

FAMILIES

M a i n t a i n i n g C o m m u n i c a t i o n

Families are looking for both online and in-person support as they navigate supervising their own kids while working from home or utilizing in-person programming.

Strong and clear communication will help unify families and providers in helping to create a safe, engaging, and fun experience for kids, regardless of their circumstances. Consider the following practices in maintaining communication with families.



Provide a parent guide with information on safety protocols.

- Social distancing strategies and expectations
- Drop-off and pick-up
- Health screenings
- What to do if a youth show signs of illness at home or at the program
- Everyday preventive actions
- What may happen in the event of a temporary program closure

Utilize numerous forms of communication to maintain contact and update families.

Use social media, texts, phone calls, emails, and newsletters to provide timely information on policy updates, available activities, and changes to programming.

Maintain regular communication regarding the youth you support.

Youth have experienced unexpected challenges and disrupted routines and may struggle more than usual. Communicate positive and negative behaviors with families in order to maintain consistent and aligned support for all youth.

Gather feedback and ideas regarding challenges, concerns, and successes in your program.

- Conduct feedback surveys
- Make check-in phone calls
- Find opportunities to check-in with parents during pick-up and drop-off

Distribute timely information regarding community resources and connections.



RESOURCES

American Camp Association Summer Planning Guide

The American Camp Association (ACA) and the YMCA of the USA (Y-USA) provide educational resources to both day and overnight camps, state and local health departments, and parents/guardians and campers regarding the safe operation of summer programs and camps.

<https://www.acacamps.org/resource-library/coronavirus/camp-business/camp-operations-guide-summer-2020>

Center for Disease Control and Prevention

The Center for Disease Control and Prevention (CDC) provides a variety of printable informational posters.

[https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?](https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc&Audience=Community%20Settings)

[Sort=Date%3A%3Adesc&Audience=Community%20Settings](https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc&Audience=Community%20Settings)

Building Families in Out-of-School Time Programs Toolkit

Compiled by Build the Out-of-School Time Network (BOSTnet), this toolkit provides a self-assessment on implementation of general parent engagement strategies.

https://cdn.ymaws.com/nafsce.org/resource/resmgr/Toolkits/Boston_Engaging_Families_Out.pdf

Engaging Families in Afterschool and Summer Learning Programs: A Review of the Research

This article reviews the overall benefits of building strong relationships with families

<https://www.expandinglearning.org/expandingminds/article/engaging-families-afterschool-and-summer-learning-programs-review-research>



Found in the Quality Tool

www.ctafterschoolnetwork.org/program-quality-tools/

The following indicators in the Quality Self Assessment tool support Maintaining Communication with Families

2 - Family and Community Partnerships

1 - Program staff acknowledge, welcome, and treat families respectfully

4 - Program staff communicate regularly with families concerning the well-being and progress of the child.

5 - Program staff collaborate with community health and social service agencies to meet the needs of individual families and information available to families.

7 - Administration/Organization

6 - The program has a handbook for families that includes policies and procedures for scheduling, fees, behavior, emergencies, field trip