Parent and family Script

Questions to Expect:

Q. When can my child come home/Why can't my child come home?
A. We are constantly working to increase your child’s readiness to return home, and will allow him/her/them to come home as soon as he/she/they is ready.

Q. Was my child exposed to the staff member?
A. We are in constant communication with the DOH and following its guidance, including investigating all exposures that may have occurred while the staff was on duty and are monitoring all children for signs of possible infection.

Q. Does my child have access to masks/gloves/goggles/gowns/etc.?
A. We are in constant communication with the DOH and are following its guidance with respect to the use of personal protective equipment, including providing appropriate protective equipment to sick youth and staff caring for them, to reduce the likelihood of transmission throughout the facility.

Q. Why isn't my child in school?
A. We have limited the number of staff coming into our residential facilities to decrease the number of people your child has contact with. During this time your child will continue to have schoolwork provided to them, as well as the opportunity for contact with their teachers.

Q. Is my child still receiving _____?
A. Yes, all services are still being provided to your child; we are modifying activities and services to make sure children are at a safe distance from each other and staff.

Q. My child complained about ______.
A. These questions should be referred to your child’s case manager.