



North Central & North Quabbin Massachusetts HWC Collaborative





Handle With Care

- Is a trauma-sensitive community response to support children exposed to trauma and violence through improved communication and collaboration between law enforcement, schools/child care agencies and mental health providers.
- Identified children receive appropriate interventions so they can succeed in school to the best of their ability.
- Research shows that trauma can undermine children's ability to learn, form relationships and function appropriately in the classroom.



Brief History of Handle With Care

Who Created HWC?

In 2012 Handle with Care was created in a subcommittee of the West Virginia Children's Justice Task Force in Partnership with the US Attorneys Office for the Southern District of West Virginia as part of a Defending Childhood Initiative

- 2009 Office of Juvenile Justice & Delinquency Survey
- 2010 The Attorney General Eric Holder launched the DCI
- 2011 WV CITF & U.S. Attorney's Office formed a committee
- 2012 Developed the HWC Program
- 2013 Piloted the HWC Program
- 2015 WV State Police launched HWC statewide
- 2018 HWC Stakeholder meeting in all 55 counties
- 2021 HWC in over 40 states

HWC in Other States

- Handle with care MI
- Handle with care MD
- Handle with care MA
- Handle with care FL
- Handle with care OH
- Handle with care DE
- Handle with care OK
- Handle with care MN
- TN Handle with care



The Problem

Students may experience trauma or violence as a result of their exposure at home or in the community, including emergencies and/or accidents with responder presence. These interactions are known as Adverse Childhood Experiences (ACEs).

These students have increased risk for negative outcomes such as poor academic performance, dropping out of school, and delinquency.

ABUSE



Physical



Emotional



Sexual

NEGLECT



Physical



Emotional

HOUSEHOLD DYSFUNCTION



Mental Illness



Incarcerated Relative



Mother treated violently



Substance Abuse



Divorce



What could happen? *School the Next Day*



Child's behavior

Child's feelings, fears,
thoughts, expectations
& beliefs

THE STUDENT

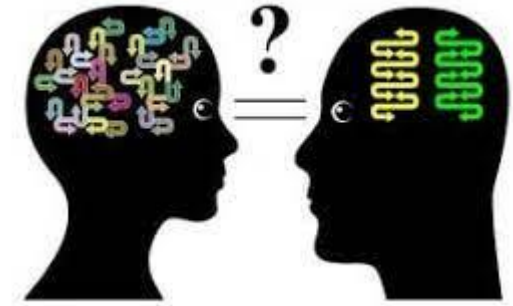
- * I don't have my homework.
- * I'm worried about my mom/dad.
- * I forgot to study for this test!
- * I'm so tired... hungry.
- * My stomach aches.
- * Just staring off into space.
- * Short tempered or acting out.

THE TEACHERS & STAFF

- * Pay attention!
- * Why didn't you study for this test?!
- * Why can't you stay awake, pay attention!
- * No snacking allowed in class.
- * Detention for "bad" behaviors or forced separation from classmates.
- * What's wrong with you?



Results of Misunderstanding



ADULTS CAN:

- Unintentionally distance themselves from students.
- Misunderstand traumatic symptoms as character flaws.
- Misperceive students as lazy.
- Impose punitive responses.

IMPACT ON STUDENTS:

- Decreased motivation and engagement in learning
- Poor grades and MCAS scores
- Poor relationships
- Truancy and dropping out
- Suspension/expulsion
- Juvenile justice system



The Solution

Improved cross-agency communication among first responder organizations and schools can help increase supports for students experiencing trauma.

Increased use of trauma sensitive strategies by educators and school leaders will improve educational & life outcomes for students experiencing trauma resulting from Adverse Childhood Experiences (ACEs).



All children
should feel
safe to learn.

Success in
school =
success in life!



The Handle With Care continuum:

If local law enforcement, emergency management services, and the fire departments notify school staff when a student is present at the scene of any incident, and

If school staff have training and resources to recognize and support symptom of trauma in students they serve,

Then they can identify students who need interventions and provide appropriate supports or refer them to mental health services,

Thus, improving students' behavioral, social-emotional, and academic outcomes.

Law Enforcement * School * Community
Building relationships to help children thrive.





Introducing Handle With Care (HWC)

HWC is a school-community response to help ensure that children exposed to trauma in their home, school, or community receive appropriate support to help them achieve emotionally and academically.

