[Ask for and confirm the identity of the parent/guardian.]

Hello, my name is NAME, TITLE, from the Office of Children and Family Services, Division of Juvenile Justice and Opportunities for Youth. I am calling today about your child, __________, who is currently being cared for at ________________.

I am contacting you to let you know that a staff member at __________ has tested positive for COVID-19, the Coronavirus. This staff member will not be returning to work until they have been cleared by a doctor as no longer contagious.

I am calling to tell you about some of the things we are doing to keep your child safe and healthy during these challenging times. In particular: [leave room for questions after each bulleted statement]

• We do not allow anyone into our facilities who shows signs of being sick or who has been exposed to COVID-19.
• Children and staff are washing their hands frequently with soap and warm water, to reduce the risk of catching COVID-19.
• We have hired professional cleaning companies to clean and sanitize our facilities, and increased daily cleanings using products that kill the coronavirus.
• We are using "social distancing" by keeping youth and staff at a safe distance whenever possible, including during meals, recreation, and group activities. We have cancelled activities that do not allow us to practice social distancing.
• Medical staff are closely monitoring the health of children.
• If a child gets sick, we move that child to a separate location to receive immediate medical care and to keep all other youth safe.

We know this is a difficult time for you, especially being separated from your child. Although we have reduced visits to our facilities, your child may make phone calls and write letters to you and other people important to them. We want you to know that we are doing everything we can to keep your child safe, healthy, and connected to you. If you have any questions about your child, please call the facility and ask for their Youth Counselor.

Do you have any questions about the steps we are taking to protect your child?