Things to Consider

Caregiver, parent and child's schedules

Time and day of the week, for example school night versus weekends

Duration

Frequency

Child's interest
(for example, may not want to talk)

Prudent Parent Standards
(for example, conforming to household rules such as no calls after 8pm)

Legal issues
(staff with Supervisor to determine if court intervention is necessary)

Best interest of the child and child's well being (consider the child's bond and behaviors as they relate to the comfort calls)
A comfort call is a telephone call between the biological parent/adult receiving services and children to maintain and build the parent child bond and establish a relationship between the caregivers and the biological parent/adult receiving services. Comfort Calls shall not take the place of any court ordered visitation.

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<th>Parent</th>
<th>Resource Parent</th>
<th>Social Service Worker</th>
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Comfort Calls shall be:

- Respectful
- Appropriate

Regarding the child and their well-being and interests; not a discussion of allegations or case specifics.

Caregiver monitoring

The caregiver shall not listen to comfort calls on an extension or separate line; however, are expected to provide supervision utilizing reasonable prudent parenting standards to ensure the well being and best interest of the child are met. The caregiver may end the comfort call at any time they determine the child's well being is at risk. The caregiver should immediately notify the assigned Social Worker of any concerns.

The Social Worker shall consider all the factors in the child’s case when setting parameters for QPI comfort calls including but not limited to:

Suggested Comfort Call minimums are:

- under age 2 (0 months-2) varies
- ages (2-5) three minutes
- ages (5 -17) five minutes

Length of the call should be determined on a case by case basis in keeping with reasonable and prudent parent standards.

The caregiver should notify the Social Worker of any concerns such as the child not wishing to speak with their parent.