Before HWC

First responders would file a mandated report for children that met the reporting criteria.

If children did not meet the *victimization criteria*, they were not identified or provided additional services.

Now with HWC Intervention:

All children at the scene are identified.

The school is provided a HWC notification.

Trauma informed practices are heightened at the school.

Flagged student(s) are simply “handled with care”.



When does the HWC notice get sent?

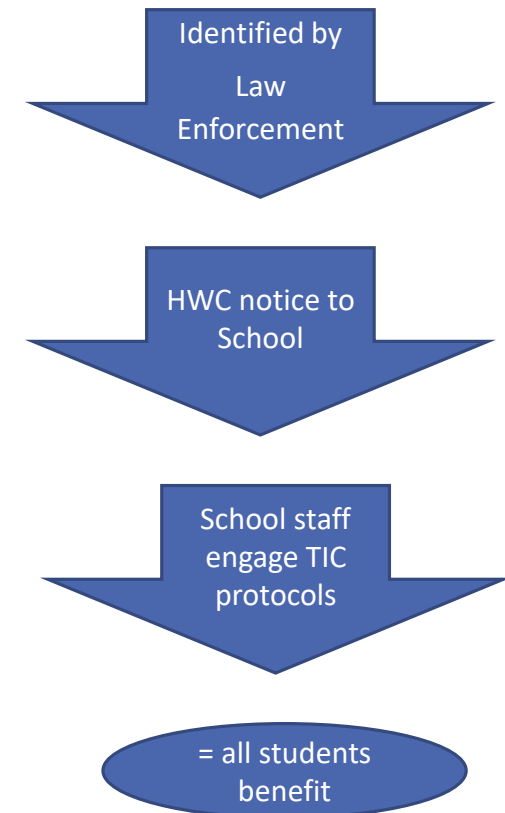
The first responder will issue the HWC notice for:

- A child that was exposed to crime, violence, accident, medical emergency or abuse.
- Send one on every child, it's not our place to judge what is traumatizing to a child.
- If they think "Should I send a Handle With Care notice?" we encourage that they SHOULD!



Handle With Care (HWC) Notice

- **It is only 3 words: Handle With Care**
- Details given: child's name, age and school attending.
- It does not violate confidentiality.
- Ideally notice arrives to school before the next day.
- Need to know basis, only.
- May include other childcare service agencies.
- Does not set expectation for school staff to approach the student.
- Only heightens whole-school approach around Trauma Informed Care (TIC) protocols.





When a child is exposed to violence or trauma and returns to school it is **important** for them to feel safe and supported.

The “Handle With Care” Snapshot:

If a law enforcement officer encounters a child during a call, that child’s name and three words: **“HANDLE WITH CARE”**

are forwarded to the school before the next day.

The school implements individual, class, and whole school trauma-sensitive curricula so that identified children are “Handled With Care”.

If a child needs more intervention, on-site mental healthcare is available at the school.



What Happens At School?



SCHOOLS WILL IMPLEMENT TRAUMA INFORMED CARE PRACTICES:

HWC will provide a safe zone for whatever extra care the child may need at school from:

A space to rest and regroup.

The chance to retake/postpone a test.

Experience general kindness, to accessing therapeutic sessions.

WHAT NOT TO DO AT SCHOOL?

We do not ask the student about their experience.

Our role is not to interview, quiz, or to gain information from the student.

Implementing punishments that will aggravate the negative effects of trauma on these children.



LOCAL STATISTICS

Total HWC Referrals as of July 2023:
631 students

HWC Notifications:

19-20 school year - 79 students
20-21 school year - 86 students
21-22 school year – 106 students
22-23 school year – 360 students



Original HWC Team, from left to right:

Selena Johnson, HWC
Heywood Healthcare; Mark
Pellegrino, Superintendent of
Gardner Public Schools &
Deputy Chief Nicholas Maroni

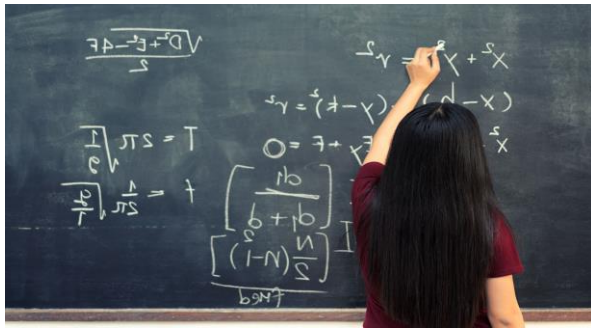


"Between 2019 – 2023 HWC has helped local area Police Departments and Greater Gardner Public Schools to support over 600+ youth that have experienced a traumatic event."

