



## FAQs for Families

We know that these are difficult times for everyone and want to do our absolute best to ensure that student and family needs do not go unmet. This is why Salem Public Schools is trying a new strategy this fall to proactively identify and meet the needs of our families. We are calling every family regularly to ask about some of the basics like food and technology access, mental and

physical health and your child's overall experience in school.

This comprehensive and universal approach to family engagement and support is new and evolving, and we have been able to identify needs that would otherwise have gone unnoticed. As we face this global pandemic together we thank you for your patience, flexibility and continued care not only for your own children but for our whole Salem community.

### Here are a few frequently asked questions:

**Q: I already answered these questions, why are you calling me again?**

A: The questions are intentionally designed to ask about needs that are constantly changing. We know the pandemic has caused great instability. Access to food, internet and health services can change quickly, so we want to provide support before families are experiencing a crisis.

**Q: I don't have any issues, can I get off the list?**

A: We designed this process to be for everyone. We are tracking positive data as well as needs so we can understand how many of our families are secure and in what ways. We want to refrain from making assumptions about who is in need and who is not. Circumstances for students and families change quickly in these uncertain times. We are also asking a question about your child's learning experience which is important to gather regularly, regardless of need, so we can understand how kids are doing in this remote environment. However, if these calls are unwanted please let your school principal know and they will make other arrangements.

**Q: Why have I not received a call?**

A: This process has helped us check that our contact information is up to date. If you have not yet received a call, please contact your school to ensure the right number is being called. Just like families, our educators have had many adjustments to grapple with and some calls did not get started right away. This process, however, is now fully underway and you should be getting a call soon.

**Q: How long will the calls continue?**

A: We intend to do the calls monthly for the foreseeable future.

**Q: Who do I contact to get more information or to ask a question?**

A: If you have questions about the process please reach out to your school principal.