



Guidelines for OCR Contract Attorneys re: Video Visits/COVID-19 Information

Please share your tips for effective phone/video visits! Here are a few to get you started:

- Don't just sit and talk, walk around and show your surroundings if possible and ask the youth to do the same, they can walk you through the house, show you their room, favorite toys, introduce you to people in the home etc.
- Find out where they are in the house and who is around/listening.
- Stay engaged and turn off notifications while talking to avoid being distracted by an incoming email, etc.
- Have reasonable expectations of how long a child will be able to stay engaged. You may need to do more frequent/shorter visits.
- Suggest an activity for the next call/meeting so they can be prepared and have something to do/talk about (for e.g. can you draw me a picture of your family and show me the next time? Can we color together next time?)