-Renee Eldredge, HWC Asst. Program Manager & Community Health Worker



The Importance of Trauma Sensitive Schools & Agencies



Schools provide possibilities for traumatized children to forge relationships with caring adults, and learn in a supportive, predictable, and safe environment.

A respectful and safe environment where children can build positive relationships with adults & peers, learn to manage their emotions, behavioral responses, and find academic success.



Partner Spotlight



Shown Left: Dr. Elizabeth Zielinski, Mahar Superintendent of Schools and two Mahar students



*Shown Above:
Ashely Niggel, NRSD
Assistant Pupil
Personnel Director and
Dr. Christopher
Casavant,
Superintendent of
Schools*



*Shown Above: Ashburnham and Westminster
Administration, Staff and Police Departments*



HWC in summary



- * Identifies kids most at risk
- * Provides educators with a “heads up”
- * Connects children with accessible mental health services if needed
- * Strengthens and improves relationships in the community
- * Improving academic, social-emotional and behavioral outcomes for kids

NEXT STEPS:

- * HWC notification to early education centers
- * HWC identification by other 1st responders such as hospitals Emergency Departments
- * Continued training on ACEs and TIC with any/all HWC partners
- * HWC presentations with local area colleges to promote trauma informed care curriculum for early education, police academy and nursing programs
- * Facilitate collaboration and communication between HWC partners



Handle With Care of the North Central and North Quabbin region is a collaborative initiative that continues to deepen trauma sensitive and response practices within and across our local communities.

HWC Leadership:

Lt. John Czasnowski, Gardner PD
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Selena Johnson, Heywood Healthcare
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Renee Eldredge, Heywood Healthcare
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HWC Collaborative Partnership of North Central & North Quabbin - MASS

Ashburnham-Westminster Schools

Athol-Royalston Schools

Boys & Girls Club

Clinical Support and Options

Gardner Police Department

Holy Family Academy

Orange/Petersham Police

Narragansett Regional School

North Quabbin Community Coalition

NorthWestern County DA David Sullivan's Office

Winchendon Public Schools

Worcester County DA Joseph Early's Office

Ashburnham/Westminster Police

Athol Police Department

CAPs Collaborative

Gardner Public Schools

Heywood Healthcare

Mahar Regional Schools

Mount Wachusett CC

Phillipston / Templeton Police

MOC Early Education Program

Royalston Police Department

Winchendon Police Department



Trauma Informed Resources:

The Barking Dog & Wise Owl

This video is a great tool to share with community stakeholders, including but not limited to: first responders, school staff, caregivers, and youth.

<https://www.youtube.com/watch?v=py8deTlxNco>

ACEs Presentations for Youth

The first of its kind in our region! Developed by Lisle Allen, here educational background specializes in neuroscience and education.

[Youth: Age 7-12 years](#)

[Teens: Age 13-18 years](#)



HWC EMERGENCY ROOM INITIATIVE: Athol and Gardner

Initiative

Support trauma informed care with the use of a caregiver self-referral tool by informing schools, daycares, and/or physicians to offer trauma responsive care to the youth who have visited the emergency room.

Mission

To mitigate negative effects experienced by children's exposure to a traumatic event.

Community

Greater Gardner area including North Central and North Quabbin Region. Supporting youth 3 years to 18 years of age.



Please visit the HWC webpage for additional information on the initiatives and other trauma informed resources.

www.heywood.org/handlewithcare



Any questions?





Resources material credits:

- National Child Traumatic Stress Network
- LUK Trauma for Schools overview
- Edward Jacobs, MSW – Incorporating ACEs
- DA Early’s Safe School Summit 11/19/21
- Handle With Care West Virginia
- YouTube video: Barking Dog Wise Owl
- Lisle Allen – ACEs Youth Presentations:
Child 7yo-12yo & Teen 13yo – 18yo

