



## Comfort Call Guide for Caregivers

*The following is intended to be helpful prompts to guide the initial Comfort Call. This information was gathered with input by our community Resource Families, agency staff and Quality Parenting Initiative (QPI) Implementation Team members. Please use these suggestions to start your conversations and feel free to reach out to your Peer Partner Educators (PPE) and agency staff for more support if needed!*

### **The Reason: Why Comfort Calls?**

Makes the initial meeting, visit and Child Family Team Meeting (CFTM) go smoother - you already established a partnership with the parents and you both know what the child needs!

Builds a teaming approach to support the needs of the child by allowing the parents an opportunity to share information directly with the caregivers.

Reinforces that the parent is the expert on their child and their child needs, and you are there to help ensure the child is safe while the parents work on their next steps to reunification.

Minimizes trauma to the child when they are able to see the parent and caregiver actively working together to support their health and wellbeing. This lowers anxiety for the child about their parents, and lets the child know the caregiver is there as a support, not a replacement to their parent.

### **The How: What do I say?**

Introduce yourself and let the parent know you have their child in your care, then ask them to allow you a moment to get basic information about their child, such as allergies to food, medications, special needs, Individualized Education Plan (IEP), etc.

Ask about the child's favorite foods, sports, TV shows, general likes/dislikes.

What is your daily routine like when the child is at home? (School day schedule, daycare, special blankets, toys, nap routines, feeding times for infants, etc.)

What routines do you want me to follow while the child is with me? (Bedtimes, curfews, etc.)

Who else would the child like to talk to? Grandparents, siblings, school friends, etc.

### **The Outcomes: What happens when we have Comfort Calls?**

Minimizes trauma of separation for both parents and child and allows parents to convey what they feel is crucial for another caregiver to know about their child.

Sets a stage for ongoing focus on the child and establishes a positive working relationship between the parent and caregiver that can last well beyond the time of the child's placement!