



12 December 2022

Dear parents and carers,

You may have heard the devastating news over the weekend, of the explosion that took place at a block of flats on Pier Road, St Helier. A building has been demolished and a fire subsequently occurred. Some people have died, and other people are missing.

The entire community has been deeply affected by this tragedy. While the news is upsetting for everyone, we are very mindful that it may be especially upsetting to children and young people. Schools are always fully prepared to respond after critical incidents supporting children and young people.

Your child will likely have lots of questions about the incident and may want to talk to you. You can help them by following the tips below:

**Make time to listen.** Children and young people may only have heard rumours or partial facts. Making time to listen to their worries and answer their questions is helpful. It gives them the chance to ask questions and helps them feel safe and listened to.

**Be honest and age-appropriate in your answers.** Your children are likely to have lots of questions about what has happened. You will need to decide how much detail you give your child based on their age and whether they know anyone who has been involved. But don't be afraid to let them know that you don't know the answer to their question.

**Give them space to be scared or anxious.** After something bad happens, it's normal to feel worried and scared. When children and young people can talk about their difficult feelings with a trusted adult, it helps them cope with these feelings.

**Let them know they are safe.** While fear and anxiety are normal reactions, it's also important to help your child put their fear into perspective. Remind them that incidents like this are very rare, and that there are a lot of people working to help keep them safe.

**Help them get involved.** Islanders are already looking to help the people who have been affected. It may be that your child wants to get involved by joining in any future fundraisers, or writing and thank you note to health workers, or emergency services workers.

If your child needs more support dealing with this difficult news, you can find more information on the [Government of Jersey website](#). You can also find a full list of support services over the page.

Yours sincerely

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# Support Services for Children, Young People and Families



## Children and Families Hub

Information, advice and support for families and young people

Call: 519000 or email [childrenandfamilieshub@gov.je](mailto:childrenandfamilieshub@gov.je)  
Monday to Friday 9-5pm

## Child and Adolescent Mental Health Service (CAMHS)

CAMHS is a mental health assessment and therapeutic service for children and young people, aged 5-18, and their families.

Referrals to CAMHS are via the **Children and Families Hub** – you can also contact the hub to speak with a mental health practitioner

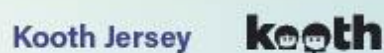
## The YES project (Youth Enquiry Service)



Counselling for ages 13-25  
Freephone: 0800 7350 010  
or visit [yes.je](http://yes.je)



Mental Health Charity  
Freephone: 0800 7359 404  
or visit [mindjersey.org](http://mindjersey.org)



Online counselling and support for ages 10-25  
Visit [kooth.com](http://kooth.com) and "choose Jersey"



## NSPCC: Seeking Solutions

The NSPCC provide a service called Seeking Solutions at the Gower Centre in town for children and young people aged 7 to 18. This helps with problems such as: relationships, bullying and managing anxiety.

Young people can self-refer.

Telephone: +44 (0) 1534 760800  
Located at The Gower Centre in Stopford Road, St Helier

## childline

ONLINE, OR THE PHONE, ANYTIME

## Childline

An out of hours resource that children and young people can access

Freephone: 0800 1111  
or visit [childline.org.uk](http://childline.org.uk)

## SAMARITANS

## Samaritans Jersey

116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

## School-Based Counsellors

Available in most secondary schools  
Visit [gov.je/cypmentalhealth](http://gov.je/cypmentalhealth)

For a full list of support available scan here:



**Out of Hours Mental Health Support**  
For urgent help call the Emergency Department on 442264 or 999 in an emergency