapeutic interventions, including play and creative therapies and group work. We do this at the centre but even more so in many primary schools and in the majority of secondary schools in Calderdale through a variety of projects and services many funded by Calderdale's Local Transformation Plan or funded directly by schools themselves.

We are currently unable to provide any services to these children and young people we would ordinarily see in schools, however, we would like to utilise our skilled professional staff team in supporting parents/carers and school staff during these rather uncertain and emotionally confusing times. Parents/carers and school staff are key to maintaining and enabling the positive well-being of all children and young people, now and in the weeks and months ahead. They need to be emotionally supported in order that they can provide the children and young people they care for with emotionally safe and healthy environment in which growth, creativity, opportunity and hope can be nurtured amidst a time of loss, change and uncertainty.

- **Phone support available for parents/carers and for staff working in schools Monday – Friday between 10am and 4pm – starting Monday 27<sup>th</sup> April 2020**  
Parents/carers and schools' staff will be able to request a call back from a member of the Noah's Ark Centre staff team by sending their brief details and request for a call to the following email addresses depending on if children are at primary or secondary schools or which of these staff are working at.  
Primary schools email: [pri.sch.cal.support@noahsarkcentre.org.uk](mailto:pri.sch.cal.support@noahsarkcentre.org.uk)  
Secondary schools email: [sec.sch.cal.support@noahsarkcentre.org.uk](mailto:sec.sch.cal.support@noahsarkcentre.org.uk)

The support available will be for parents/carers and staff to offload their worries and concerns: a space to explore their situation a little and their thinking about their relationships with and support of their children and young people. We will listen, support, offer advice where we can and signpost to other services where appropriate. The calls will be kept confidential with the usual exception of significant safeguarding concerns which we will need to refer on to appropriate safeguarding teams and services if these were to arise. Our staff responding to requests for support are all experienced and trained in emotionally supporting children, young people and adults and all have experience of working in schools. Some staff have particular training and experience working with families and/or with children with special needs, learning difficulties, or who are on the Autistim Spectrum.