

Virtual CUES Scripts and Texts for Home Visitor Adaptation

SCRIPTS:

These are suggestions. You are the experts about your families and if any of these don't feel right, please skip or adapt using your own words and style in ways that fit within the relationship you have with individual families.

Initial Greeting

Open the conversation in the way you would usually do so—or you could use a script like this:

“Hi (Insert client's name), so good to hear your voice. Is this still a good time to talk?”

“I've been thinking so much about you. How are you (or you and your kids) doing?”

Privacy

PLEASE NOTE: These are strategies for you to use to understand who is at home at all virtual visits and ways, at your discretion, to help the caregiver find a private space to talk.

(THIS ONE IS IMPORTANT FOR any and all conversations in COVID. Please share with all your moms.)

“Just wondering who is home today for our visit?” “I know while we are talking folks may walk into the room or the privacy situation can change—if you ever feel uncomfortable, please feel free to change the subject and I will follow your lead.”

“Is there any chance you can take yourself out for a walk while we talk?”

“If not, no worries, sometimes it's just nice to have another adult one on one to talk with so we can focus on each other.”

Universal Education about healthy relationships and supports around relationship stress domestic violence

“COVID-19 has made things harder for everyone.” So many relationships are stressed.

“While we are stuck at home, stress can cause relationships to get harder.”

“When we are hurting, we may hurt each other or our kids, yell or make someone feel ashamed. We may stop listening.”

“The question is what can help and where can we go to find out how to get support?”

“Because of the stress, we are asking all our families to help us share this text I am about to send you. It has information about additional supports in COVID that folks might not be aware of to help build community support for each other at this time.”

“2-1-1- is a 24/7 confidential resource that has everything from info on food banks to substance abuse, mental health, child-care, parenting supports and help for folks experiencing stress in their relationships including increased fighting or harm, and that can affect our health and parenting.”

“I think you already know this, I just want to remind you in case, because you are enrolled in (Insert name of your home visitation program here) we can talk about any of these areas during our visits, and I can help connect you to local resources if you’d like.”

TEXTS:

Below are both prepackaged Texts that can be photographed and sent on and the same texts turned in Word so they can be modified if that is the preference:

Sample Text 1 unformatted:

Supporting ourselves and each other: Pass it on!

Quick thought for you in COVID- Saying hopeful things often, and out loud, can help us with stress.

Helping others can help us feel better too so pass this along

2-1-1 is a free, confidential referral helpline that connects people of all ages and from all communities to the essential health and human services they need, 24/7. 211 can be accessed by phone or computer.
<https://www.211.org>

- Including food and clothing, shelters, housing, utility assistance
- Job training, employment services, transportation assistance
- Information about childcare, child supports, parent supports
- Support for complicated, stressed relationships

Sample Text 2 Unformatted:

Quick thought for you! Helping With Relationship Stress in COVID Share With Others

How are things going for you at home?

Relationships are stressed, parenting is hard, and we all need support now more than now than ever.

Are you feeling supported by the important people in your life?

Are you being listened too, cared for, respected, and treated with kindness?

Connecting with people who support us is healing—saying I love you, care about you, I miss you can be a lifeline— a little love goes a long way in COVID.

If you or someone you know needs supports for stress about parenting or relationships, call 2-1-1 for ideas and information

Supporting ourselves and each other: Pass it on!



19

Quick thought for you in COVID Saying hopeful things often, and out loud, can help us with stress.

✓ *Helping others can help us feel better too so pass this along*

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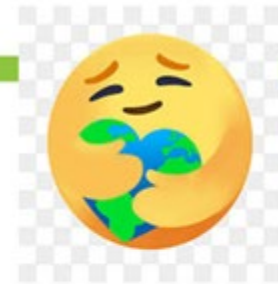
- ✓ Including food and clothing, shelters, housing, utility assistance
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- ✓ Information about childcare, child supports, parent supports
- ✓ Support for complicated, stressed relationships



Quick thought for you! 😊 Helping With Relationship Stress in COVID Share With Others

21

- ✓ How are things going for you at home?
- ✓ **Relationships are stressed, parenting is hard, and we all need support now more than now than ever.**



- ✓ Are you feeling supported by the important people in your life?
- ✓ Are you being listened too, cared for, respected, treated with kindness?
- ✓ *Connecting with people who support us is healing—saying I love you, care about you, I miss you can be a lifeline— a little love goes a long way in COVID.*
- ✓ **If you or someone you know needs supports for stress about parenting or relationships call 2-1-1 for ideas and information**



PLEASE, Safety first. If you get a positive disclosure of abuse or stress in a relationship, please first ask if it is ok/safe to send this. And please note if it is not, the bullet points serve as guide for you as home visitors, reminding you the survivor is the expert in their experience.

Thank you for sharing with me—I care about you

25

- You are the one in charge of your life and you get to decide what you do next.
- I want to support you with what is most important to you.
- I'm here for you if you want to text or chat.
- I appreciate you and you are resourceful.
- **24/7 confidential Domestic Violence Hotline that you can chat, text or call.**
1(800)799-7233
<https://www.thehotline.org/>

