

## Remote Learning Crisis/Grievance Intervention Plan

Names and titles of members of our school's intervention team:

Title	First Name	Last Name	Email
Assistant Principal	Michael	Koumoullou	<a href="mailto:mkoumou@schools.nyc.gov">mkoumou@schools.nyc.gov</a>
Spark Counselor	Jim	Foran	<a href="mailto:jforan@schools.nyc.gov">jforan@schools.nyc.gov</a>
School Counselor	Jamala	Ojong	<a href="mailto:jojong@schools.nyc.gov">jojong@schools.nyc.gov</a>
School Counselor	Wendy	Gutierrez	<a href="mailto:wgutierrez4@schools.nyc.gov">wgutierrez4@schools.nyc.gov</a>
School Counselor	Giselle	Diaz	<a href="mailto:gdiaz23@schools.nyc.gov">gdiaz23@schools.nyc.gov</a>
School Counselor	Kerry	Donohue	<a href="mailto:kdonohue2@schools.nyc.gov">kdonohue2@schools.nyc.gov</a>
School Counselor	Cinta	Alba	<a href="mailto:cgonzalezalba@schools.nyc.gov">cgonzalezalba@schools.nyc.gov</a>
School Counselor	Soraya	DiGiorgio	<a href="mailto:scuervo@schools.nyc.gov">scuervo@schools.nyc.gov</a>

### Protocol and Procedure

School's intervention team is notified of a crisis/traumatic event (e.g. death of a family member). Team will notify the principal. Team will contact families and provide grievance support, information on how to deal with a loss, and provide referral to families. Team will continue to check in with families.

- Based on family decision, email teachers, APs and Mr. Jackson, with the exact message that the family would like publicized.
- Follow up frequently over the near term future with the family

### Agencies offering support to families

#### The Bereavement Center for Support & Healing

191 Joralemon Street  
Brooklyn, NY 11201  
(718) 722-6001  
[www.ccbq.org](http://www.ccbq.org)

Family will have to complete an intake over the phone and sessions are done on phone or through video.

#### The Schnurmacher Family Bereavement & Trauma Center Child and Family Guidance Center Roslyn Heights

(516) 626-1971 480  
Old Westbury Road  
Roslyn Heights, NY 11577  
[www.northshorechildguidance.org](http://www.northshorechildguidance.org)

New appointments must dial extension 318, and leave name, number and best time to return call

**Bleuler Psychotherapy Center, Inc.**  
104-70 Queens Blvd Floor 2, Forest Hills, NY 11375  
(718) 275-6010

**Western Queens Consultation Center** - These centers provide therapy for grief. It is individual therapy provided over the phone. It depends on availability of therapists and the language and the gender preferred, as well as medical insurance.

**Sunnyside Office**

44-04 Queens Boulevard, 2nd Fl.  
Sunnyside, NY 11104  
Tel: (718) 706-1663

**Jackson Heights Office**

37-08 91 st Street, Suite 3A  
Jackson Heights, NY 11372  
Tel: (718) 779-2263

**Woodside Office**

61-20 Woodside Avenue  
Woodside, NY 11377  
718-672-1705

**Calvary Hospital**

Offers free group online support on Thursdays 1pm-2:30pm facilitated by Maria Georgopoulos, Director of Bereavement Services  
To set up an intake please call (646) 739-1005  
[www.calvaryhospital.org/bereavement](http://www.calvaryhospital.org/bereavement)

**NYC Well - 24/7**

**Talk:** Call 1-888-692-9355  
**Text:** "WELL" to 65173  
**Chat:** [nyc.gov/nycwell](http://nyc.gov/nycwell)

**Websites, hotlines and articles that help families deal with loss.**

**Disaster Hotline:**

SAMHSA Disaster Distress Hotline – call 1-800-985-5900 or text TALKWITHUS to66746

**Websites and PDF Attachments**

**Online grief support group**

<https://www.griefshare.org/groups/search>

**Grief Support- Resources for Family and Community Member**

<https://grievingstudents.org/audiences/family-community-members/>

**Crisis Management Institute**

When someone dies

<https://counselors.cmionline.com/whensomeonediesvideo/>

### **When Your World is Already Upside Down: Supporting Grieving Children and Teens During the COVID-19 Global Health Crisis:**

[https://www.dougy.org/docs/Grief\\_during\\_COVID-19.pdf](https://www.dougy.org/docs/Grief_during_COVID-19.pdf)

### **New York Life Foundation**

After a loved one dies— How children grieve and how parents and other adults can support them.

