



Supporting Children and Young People with Sudden Traumatic Events

NSSA has a duty of care for the children and young people in our club. Every participant in our club has the right to be happy whilst skating, training; at competitions and during club activities.

Unfortunately children and young people sometimes experience sudden traumatic events in their lives. These events are not usually connected to their sport but may have an impact on their enjoyment of their sport or in their wider participation in club training and activities. The club may be aware of sudden traumatic events by:

- Contact with parents/guardians
- Third parties e.g. social services, police, friends or relatives

Sudden traumatic events could include:

- Bereavement
- Serious traffic accident
- Serious injury to child/young person or family member
- Serious illness to child/young person or family member
- Fire, flood, significant loss of personal belongings/accommodation

For safeguarding issues NSSA has a Safeguarding Policy and works in partnership with the Nottingham Ice Arena, following the NISA National Policy Guidance and Practice.

NSSA Code of Conduct for supporting child/young person after a sudden traumatic event

We will agree one point of contact to avoid the family/guardian having to repeat information. This would normally be the Team Manager but may be another committee member or a parent who has a good relationship with the child's/young person's family.

The Team Manager will work with the family (and named contact if appropriate) to co-ordinate the provision of information and subsequent support for the child/young person by:

- Agreeing with the family **what** information will be passed on; to whom; by when
- Agreeing **how** the information will be passed on e.g. email/text/at a meeting; and by whom. Particular consideration will be given to the age of the children involved. For serious and upsetting events it may be necessary to inform parents first and ask that they pass on the information to their child in a way that they feel will best support their child to process and understand what has happened.

NSSA Welfare Officer will seek further specialist/professional information and advice and support the Team Manager if required.

We will offer support to the child/young person dependent on the needs and wishes of the individual and his/her family. Our approach will be guided by the family/guardians/child or young person. Support may include:

- Regular contact from the Tem Manager/named contact
- Payment break from the club
- Phased return based on the needs of the individual to facilitate a slow re-introduction to the club
- Collection from their Team/Club; a card and/or gift