



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.***