

COMFORT CALLS: BUILDING CONNECTIONS AND EASING TRANSITIONS FOR CHILDREN AND FAMILIES

Imagine a nervous child stepping into a new home, unsure of what to expect. The caregiver knows how important these first hours are. After helping the child get comfortable in the new home, the caregiver picks up the phone to call the child's parent; the caregiver is not just reaching out for information—but is also extending compassion to a broken-hearted parent who is experiencing the profound trauma and loss of family separation. With empathy, the caregiver reassures the parent that their child is safe and acknowledges that no one knows this child better than the parent.

This call, a simple but powerful gesture, helps ease the transition and begins the journey toward healing. Together, they are taking the first steps toward a strong co-parenting relationship that will help ease the trauma of family separation and increase the likelihood of reunification.

Who? As the caregiver, this is your opportunity to introduce yourself and let the birth parents know that your priority is their child's well-being. This first conversation sets the tone for future teamwork.

When? Make the call within 24-48 hours of welcoming the child into your home to start building that connection early.



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Why? Comfort Calls ...

- **Build connections:** Comfort calls help caregivers and birth parents begin a relationship focused on supporting the child's well-being.
- **Ease the child's transition:** Making a comfort call helps reduce the trauma and stress a child may feel after being separated from their family.
- **Share what matters most:** Birth parents can share important details about their child's needs—like favorite foods, bedtime routines, and medical information—that may help the child feel more comfortable.

How Do Families Benefit From Comfort Calls?

- **They are reassuring:** Comfort calls show birth parents that their child is in good hands and help ease their worries during this difficult time.
- **They help the child settle in:** Knowing about favorite activities, routines, or comfort items can help create a sense of security for the child in their new environment.
- **They create a partnership:** It allows birth parents to see foster caregivers as partners who want the best for their child and supports the goal of reunification.