

Suggestions for Checking in With Families/Caregivers About Remote Learning

These past weeks have been an unprecedented time in all of our lives. In addition to adapting to the news of schools closing, daily COVID-19 updates, etc., we have all embarked on a new challenge together in transitioning from being in classrooms with our students to engaging with them and their families and caregivers remotely. During this uncertain time, and as we try new formats for communication, it is critical that we hear from families, caregivers and children about how they are doing and how our supports are working for them.

As we enter week 2 of remote learning, leaders and teachers are encouraged to reflect on their own experiences and feedback from families/caregivers in order to refine communication processes. Since remote learning for young children in particular is centered around helping families, caregivers, and children connect and engage in fun, joyful, play-based activities, it is especially important for teachers to check in with families and caregivers about their experiences this week.

Below are some suggested questions for teachers to use in conversation/reflection with families and caregivers. Work with your teachers and other program staff (e.g. family workers) to adapt this language as needed for the communities you serve.

Share with families and caregivers that the purpose of the discussion is to know how best to support them. This is uncharted territory for everyone, and there are no right or wrong answers. Whatever families and caregivers are doing right now is the right thing for themselves and their children.

Suggested questions:

- **How are you doing?** *(As your relationship allows, be empathetic and sensitive to the immediate needs the family may have as well as recognize the strength and resilience of each family. Note that while you may not be able to support these challenges directly, being aware of them can help ensure that the supports you are able to provide are responsive to those challenges.)*
- **How is your child doing?** Is there anything you would like to share with me about how they are adjusting to all of the changes around them?
- **What did we offer that was helpful to your child and your family this week?** *(Follow up questions may seek feedback about specific things that teachers tried, children's engagement, and how the child and family/caregiver experienced them.)*
- **What did we offer that did not work for your child and your family this week?**
- **How can we best support your child and your family in the days ahead?**

Thank you for all that you are doing to support children, families/caregivers and staff at this time. Please reach out to your DECE support staff to ask any questions, thought-partner, or share any helpful information.