

Why Comfort Calls?

Significant stress and confusion occurs for children and youth when they experience separation from their primary caregiver(s) due to out of home placement. At the earliest stage of out of home placement, it is helpful to have a connection established between the biological family and the resource family. Comfort calls can help address the early-stage of loss and related challenges for everyone.

Comfort calls are the building blocks to a relationship between the biological and resource families with hope that an Icebreaker meeting occurs next. We know that children and youth do better when there is strengthened communication and relationship between their caregivers. Every member of the team is responsible for ensuring this call occurs in a manner that best supports the needs of the child.

The spirit of the comfort call is to offer the child an opportunity for connection after a move; while also building the initial foundations of a partnership between the biological family and the resource family.



The comfort call is based on the CT Quality Parenting Initiative (QPI) mission: Where we value our children's caregivers as members of our team who build loving and nurturing relationships for children and their families.



Comfort Calls





GOALS

- Peace of mind for the child by assuring well-being and critical connections.
- Set the stage for partnership and co-parenting between the biological and resource households.
- Open the door for biological and resource parents to introduce themselves to one another.
- Demonstrate to the child the collaboration of adults to care for him/her.
- Share vital information necessary prior to upcoming Icebreaker meeting.

RECOMMENDATIONS

- The call should take place as soon as possible after placement, within 24hrs.
- The placing caseworker will develop the individualized plan for the Comfort Call.

SETTING UP YOUR DEVICE FOR A COMFORT CALL

There are many options for virtual and telephonic contact. Below are links are links to guide you on how to setup on your device.

Duo: <https://youtu.be/8syVP5aeJoA>

FaceTime: <https://youtu.be/iNXLZtg0FrI>

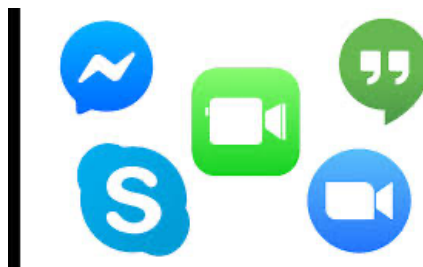
Meets: <https://youtu.be/vPnJVizqe5c>

Skype: <https://youtu.be/c5QT2G6-Efk>

Teams: <https://youtu.be/F4rWS93-Wbs>

What's App: <https://youtu.be/y3EdIJeTXk>

Zoom: <https://youtu.be/sOJkffIN8O4>



THINGS TO CONSIDER

These calls to be individualized to meet the needs to the child.

- Who is the most critical connection for this call? It is okay to ask the child.
- What is the most appropriate platform (Zoom, TEAMS, etc) for the contact?
- All participants should prepare for what they would like to say during this brief conversation.
- DCF/TFC will be responsible for ensuring this call occurs. They may participate in the contact, as well.

Make sure you considered the information you want to obtain from the call before it begins.

- Is there any urgent health or wellbeing information that the resource parent needs before the Icebreaker meeting?
 - Do they have a comfort item or soothing routine?
 - What do you do to provide comfort to the child(ren)/youth?
 - Any food allergies or medical prescriptions I should know about?
- If an infant or baby:
 - Is there a type of formula or baby food they prefer?
 - What is the nap and feeding schedule?

If the call becomes untenable, end the call calmly, restating the initial intent of the phone call and indicate that you hope to communicate in the future.