

# Supporting Child and Family Well-being During COVID-19

**May 2020** - We all have the responsibility to make sure children are healthy, safe, and thriving – especially during challenging times. Parents and caregivers are their children’s most important protectors and may need extra support during the COVID-19 pandemic. We encourage you to check in with caregivers and children you interact with to ask how they’re doing and what they need. Lending an ear and helping families access available supports can go a long way to supporting family well-being.



Thank you for doing your part to support Arizona’s children and families!

## [Check In with Families in Your Community to See How You Can Help](#)

It is important to remind caregivers and children that you are there to help, not judge them. If a child raises a concern, consider if you can safely follow-up with their caregiver. Affirm that this is a difficult time, everyone is struggling, and that support is still available. See page 2 for a list of resources you can connect families with based on their needs.

### Questions you might ask Parents/Caregivers

- Is now a good time to talk? If not, is there a better time?
- Now is a hard and stressful time for everyone. How are you? Are you okay and safe? What do you need?
- We all need support right now. Who are the supports in your life? Are you able to connect with them right now? How are you relieving stress during this time?
- Since the COVID-19 emergency started, what’s changed for your family? Has anything been more of a struggle? Are you facing new worries or needs? Has anything improved or gotten better?
- Is everyone in your family able to get what they need to get by (for example, you can ask the family about food, housing, income/employment, safety, education, health, air conditioning, internet, etc.)?
- Do you need help connecting to \_\_\_\_\_? (*see page 2 for local resource suggestions based on family’s needs*)

### Questions you might ask Children

- How is virtual learning working for you? How is it affecting you? Your family? Do you need help with anything?
- How are things going at home for you and your family? Are you feeling okay? Are you worried about anything?
- What do you like most about staying at home? What do you like least? Why?
- What was the best part of your day? What was the hardest part of your day?
- Who is taking care of you? What are they doing to help you? Who makes sure you have what you need?
- Who do you feel safe talking to about needs or worries? Do you have a way to talk to that person right now?
- If you were stranded on a desert island, what would you need? Are those things in your house right now?
- What did you have to eat for breakfast today? Yesterday?
- What are the rules in your house? What happens when someone breaks a rule? (Sibling, pet, mom, dad?)
- How is everyone getting along? Is anyone having a hard time? Are you worried about anyone? Why?
- Ask the child to describe a typical day – what they eat, who makes the food, where do they play, who comes to or leaves the house and when, do they have electricity, etc.?
- *To follow up, ask open-ended questions:* Tell me more about that. . . What happened next? What is happening right now?

**To learn more about how to talk to children about COVID-19, download this SAMHSA Fact Sheet:**

<http://store.samhsa.gov/product/Talking-With-Children-Tips-for-Caregivers-Parents-and-Teachers-During-Infectious-Disease-Outbreaks/PEP20-01-01-006>

