

Before you start:

- Do your best to connect with other teachers (call or text) that teach siblings of your student in the same household
 - Try to create a plan to call a parent only once or let them know the other teacher(s) will also be calling
- Read the script and practice
- Call your leader and practice (they are expecting you to call)
- Have Schoolrunner open
 - Use the app - this will allow you to automatically log the communication once you are done
- Find the system that works for you as you will be toggling between the script and roster to log the information
- You will LOG all information on your school rosters.
- If the ELL Coordinator is listed as “Staff Person Making the Call,” please do not call that student. ELL Coordinators will contact ESL families.

Script for leaving a message:

SAY - “Hi. This is [insert name] from [insert school]. I’m calling to check in and gather important information about our distance learning plan for students. It is important that I connect with a parent or guardian of [insert student’s name] today. Please call me back at [insert your phone number] as soon as possible. Thank you!”

Script if someone answers:

SAY - “Hi. This is [insert name] from [insert school]. I’m calling to check in with you on our distance learning plan for students. May I please speak to [insert parent/guardian name] or [insert student name]?”

If NO ,	If YES ,
<p>SAY - “May I please speak to [insert parent/guardian name] or [insert student name]?”</p> <ul style="list-style-type: none">● If NOT available,<ul style="list-style-type: none">○ SAY - “Do you know when [insert name] will be available or is there a better number for me to call? It is important I make sure they receive this information.”	<p>SAY - “I will need about 5 minutes of your time. Is now a good time?”</p> <ul style="list-style-type: none">● If NO,<ul style="list-style-type: none">● SAY - “It is important I make sure you receive this information. When should I call back?”● LOG info in spreadsheet

<ul style="list-style-type: none"> ○ LOG info in spreadsheet <ul style="list-style-type: none"> ■ log any information that is provided ■ call back at suggested time; if you are NOT available to call back, tag your Principal and AP in this doc 	<ul style="list-style-type: none"> ○ log any information that is provided ○ call back at suggested time; if you are NOT available to call back, tag your Principal and AP ● If YES, continue with the script below
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SAY - “As you know, students will be learning from home until [insert date], and it is the expectation that students attend school during this time. I want to gather some information from you to make sure this can happen for your student.”

SAY - “First, is this the best contact number for me to call in the next few weeks? Potentially I will be calling once to twice a week.”

- LOG best contact info in spreadsheet

SAY - “When is the best time for me to reach out to you with updates and to check-in?”

- LOG info in spreadsheet

SAY - “I realize we might already have this on file, but I want to make sure I have the most up-to-date information. Do you have an email that you check regularly?”

- If YES, LOG information accordingly

Student was PRESENT at school on Friday	Student was ABSENT on Friday
<p>SAY - “I sent home materials on Friday, and I want to check to make sure you got everything. Can you confirm each of the materials as I list them?”</p> <ul style="list-style-type: none"> ● LOG info in spreadsheet ● Mark Y or N in the spreadsheet <p>SAY - “Thank you for that information.”</p> <ul style="list-style-type: none"> ● If they were missing materials, SAY the absent script to the right. 	<p>SAY - “We have a plan to drop them off at bus stops or you can pick them up from the school. Would you be able to go to the school and pick them up?”</p> <ul style="list-style-type: none"> ● If YES, <ul style="list-style-type: none"> ○ SAY - What day and time would work for you so that I can let them know you’re coming? <ul style="list-style-type: none"> ■ LOG info in spreadsheet ● If NO, <ul style="list-style-type: none"> ○ SAY - The bus will be there at your dismissal time on Tuesday

	<p>and Friday with the paper materials. Will you or your student be able to meet us at that time?”</p> <ul style="list-style-type: none"> ■ LOG info in spreadsheet <p>If the answer is still no, SAY - “It appears like we will need to work with school leaders to see how we can get you the materials. I have noted this and someone will connect with you in the next few days.</p> <ul style="list-style-type: none"> ● LOG info in spreadsheet and tag your Principal and AP
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SAY - “I will be available by phone everyday and will be hosting live classes. Did you receive the paper with my contact information?”

If YES,	If NO,
<p>SAY - “Great! I just want to make sure this information is readily available to you and your student. I’m about to send you a text confirming all of this information.”</p> <p>SAY - “Students can join my live class by computer or phone using the Live Class link or phone number with a pin. Will [insert student name] be able to join by computer or phone?”</p> <ul style="list-style-type: none"> ● LOG info in spreadsheet <p>SAY - “Even if they cannot or if there are tech issues, your student has the assignments to work on. They can text me photos on my cell phone of their work, and I can provide feedback.”</p> <p>“I just want to make sure it’s clear what each number is used for. My cell phone number is for</p>	<p>SAY - “I’m about to text you my phone office hours, the times I will be holding class, and the codes to access my live class. Students can join my live class by computer or phone using the Live Class link or phone number with a pin. Will [insert student name] be able to join by computer or phone?”</p> <ul style="list-style-type: none"> ● LOG info in spreadsheet <p>SAY - “Even if they cannot or if there are tech issues, your student has the assignments to work on. They can text me photos on my cell phone of their work, and I can provide feedback.”</p> <p>“I just want to make sure it’s clear what each number is used for. My cell phone number is for texting photos of work and for phone office hours if you have a question. The Live Class</p>

texting photos of work and for phone office hours if you have a question. The Live Class phone number with the pin is to call in to hear my live class if you don't have access to a computer, internet, or have tech issues."

TEXT FORMAT:

- Your name - content
- Cell phone # -
- Phone Office Hours - [insert your hours]
- Live Class at meet.google.com - [insert your link]
- Live Class phone number - [insert phone code]
- ALSO SHARE ABOVE FORMAT FOR THE STUDENT'S OTHER TEACHERS

phone number with the pin is to call in to hear my live class if you don't have access to a computer, internet, or have tech issues."

TEXT FORMAT:

- Your name - content
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- Live Class at meet.google.com - [insert your link]
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- ALSO SHARE ABOVE FORMAT FOR THE STUDENT'S OTHER TEACHERS

SAY - "Before we hang up, do you have any questions? Please know that I might not have the answers, but I will make sure someone connects with you. "

- LOG all questions

SAY- "I really appreciate your time today. It's important to me that y'all stay safe and healthy, but I also want to make sure y'all have what you need for learning. Please do not hesitate to reach out to me or the school leaders if you need anything. Thanks again, and I hope you have a great day!"