Communicating with children, their families, and caregivers looks very different during this time of social distancing. We know not all children are safe at home. As a reminder, YOU are mandated by law to report suspicions of child abuse or neglect to the Division For Children, Youth & Families (DCYF). Here are some questions/talking points that may help you check in on the well-being of children, their families, and caregivers.

**ROUTINE CHECK IN**
- How are you feeling today?
- How was your night?
- How can I help you today?
- Who is home to help you with learning today?
- How are you doing with our new way of learning?
- What has been working well?
- What has not been working well?
- What fun things do you have planned today?
- What else would you like to share with me today?

**REASSURANCE & VALIDATION**
- Acknowledge this new way of communicating feels different and that you will get through this time together.
- Send positive notes through remote communication sites or mail.
- Share that you miss communicating in person and you are thinking about them and their family.
- Share some things that have helped you during this time.

**For More Information**
Visit KNOWandTELL.org
WELLNESS
- What did you have for breakfast? For lunch? For dinner?
- What have you been doing inside/outside during the day?
- What was the best part about your day?
- What was the hardest part about your day?
- What do you like about being home from school?
- What do you miss about not going to school?
- What have you been doing for exercise?
- How is your family? Is there anything that you or your family need during this time?
- I know you and _____ are friends, have you been able to keep in touch with each other?
- Have you been able to talk to other family members or friends during this time? How are they doing?
- Now, that you do not have to wake up early for school, how are you sleeping? Are you getting enough sleep?

OBSERVATIONS & RESPONSES
- I know you like to _____, have you been able to keep up with it?
- I've noticed/it was shared that you have been struggling, how can I help with that?
- I’m having a hard time hearing you due to background noise/I’m hearing some other noises in the background, what else is happening at your house today?
- I saw a younger/older person walk by your screen, who is home with you today?

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TIPS FOR
WHEN TO BE CONCERNED AND
WHEN TO REPORT TO DCYF

CALL DCYF WHEN

• You’ve made multiple, documented attempts to reach a child/family/caregiver and they have gone unanswered/ignored, and all opportunities to make contact (i.e., phone calls, email, reaching out to emergency contacts, etc.) have been exhausted
• The child is missing from programming/appointments (after multiple, documented attempts to engage the family/caregiver)
• You’ve noticed unexplained bruising, welts, cuts, or other injuries on a child, adult, or caregiver
• The child presents drastically different from how they have in the past (i.e., significant weight loss, change in hygiene, behaviorally aggressive, depressed, despondent, etc.)
• You believe the child, adult, or caregiver is under the influence of drugs or alcohol
• If you saw, or it was reported to you, that there are illicit drugs/paraphernalia or other hazards that create safety concerns in the home (i.e., weapons within reach)
• There is an outcry of abuse, neglect or domestic violence

IF YOU SUSPECT ABUSE OR NEGLECT
CALL DCYF AT 800-894-5533
FOR IMMEDIATE CONCERNS, DIAL 911

*After reporting, complete any required organizational documentation.

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