**SAMPLE SAP PARENT PHONE CALL**

*Prior to calling the parent/guardian, make sure you have enough time available in case they want to discuss things at length.*

Hello, this is \_\_\_\_\_\_\_\_\_\_\_\_ from \_\_\_\_\_\_\_\_\_\_\_\_\_\_. I am a member of the (school name) Student Assistant Program, which we call SAP (or your school’s team name). Is this a good time to talk? If not, when would be a good time for me to call you back?

I am not sure how much you know about SAP, but it is designed to help students with issues that pose a barrier to their success. Participation in the SAP program is completely voluntary. Students are referred to SAP for various reasons, including: grades, behavior, attendance, and other concerns.

(insert child’s name) is (insert a truthful positive/resiliency statement, such as they are really good at Art). However, (child’s name) seems to be having a few challenges that we need your help with since you know him/her best.

(insert child’s name) was referred to our SAP program because (state reason for referral). I’m asking for your help in making (insert child’s name) more successful at school. We can provide a variety of supports, but in order to move ahead, we need your signed permission. The SAP team is willing to meet or talk with you at any time to discuss the program and/or any concerns you have. Our SAP team has members from the school as well as agency liaisons that meet to discuss ways to help students be successful. SAP is not a discipline process; it is designed to support students and parents. It is important you know that information shared with the team is kept confidential.

This is a lot of information - do you have any questions? Are you seeing any behaviors at home that you are worried about? Is there anything you need help with? Would it be helpful if we meet in person to discuss this more?

(If they want to meet, set up a date/time and at that meeting have them sign forms. If not, continue.)

As I mentioned earlier, we cannot move forward on working with (insert child’s name) without your written permission. If you would like to have (child’s name) participate in SAP, please complete and sign the parent permission form that I will mail to you. Is XXX the correct address?

Thank you for taking the time to talk today. Please feel free to contact me with any questions you may have or if there is anything I can do for you.

**Additional Guidance**

1. **Hesitant or resistant parent/guardian (not at the action stage)**

Open up that conversation with a statement like this:

“I can hear a little hesitation in your voice. Are there things about this that concern you? “

Here are some things that might come up:

* + Logistics
  + Transportation, child care, insurance
  + Personal barriers
  + School/parent conflict
  + Family concern
  + Don’t want people in your business

1. **Validate and empathize with their struggles**

Don’t challenge or blame but try to speak to their intentions.

“I know you care about your child and you’re trying hard to help him/her and we think SAP could offer supports to be more successful,

“How are things going at home with (insert child’s name)? Do you have any suggestions for us when (insert child’s name) is struggling with challenging issues”?

Are there any supports that we can help you with?

**3**. **If a parent/guardian asks:**

**What is the process?**

After the referral, a teacher checklist is sent to all teachers involved with your child to gather information. The team then reviews the information gathered and contacts the parent/guardian for written permission to proceed with the Student Assistance Program. Then after you sign the permission form, we can work together to develop a plan of action to help your child achieve success in school.

This plan of action can include both in-school supports such as: (insert school supports – lunch bunch, tutoring, meet with the school counselor, etc.) or it can include meeting with our SAP liaison to conduct a brief screening to determine if the student would benefit from services provided by a community agency. You, and your child’s participation in the SAP process is completely voluntary and we cannot implement any SAP interventions without your written permission. **All SAP referrals and SAP interventions are treated with the upmost confidentiality.**

**Who referred my child?**

Students can be referred by teachers, other school personnel, peers, or refer themselves.

**Why was my child referred?** \*make sure you have data pulled from the checklists BEFORE making the call.

Students are referred because someone is concerned about observable changes they are seeing in your child. For example, 4 out of your child’s 7 teachers report seeing a decrease in class participation. *\*Be sure to share data from the behavior checklists associated with the reason for referral, i.e.: if it’s an academic referral share academic indicators.* Did you also know that 6 out of your child’s 7 teachers indicate he/she is able to work independently and gets along well with his/her peers? *\*or other positive/resiliency factors*.

**Can I take some time to think about this and/or talk it over with my husband/wife?**

Absolutely. Would it be ok if I check back with you in a few days or would you rather call me back? You can reach the SAP team at: xxx-xxxx. Please ask for (SAP coordinator) when you call. Or if it’s easier, you can email the SAP coordinator at: [xxx@yourschool.com](mailto:xxx@yourschool.com). We will need a signed permission form from you before we can begin working with your child. I look forward to hearing from you by (insert date). Thanks for your time today!