

**WE ARE DOING OUR BEST.** At this time, school administrators are being bombarded with many questions. It is understandable, as we are faced with a global health crisis. Although school administrators have never dealt with an event of this magnitude, they have been faced with significant challenges and have utilized their skills, abilities and resilience to cope effectively.

## COMMUNICATION

- Share official information exactly as provided and avoid personal interpretations
- Maintain close communication with the school community (staff & parents)
- Communicating frequently provides reassurance and reduces anxiety



## CREATING the NEW NORMAL

- 1 Model an attitude that encourages a sense of safety and security**
  - Project a confident, empathetic and optimistic outlook
  - Promote the message that we must focus on what can be controlled
- 2 Validate concerns especially about health issues**
  - Recognize that it is normal to feel a variety of emotions (ex. fear, anger, confusion and sadness) as well as to have physical reactions (ex. being distracted, dizziness, fatigue)
  - Know your staff! Recognize the strengths and limitations of each person to ensure that demands are within their capacity
- 3 Encourage the development of consistent, structured, and predictable learning environments in order to reduce anxiety and distress**
  - Ensure there is a common message about how to relate and welcome students
  - Ensure staff is aware of and following common schedules, transitions and procedures
  - Encourage a flexible approach to students who may have difficulty adapting and complying with new routines and structures
- 4 Recognize that you may not have immediate answers to questions or solutions to problems**
  - Foster cooperation and collaborative problem solving
  - It is ok to say “I don’t know, let me get back to you”
  - Encourage teachers, students and parents to share their suggestions and practices that have been helpful as well as new or positive experiences

*Remember that you must look after yourself to be able to look after others. Be sure to take time for yourself, to eat well, rest and relax.*

Consider creating a school support team and a location in your school where staff or students who are having physical or emotional difficulty can use to rest, reset and recover.