

“TRAUMA-PROOFING THE REVIEW”

SUGGESTIONS FROM CONFERENCE TO HELP MINIMIZE TRAUMA

What can the Board do to make the review safer for the parent?	What can the Board do to make the review safer for children?
<ol style="list-style-type: none"> 1. Talk to the parties in the lobby/waiting area by Field Manager 2. Provide findings to parents ahead of the review. 3. Explain terminology and do not assume parents understand. 4. Explain the findings as you go along. a) Ask parents if they need clarification. b) Ask: “Do you understand the finding?” 5. Make eye contact with parents instead of staring at laptops. 6. Use 5th grade level language and be very clear in all statements. 7. Work to include parents as part of the team to resolve issues. 8. State when the findings will be mailed out. (Usually 2-3 weeks.) 9. Stay on schedule as much as possible. 10. Avoid reading the basis of jurisdiction out loud. Summarize, if necessary. 11. Allow the parents the freedom to ask questions. 12. Avoid answering Finding #6 in success/failure terms. If it is a No, explain it in a way that is the least shaming. 13. Consider providing water, snacks, etc. 14. Use active listening skills. 15. Use empathy. 16. Be mindful of the impact of the language that is used. 17. Do not speak down to them. 18. Respectfully ask how “they” feel about the situation. 19. Maintain calm. 20. Be factual, not opinionated. 21. Be courteous – make eye contact. 22. Avoid acronyms. If they are used, make sure to explain them. 	<ol style="list-style-type: none"> 1. Do not read jurisdiction. 2. Do not focus on parental failure, but on how parents can move forward. 3. Watch language- can they understand what you are saying? 4. Explain process to the children with words they would understand. 5. Use active listening skills. 6. Show empathy. 7. Let children choose if they wish to participate or not. 8. Smile and be pleasant to the children. 9. Use respectful means to address the children. 10. Include them in the discussion. 11. Ask for the children’s opinions, when appropriate. 12. Assure them that people are working on the outcome. 13. Be transparent as to why the review is necessary. 14. Help them understand they are not the problem. 15. Ask if their needs are being met and they feel safe in the foster home. NOTE: Foster parents can be asked to step out, if necessary. 16. Invite answers, do not demand.