



Concerning Behavior and Caregiver Support

When a young person is engaging in concerning or unsafe behavior, the young person's parents/caregivers should be notified to create a plan for supporting the young person moving forward. Use these tips for more successful caregiver interactions when communicating about concerning behavior:

1. Connect with the parent/caregiver the same day the incident happened if possible.

2. At pick up, ask the parent/caregiver and youth to speak with you about the incident privately (e.g., in an office, to the side).

3. Invite the youth to be part of the conversation and to share what happened in their own words.

Communicate the details about what happened in an objective manner, using facts and actions to describe the incident. For example:

4. *"We told Jaden his time was up on the computer. He stood up and ran out of the room. He continued running past the front desk. A staff person attempted to get in between him and the door, and he pushed her. Another staff member stepped in front of the door and held it shut. Jaden then kicked the staff member and turned and ran into the gym. While Jaden was in the gym, a staff person monitored him for safety from just inside the gym door. Jaden ran and screamed and threw basketballs for around 10 minutes. He then sat down and started crying. A staff member checked in with him and they talked about how he was feeling, and what happened."*

Explain what happened from a social-emotional skills perspective.

5. *"Jaden explained that he was very upset about what happened in the computer room, which is why he acted in that way. It might be helpful if we work on some coping strategies that will help Jaden feel calmer when he is feeling strong emotions."*

6. Ask the parent/caregiver for input and ideas on how to better support their child.

7. Make a plan for improvement together – staff, parent/caregiver and youth.

8. Document the incident, what was discussed at the meeting, and the plan moving forward. Make sure everyone has a copy.

9. Thank the parent/caregiver for their time and partnership in supporting their child.