



# When it goes wrong at school

## QUICK TIPS

1. Control your emotional response
2. Approach with Curiosity
3. Ask questions
4. Call the school
5. Stay away from social media

**W**hen things go wrong for our children, it really tugs at our heart strings. Our job as parents is to protect and advocate.

### When our children come home hurt or sad?

It's an unpleasant situation when our precious children come home from school upset or hurt. It's a hard pill to swallow when watching our loved one in tears or worse, physically hurt. Children are still learning and sometimes they can get it wrong causing our minds to go to the worst case scenario. Then we become limbic (emotional) and the words or actions that come out aren't always that helpful.

## What does it look like at home and school?

| HOME Default statement                            | HOME Restorative Statement  | SCHOOL - response with children                                 | SCHOOL response with parents                                       |
|---|---|---|--|
| "You got punched, that kid should be in trouble"  | "You're hurt, tell me what was going on before you were hit". Then call the school. | Restorative Circle to repair harm and find a consequence to fit | Call parents to inform of harm and describe the follow up actions. |
| "The teacher can't yell at you"                   | "Let's talk to the teacher and find out what went wrong"                            | Use affective language to address concerns.                     | Partner with the parent for recurring issues.                      |
| "It's the teacher's fault you failed your test. " | "Hi teacher, tell me about the test, what can we do to help my child improve"       | Response Circle to discuss learning and goal setting.           | Partner with the parent to work on areas of need.                  |

### Find out what actually happened?

It's important that we listen to what really happened and not make assumptions. Listening, to both the school staff as well as the children. If you are worried or need more information, pick up the phone or go in to the school and just like with your children, ask what happened and what ensuing actions have occurred. Find out the whole story so you can advocate for your child from a calm and knowledge position.

## Raise concerns and negotiate solutions with staff.