Guidance for Virtual Visitation

As we navigate uncertain times and learn to interact with our families in different ways, here are a few reminders and questions to help us engage with families, children and resource providers. Remember to ask open ended questions and avoid yes/no questions. These are meant as a guideline and should be used based on the situation with the family.

1. Safety
   - Ask if it is possible to visit with the child alone, with few or no distractions
   - Ask the child if they have any fears regarding their physical or emotional safety. Ask questions about the details of any injuries the child or parent disclose
   - Ask who the supports are for the parent and child, both in and out of the home
   - Ask the child/parent who visited the home over the last few days
   - Ask the child/parent what makes them feel safe (consider using a Three Houses tool, if possible)
   - Ask for a virtual tour of the home

2. Hygiene
   - Ask what new things they are doing since they've been at home related to cleanliness, washing their hands and making sure everyone is well
   - If someone has been sick, how are they being treated, ask if they are taking medicine
   - Observe the condition of child

3. Food
   - Ask the child/parent what they had for breakfast, lunch, dinner
   - Ask how they are getting food, who is making the food, who goes to the store
   - Ask the child/parent if they have enough food to eat or if they are eating differently now

4. Well-being
   - If the child/parent is in therapy, ask whether they have connected by phone or video with their therapist
   - Ask what types of things the child/family is doing for fun
   - Ask the child/parent what time they are going to bed
   - Ask the child/parent what they are doing related to school (is the child completing work or have a plan to complete work)
   - Ask the child/parent whether they have someone to talk to when they have questions or are worried
   - Ask the child/parent what they do when they feel lonely
   - Ask if the child/parent knows how to contact the worker if they need to talk
   - Ask the child if they know how their caregiver is getting help or support (You don't want to put the onus on them, but for them to understand that everyone needs help and who are the helpers around them)
   - Ask the parent about their safety network.
5. Connection
  - Ask the child/parent whether they are able to talk or do videos with parents, grandparents, friends, or other connections
  - Ask the child whether they are doing new or different activities as a group in their foster home or in home with their parents

Resources to provide to parents, resource providers, family members:
  - National Parental Help Line: 1-855- 4A PARENT
  - Missouri Child Abuse and Neglect Hotline: 1-800-392-3738
  - Local Food Bank numbers
  - Local Support Group numbers for Families or Resource Providers