<https://www.newyorklife.com/assets/docs/pdfs/claims/Bereavement-bklet-English.pdf>

For Parents/Caregivers: How to be a superhero to your child

<https://www.newyorklife.com/assets/foundation/docs/pdfs/nagc-hero-toolkit.pdf>

1. Listen to your child
2. Allow emotional expression
3. Encourage coping skills
4. Practice self-care
5. Understand grief comes in waves
6. Establish/Maintain family traditions
7. Ask for help
8. Make new memories

### **Children's Hospital Los Angeles**

#### **National Center for Bereavement and School Crisis**

Coalition to Support Grieving Students

<https://grievingstudents.org/audiences/family-community-members/>

How to talk to and support your child through the pandemic

<https://vimeo.com/user109043156/review/402755052/1e4d641690>

### **NYC Help Now**

[nyc.gov/helpnow](https://nyc.gov/helpnow)

Provides assistance for individuals such as employment resources, Food assistance, Health and Medical Assistance, Financial Assistance, Rent Arrears, Housing and Public Assistance and Emotional support and Spiritual Care.

### **Other Helpful Resources for NYC Residents**

**City Resources** – The city has put together a list of resources that include access to free food, rent and housing support, counseling support and other services. Please take a look at it and take advantage of whatever services you can get a hold of.

· <https://www1.nyc.gov/site/coronavirus/resources/resources-for-new-yorkers.page>

**Free Food** – There are a variety of locations providing free food around the city. Below are links to places where you can get free food.

- NYC Public Schools offer three meals to everyone who stops by any location from 7:30 am to 1:30 pm, Monday through Friday. You do not have to go to your school. Please go to your closest school. <https://www.schools.nyc.gov/school-life/food/free-meals>

Find a food pantry near you: Food Bank NYC is giving out free meals, groceries and SNAP support all over the city. To find nutrition support near you, visit the website »

Find food help in Spanish: Check out an interactive map in Spanish of "comida gratis" (free food) around New York City. See the map online »

NYC food hub: The Covid-19 food hub for NYC is continuously gathering information about free groceries and meals around the city as well as about financial help for restaurant workers. Check it out »

NYC Well – This is the central location for NYC talk, text and chat for mental health help. Please do not feel shy to reach out. These services are completely free and with a private counselor. Sometimes being strong means being willing to ask for help.

- <https://access.nyc.gov/programs/nyc-well/>

### **Housing Resources**

- If you are experiencing domestic violence call 911 during an emergency. Additionally, to speak with a counselor, you can call the NYC Domestic Violence and Sexual Assault Hotline at 800-621-4673 or 866-604-5350 if you are hearing impaired.

- If you are at risk of becoming homeless during the coronavirus crisis, call 311 or visit [www1.nyc.gov/site/hra/help/homebase.page](http://www1.nyc.gov/site/hra/help/homebase.page).

### **Queens Public Library**

- The Queens Public Library allows you to get an eCard online and has made tons of ebooks, audio-books, magazines, movies and music available. Please take advantage of this resource. Please Google the public library in your borough if you live outside of Queens. · [https://www.queenslibrary.org/help/how-to-access-digital-media?utm\\_source=homepage&utm\\_medium=carousel&utm\\_campaign=DigitalMedia2020315](https://www.queenslibrary.org/help/how-to-access-digital-media?utm_source=homepage&utm_medium=carousel&utm_campaign=DigitalMedia2020315)

### **Unemployment Resources**

- Visit [labor.ny.gov/unemploymentassistance.shtm](http://labor.ny.gov/unemploymentassistance.shtm) to apply for unemployment benefits.
- Additionally, you can call 888-469-7365 Monday through Thursday from 8 a.m. to 7:30 p.m., Friday from 8 a.m. to 6 p.m., or Saturday from 7:30 a.m. to 8 p.m.

### **Open City Schools for Students of Emergency Workers and Free Wifi**

To learn more about the Regional Enrichment Centers, visit

[schools.nyc.gov/enrollment/enrollment-help/regional-enrichment-centers](http://schools.nyc.gov/enrollment/enrollment-help/regional-enrichment-centers).

**Free Spectrum broadband and Wi-Fi** is available to households with K-12 students and college students who do not already have a Spectrum subscription. Installation fees will be waived. Call 844-488-8395 to enroll.