Sample Phone Talking Points and Questions

Before calling:
- Keep a log of families you have checked on and resources needed.
- If making calls from your cell phone, if you start with *67; it will not show your phone number on the receiving side.

When contacting students and families:
- Let them know that you are checking in on how they are doing.
- While we are uncertain how long this closure will last, we are putting plans in place that will provide students with resources they need as we are closed until further notice.
- Meals will continue to be provided at the following locations:
  - List locations
  - Additional district schools offering meals for students
- See if the family has any critical needs at this time and share resources to help and/or if an administrator might need to follow up.

Note: If you are asked a question that you do not know the answer to, please feel free to use the following response; “This is an ever-changing situation, and while I do not have the answer to that question, I will reach out and see if I can get that answer or share your concern.” Be sure to follow up! Nota: Si recibe una pregunta para la cual no sabe la respuesta, puede contestar de esta manera: “Esta es una situación que cambia constantemente, y aunque no tengo la respuesta a esa pregunta en este momento, veré si puedo obtener la respuesta o hacer llegar su pregunta a la persona correcta.” ¡Asegúrese de darle seguimiento a la pregunta!

Additional Questions for Communication Needs:
- Family access to computer/tablet/Chromebook. Acceso de la familia a una computadora/tableta/Chromebook
- Family access to the internet. Acceso de la familia al internet
- If student is checking their school email. Si el estudiante está revisando su email de la escuela
- Best method to contact if follow up is needed. El mejor método para contactarlos si hay necesidad de comunicarse de nuevo
- I wanted to check-in to see how you are holding up? “Quería saludarlos para saber cómo están lidiando con esto?”
- When it comes to your family and children, what are you most concerned with or worried about right now? “Cuando se trata de su familia e hijo, ¿qué es lo que más le preocupa en este momento?”
- Is there anything I could help with or resources I can direct you to, to address what you’re concerned with or worried about or need? “¿Hay algo con lo que le puedo ayudar, o recursos que le puedo dar para resolver las preocupaciones o necesidades que tiene en este momento?”

**Important Phone Numbers:**
  - A trained counselor will provide text-based support Un consejero capacitado le responderá por texto con apoyo
  - Available 7 days/week, 24 hours/day Funciona 7 días de la semana/24 horas al día

**Community Resources**
- Insert list of local organizations