Keep Calm & Carry On
a.k.a.
“Treat ‘em & Street ‘em”
- Know your audience
- Why are we here?
1) You Can’t “Keep Calm” until you “Get Calm”
   a) First Impressions! – Acknowledge them 😊
   b) Help them calm down
      i) Reassure them – Reassure them 😊
      ii) Relaxation breathing
   c) Active listening
   d) Identify the problem
      i) A stomachache is not always a stomachache!
2) Carry On
   a) Remind and Reassure
      i) Distraction techniques
   b) Report
      i) ‘Code Red’
      ii) Refer
3) Let’s play!

Smile 
Acknowledge them – (and check your voice).

Oh my goodness! - what happened?  Good Morning! – what is going on? Hi sweetheart, what do you need? Hey! How can I help you? Wow! Come and let me help you. Oh – come and sit right here and I will be right back.

😊 Reassure them –
You are safe right now. I’m going to help you. I will get someone to help you. Just sit and relax right now. We will get things worked out. You are so smart to be letting us know you need help. I am so proud of you for ______. Thank you for trying so hard. Good job trying so hard. Talking about your concerns is smart. I’m sorry you are having a hard time. This is really hard. You are doing the right thing. You are going to be able to manage this.

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The school nurse strives to strengthen and facilitate the educational process by improving and protecting the health status of children (California Education Code 49426).