

Parent Contact Sample Script

Hi, my name is _____ from _____ school. Today I am not calling as a _____ (teacher, school counselor, coach, etc), but as a Student Assistance Program team member. Is this a good time to talk? Have you heard about our program? SAP is a free program that is found in all public schools in PA to help students who may be struggling with social issues that may affect personal and academic success. We work together with you and your child to try to address and remove obstacles that get in the way of your child's success.

Your child, _____ has been referred to SAP. We don't have a lot of information yet, which is why we are calling you for permission to find out more. SAP is a confidential program and our team has been through a three day training specifically to learn about issues facing youth today, as well as legal guidelines and why confidentiality is so important. We are a small group who meets regularly to make recommendations to assist students and their parents. We look forward to partnering with parents/guardians from the beginning so that we can address any issue before it grows into a concern.

Have you noticed any changes in your child that concern you? Is there any information that you might think may help us in working with your child towards learning and school achievement?

*****Listen carefully to their reply. You may hear information that is new, or that has been observed at school or the parent may have no information at all.***

Thanks for sharing that. It seems you've noticed some changes as well. OR Since you're not seeing anything you feel is of concern at home, it seems even more important that we work together to explore _____'s actions at school. We would like to proceed, but need your written permission. If you'd like to meet with me to discuss things in more detail, that would be great. I know we are all busy, so I could put the permission slip in the mail, and as soon as we receive it, we'll be in touch. Thank you for your time.

*****If the parent refuses, ask them if you may call them back in a week to check in. If they still refuse, tell them that as part of the program, a written refusal form must be obtained- you will send it to their home in the mail.***