Common Resources that may be needed during the COVID-19 Emergency	
<b>General support</b> <i>(When in doubt start here!)</i>	<ul style="list-style-type: none"> <li>❖ Links to a wide range of government programs: <a href="https://arizonatogether.org">https://arizonatogether.org</a></li> <li>❖ Referrals to programs available during COVID-19 and beyond: <a href="http://211arizona.org">211arizona.org</a></li> <li>❖ Sliding Fee Schedule Health Clinics: <a href="#">Sliding Fee Schedule Clinic Locations</a></li> <li>❖ Poison Control Center: <a href="tel:1-800-222-1222">1-800-222-1222</a></li> </ul>
<b>Financial &amp; other Assistance</b>	<ul style="list-style-type: none"> <li>❖ Unemployment benefits have been expanded during COVID-19. Comprehensive information here: <a href="#">Unemployment Insurance Benefit Guide</a></li> <li>❖ To apply for unemployment visit <a href="http://www.azui.com">www.azui.com</a> or call <a href="tel:1-877-600-2711">1-877-600-2711</a></li> <li>❖ For Cash and other Assistance, visit <a href="https://des.az.gov/services/coronavirus">https://des.az.gov/services/coronavirus</a></li> </ul>
<b>Food &amp; Nutrition</b>	<ul style="list-style-type: none"> <li>❖ To find foodbanks near you visit: <a href="http://www.azfoodbanks.org">http://www.azfoodbanks.org</a></li> <li>❖ For Nutrition Assistance for Pregnant Women, new Mothers and Children under 5 contact Arizona WIC Program: <a href="https://azdhs.gov/prevention/azwic">https://azdhs.gov/prevention/azwic</a></li> <li>❖ To find School Meal Sites near you: <a href="https://www.azhealthzone.org/summerfood">https://www.azhealthzone.org/summerfood</a></li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>❖ For Foreclosure or Eviction Prevention Assistance visit: <a href="https://housing.az.gov">https://housing.az.gov</a> or <a href="https://cplc.org/housing/counseling.php">https://cplc.org/housing/counseling.php</a></li> <li>❖ For families experiencing homelessness contact Family Housing Hub (Maricopa): <a href="tel:602-595-8700">602-595-8700</a> or <a href="http://211arizona.org">211arizona.org</a></li> </ul>
<b>Crisis Support</b>	<ul style="list-style-type: none"> <li>❖ To connect to a Crisis Counselor: Text HOME to 741741 or call the National Suicide Prevention Lifeline at <a href="tel:1-800-273-8255">1-800-273-8255</a></li> <li>❖ Youth call or text Teen Life Line at <a href="tel:602-248-8336">602-248-8336</a> to talk to a peer</li> <li>❖ For Domestic Violence support 24/7 call <a href="tel:1-800-799-7233">1-800-799-7233</a> or visit <a href="https://acesdv.org">https://acesdv.org</a></li> <li>❖ Get support for new mothers at: Postpartum Support International: <a href="tel:1-888-434-6667">1-888-434-6667</a></li> </ul>
<b>Substance Use</b>	<ul style="list-style-type: none"> <li>❖ Get referrals for Substance Abuse Treatment at <a href="https://goyff.az.gov/content/substance-abuse-prevention">https://goyff.az.gov/content/substance-abuse-prevention</a> or <a href="https://www.azdhs.gov/oarline">https://www.azdhs.gov/oarline</a></li> </ul>
<b>Child Care and Parenting, Home Visitation</b>	<ul style="list-style-type: none"> <li>❖ To find child care programs visit <a href="https://www.azccrr.com">https://www.azccrr.com</a></li> <li>❖ For parent resources that support children five and under visit <a href="https://www.firstthingsfirst.org/resources">https://www.firstthingsfirst.org/resources</a></li> <li>❖ For parenting support call the Birth to Five Helpline: <a href="tel:877-705-KIDS">877-705-KIDS (5437)</a> or visit <a href="http://www.raisingpecialkids.org">http://www.raisingpecialkids.org</a></li> <li>❖ For home visiting support contact <a href="https://strongfamiliesaz.com">https://strongfamiliesaz.com</a></li> <li>❖ For support around Pregnancy and Breastfeeding call: <a href="tel:1-800-833-4642">1-800-833-4642</a></li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>❖ The Arizona Department of Education provides general guidance at <a href="#">COVID-19: Guidance to Schools and Families</a> guidance related to special education at <a href="#">Special Education Guidance for COVID-19</a></li> <li>❖ For links to educational resources and activities visit <a href="http://www.amazingeducationalresources.com">http://www.amazingeducationalresources.com</a></li> </ul>
<b>COVID-19</b>	<ul style="list-style-type: none"> <li>❖ AZ Department of Economic Security: <a href="https://des.az.gov/services/coronavirus">https://des.az.gov/services/coronavirus</a></li> <li>❖ AZ Department of Health Services: <a href="https://ADHS.COVID-19.Home">https://ADHS.COVID-19.Home</a></li> <li>❖ Arizona Department of Child Safety: <a href="https://dcs.az.gov/covid19">https://dcs.az.gov/covid19</a></li> </ul>
<b>Foster Care Support</b>	<ul style="list-style-type: none"> <li>❖ Resources for Current or Former Foster Youth: <a href="http://Fosteringadvocatesarizona.org">Fosteringadvocatesarizona.org</a> or Arizona Friends of Foster Care <a href="http://www.affcf.org">www.affcf.org</a></li> </ul>

## Look out for the Safety of Children and Families

- ❖ If you have any concerns that a child or caregiver is in **immediate danger**, call **911**.
- ❖ If you suspect that a child is being abused or neglected, you must call AZ's Child Abuse Hotline: **1-888-767-2445**.

### **Examples of when you might follow-up for more information or call DCS (Dept. of Child Safety) with a concern:**

- Anything the caregiver or child told you raised concerns for the child's safety.
- The child OR caregiver has concerning injuries or unexplained bruises, welts, or cuts.
- The caregiver appears to be under the influence to the extent they could not care for their child.
- You observe evidence of illicit substance use in the home (e.g., drug paraphernalia) or other hazards that could lead to child injury/illness (e.g., weapons in reach, extremely unsanitary conditions).
- The child looks or behaves significantly differently than is typical for them or would be reasonably expected.
- You are repeatedly unable to get in touch with the family (unrelated to barriers like internet, phone access) AND are seriously worried for their safety (e.g. prior safety concerns due to domestic violence or substance use).

### **Developed as a collaboration between Arizona's Collective Impact for Child Safety and Well-Being partners:**

Arizona Department of Child Safety  
Arizona Department of Economic Security  
Arizona Department of Health Services  
Casey Family Programs  
Governor's Office of Youth, Faith and Family  
Jewish Family & Children's Service  
Morrison Institute for Public Policy  
Pima County Superior Court  
Prevent Child Abuse Arizona  
Virginia G. Piper Charitable Trust

**Have questions or want additional information regarding this document or its resources?**

Reach out to Cassie Breecher ([cassie@beyondstrategyconsulting.com](mailto:cassie@beyondstrategyconsulting.com)).