



# Comfort Call

*First step to building a relationship with the birth family.*

## Getting Started

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Comfort calls occur between you and the birth family at the time of separation. Caseworkers can help facilitate this call, if needed. This call is the start of establishing a co-parenting relationship. Birth parents want to know who is caring for their child(ren) and that they will be safe. This conversation can be awkward and that's ok.

Start with introducing yourself and provide a little bit about you and your family. This helps develop a relationship. You can also ask questions to help you care for the child(ren).

A few examples of questions are below.

## What you can ask

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1. What do you want me to know about your child(ren)?
2. What is their favorite food?
3. Do they have a favorite toy or game they like to play?
4. How do you comfort your child(ren)?
5. Any nicknames?
6. For infants
  - a. What type of formula?
  - b. What type of baby food?
  - c. Schedule/how much?
7. Any food allergies?
8. Any bedtime routines?
9. Any medical conditions or specific medications?
10. Any information you would like to me to know about your child's school?

## Ending the call

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Reassure the parent their child will be safe and well cared for while they work toward reunification and that you'll meet them at the first visit in the event they have forgotten to tell you something about their child's routine or care.

