



Illness Call Scripts

General Expectations for Staff

Before calling:

- ✓ Review symptoms
- ✓ Confirm exclusion criteria
- ✓ Notify management if needed
- ✓ Have accurate information ready

During the call:

- ✓ Stay calm
- ✓ Speak clearly
- ✓ Stick to facts
- ✓ Reference policy when needed

Do not:

- Diagnose illness
- Minimize symptoms
- Debate policy
- Promise a child can remain if symptoms improve

Standard Illness Pickup Script

Basic Script

“Hi, this is [Your Name] from Giggles N Grins. I’m calling about [Child’s Name].

[Child’s Name] is currently showing symptoms of illness, including:

[State symptoms]

Per our illness policy, [Child’s Name] will need to be picked up from care today.

We will continue supervising and monitoring them until pickup. We do ask that pickup occurs within one hour.”

Vomiting Script

“Hi, this is [Your Name] from Giggles N Grins.

[Child’s Name] has vomited today and, per our illness policy, will need to be picked up.

They must remain home until they have been vomit-free for the required timeframe outlined in our policy.”

Diarrhea Script

“Hi, this is [Your Name] from Giggles N Grins.

[Child’s Name] is experiencing diarrhea symptoms that meet our exclusion policy requirements for pickup.

We will need them picked up today and symptom-free for 24 hours before returning.”

Fever Script

“Hi, this is [Your Name] from Giggles N Grins.

[Child’s Name] currently has a fever of [temperature].

Per center policy, children with fevers must be picked up and remain fever-free without medication for 24 hours before returning.”

Pink Eye/Eye Drainage

“Hi, this is [Your Name] from Giggles N Grins.

[Child’s Name] is experiencing symptoms consistent with conjunctivitis/pink eye, including redness and drainage.

Per policy, they will need to be picked up and may return according to center illness guidelines.”

Rash/Unknown Illness Script

“Hi, this is [Your Name] from Giggles N Grins.

[Child’s Name] has developed symptoms that include [rash/unknown symptoms].

Because we are unable to determine whether the condition may be contagious, pickup is required until further evaluation or clearance if needed.”

“Not Themselves” Script

“Hi, this is [Your Name] from Giggles N Grins.

I wanted to make you aware that [Child’s Name] is not acting like themselves today. They are:

- unusually tired
- uncomfortable
- unable to participate comfortably

At this time, we believe pickup would be in their best interest.”

Emergency/911 Script

“Hi, this is [Your Name] from Giggles N Grins.

[Child’s Name] is experiencing a medical emergency involving:

[brief description]

Emergency services have been contacted and we need you to come immediately.

We will continue to update you as information becomes available.”

Dose & Dash Script

(Management Recommended)

“Hi, this is [Your Name] from Giggles N Grins.

[Child’s Name] is currently showing symptoms that meet exclusion criteria.

Per our illness policy, children must be symptom-free without medication to attend care. We will need [Child’s Name] picked up today.”



If Parent Pushes Back

Recommended Response

“I understand your concern; however, per our illness policy, once exclusion criteria are met, children are required to be picked up.

We are required to follow this policy consistently for the health and safety of all children and staff.”

If Parent Cannot Pick Up Immediately

“We do require pickup within one hour. If you are unable to come, please contact an authorized pickup person.”

After the Call

Staff should:

- ✓ Document symptoms
- ✓ Document time of call
- ✓ Document who was contacted
- ✓ Continue monitoring child
- ✓ Notify management of concerns

Staff Should Never Say

- ✗ “It’s probably nothing”
- ✗ “They seem fine now”
- ✗ “I think they’re sick”
- ✗ “You don’t really need to come”

Best Practice

Use:

- 👉 “Per our illness policy...”

This:

- ✓ Removes personal opinion
- ✓ Creates consistency
- ✓ Reduces conflict
- ✓ Protects staff and center

Bottom Line

Staff should always:

- Stay calm
- Stick to facts
- Follow policy
- Prioritize health and safety first.