



## Transitioning Back to the Program: Connecting with Families

As you work on re-opening your program, use the online communication and phone scripts below to help guide your conversations with families.



### Using an App to Connect with Families

A big hello to all of our families and children. We have missed you all. As we navigate our way back into our classrooms, we wanted to let you know that someone from our program will be reaching out to your family to make sure we are doing all we can to help you and your child transition back to school. We understand you might not have time to talk, so we will also be sending home a questionnaire in case that is easier for you. We want to be sure we are doing everything we can to support your child and your family. Feel free to contact us at any time through the messaging feature in the app or send an email to \_\_\_\_\_ (provide contact information).



### Sample Phone Script

1. Greet family member by name.
2. Let them know who you are and why you are calling. Share something positive about the child.

*Hi Anna,*

*This is Delilah's teacher, Ms. Candice. We are enjoying having Delilah back at school. I know you are really busy, but I wanted to quickly check in to see how you and your family are doing. Is now a good time to talk for a few minutes?*

#### If the answer is yes



*Great. First, I hope that you and your family are healthy and safe. I know the transition back to school is something everyone is handling differently. Delilah seems to be happy to be back at school; she is starting to participate more in circle and seems to really like playing with some of the new children in the classroom. I just wanted to check-in to see how you think Delilah is doing after coming back to school. Since this is so different than previous breaks, we want to be sure we are doing all we can to make the transition smooth for Delilah.*

## If the answer is no



*Thank you for letting me know. Is there a better time we can talk? We can also communicate over email or through a questionnaire our school is using, if that works better for you. My goal is to make sure we are doing all that we can to make the transition back to school smooth for Delilah.*



### 3. Obtain information from the family that might be helpful.

*We appreciate your support as we adjust to the new arrival and departure procedures. Delilah seems to be doing well with the new routines. Is there anything we can do at school to help support the transition back?*

*Do you have any strategies you find work well at home to comfort Delilah or to help her feel better? We would love to be able to try similar strategies in the classroom, if possible.*

*Have there been any changes at home that might impact her transition back to school that you want us to know about?*



### 4. Identify strategies or supports to share with families.

*I understand that it might feel different now that you are not able to drop Delilah off in the classroom each morning. We are using a new emotion check-in each morning and Delilah really seems to enjoy this. We can share some of the strategies we are using here at school to talk about and label our feelings and emotions with you, if you think that might be helpful at home.*

*We also know of community resources available to families. Would you like to know more about these supports?*



### 5. End the conversation by affirming support and discussing contact information.

*Do you have any questions for me or anything else you would like to talk about?*

*We want to be sure we are doing all that we can to support you and your child.*

*Feel free to reach out to me anytime. The best way to get in touch is by \_\_\_\_\_ (provide a phone number and one additional way for families to connect with you, e.g., text, email, school app). Also, what is the best way for me to get in touch with you? I want to make sure we are using the communication method that is easiest for you, whether it is by phone, text, email, notes home, or the school messaging app (obtain best method for communication). Thank you for taking the time to talk with me. Again, we are so excited to have Delilah back in our classroom!*