

Appendix O: Call Center Script

This sample script provides guidance for FRC call line staff assisting parents, caregivers, or guardians in reporting or locating missing children during reunification operations.

Agent:

“Thank you for calling the [Agency/Organization Name] Family Reunification Call Line.

My name is [Agent Name], and I’m here to assist you.

Is this call regarding a missing or separated child due to the recent [emergency/disaster name]?”

(Wait for confirmation.)

Agent:

“First, I need to collect some information to assist with your report.

May I have your full name and your relationship to the missing child?”

Information to Collect from the Caller:

- Full name
- Relationship to the child
- Primary phone number
 - Is this number for a mobile phone, home, or workplace?
- Alternate contact number (if available)
 - Is this number for a mobile phone, home, or workplace?
- Preferred language (if applicable)
- Primary address

Agent:

“Thank you. I’ll now ask for some details about the child who is missing or separated.

It’s okay if you don’t know the answer to every question.”

Information to Collect About the Child: *(Replace “your child” with the child’s name or nickname once known.)*

(Information collected about the child should align with the organization’s Child Intake Form to ensure accuracy and coordination across systems.)

- What is your child’s full name?
- Does your child have any nicknames? If yes, then what are they?
- How old is your child?
- What is your child’s date of birth?
- What gender is your child?
- What is your child’s hair color?
- What is your child’s eye color?
- Does your child have any distinguishing features such as birthmarks, scars, glasses, braces? Please describe.
- What clothing was your child last seen wearing?
- Do you know your child’s last known location (address, intersection, or known landmark)?

- Was the child with anyone during the event? If yes, then ask the following:
 - Who was the child with?
 - Relationship to the child?
 - What does the child call this person?
- How many siblings does your child have?
 - What are their names?
 - What does your child call them?
 - How old are they?
- Does your child attend school? If yes, then ask the following:
 - What grade is your child in?
 - What school does your child go to?
 - What is your child's teacher's name?
- Do you have pets? If yes, then ask the following:
 - What kind of pets do you have?
 - What are your pets' names?
 - What does your child call the pet(s)?
- Does your child have a favorite toy or comfort item? If yes, ask the following:
 - What is the toy/comfort item?
 - Does your child call this toy/comfort item by a specific name? (e.g., "blankie", "Robbie the Rabbit")
- Are there other family members or trusted adults the child regularly stays with? If yes, then ask the following:
 - What is their relationship to the child?
 - What is their name?
 - What does your child call them?
- Is there anything else about your child that you would like to share with us?

Agent:

"I'm going to enter this information into our system to create a report. This may take a moment."

(Agent creates or updates the case record and assigns a case number.)

Agent:

"The report has been submitted. Your case number is [Case Number].

Please keep this number for reference in case you need to call again or share updates."

Agent:

"We are coordinating with local emergency services, shelters, hospitals, and child welfare partners through the Family Reunification Center network. If the child is located, you will be contacted immediately. In the meantime, here are some steps you can take while we continue the search:"

- **Stay informed:** Monitor local news, social media, and official updates about the disaster and any information regarding missing persons.
- **Reach out to others:** Contact family members, caregivers, or friends who may have seen or heard from the child.
- **Stay organized:** Keep a record of all the agencies and shelters you have contacted, along with any updates received.
- **Keep identification and legal documents accessible:** You may need to provide identification, custody, or adoption paperwork during the reunification process.
- **Have a recent photo ready:** Keep a clear, recent image of the child available for verification if requested.

- **Be patient and persistent:** While we are working as quickly as we can, this process can take some time. We will update you as soon as possible.
- **Take care of yourself:** Ensure that you are taking care of your own physical and emotional needs.

Agent:

"If you receive any updates or new information about the child's location or well-being, please contact the Family Reunification Call Line right away."

Agent: *(Optional, if resources are available)*

"This is a difficult and overwhelming situation. You are not alone, and we are doing everything we can to support families during this time. Would you like me to connect you with a support counselor or mental health resource?"

(If the caller would like additional support)

Agent: "Thank you again for calling and providing this important information. We will contact you as soon as we have any information. Please reach out with any updates or questions at any time. I will transfer you to additional support resources now, but if we get disconnected, the phone number is (XXX) XXX-XXXX."

(If the caller does not want additional support services or these resources are not available)

Agent:

"Thank you again for calling and providing this important information. We will contact you as soon as we have any information. Please reach out with any updates or questions at any time. Take care and stay safe."