

Tool #2: Calling Home Guide

This sample script below can be used to help you make your beginning-of-the-year phone calls to families. Particularly if you are new to this work, a phone script can be a helpful guide to support you during these initial and very important phone calls (the kind we describe in Chapter 3). We urge you to make these calls as early in the year as you can.

Sample Phone Script

If English is not a language the family is comfortable speaking, find out what the preferred language is and call back when you have someone to help you translate the call.

Hello, my name is _____ and I am going to be your child's teacher at the _____ School this year.

We know that when families and teachers work closely together, our children achieve the most success. I am excited to be working with you this year.

Can you please tell me about your child, and be sure to let me know anything that you think I need to know that will make his (or her) year the best it can be?

Please tell me the best phone number to reach you and what time of day works best for you. Also, please know that I'll be calling from time to time to share with you your child's progress and to tell you about the important events at the school. Don't think when you see my number come up on your phone that it means there is a problem!

Do you like to communicate by text and/or by email? Here is the best way to reach me: _____. If you want to call me, please call between these hours: _____.

Is there anything else you want to share with me about your child?

Thanks for your time! I can't wait to see your child on (date of first day of school) and begin our work together.