

DEAR PARENTS & GUARDIANS

WE ARE HERE FOR YOU.

As we prepare for students to return to campus there may be some questions that are coming up for you. Some may be related to the health and well-being of our students and others may be related to their academics, extracurricular activities, and financial resources. We understand that this may be a stressful and uncertain time for you and our students. It may be hard to not visit campus as much as you had hoped or to recognize that your child will not visit home as much as they did before. You may also notice yourself feeling sad or anxious about your student returning to campus after having spent the last few months together. As a parent or guardian, there may be a range of reactions, feelings, and experiences that you may be going through. Remember, we are here to support you and our students every step of the way. Below are some suggestions that may be helpful.

1. **Recognize that any feelings of anxiety are normal during this time.** The pandemic has resulted in many changes and created additional burdens that may not have been present before. The more you practice your own self-care, the better equipped you will be to help your student cope.
2. **Stay connected to the student.** Openly discuss what staying in touch will look like for you and your student. It is good to keep in mind that college-age students typically establish more independence at this stage of development. Find out how they are feeling about resuming school with the current hybrid model and listen for cues of any challenges that may be coming up for them.
3. **Encourage the student to connect with others on and off on campus** (Upholding CDC and Penn guidelines) in order to increase their sense of belonging.
4. **Encourage the student to seek the available resources** and explore any reluctance they have around doing so. Familiarize yourself with the resources so that you can best guide your student.
5. **Communicate with your student** about the concerns you have and listen to their concerns as well. Students are often seeking a listening ear and not necessarily a desire for you to solve their problem(s) in the moment. Listening to your student goes a long way in opening the lines of communication. After discussing concerns, create a short list of questions that you have that can help your return process this Fall.
6. **Be flexible and stay informed of any changes.** As classes resume and changes take place, it is important that you remain aware as CDC and Penn guidelines adjust to the current situation. It may be frustrating to hear of policies evolving, but try to keep in mind that the goal is to maintain the health and safety of everyone. Decisions will be made to keep up with current demands.
7. Help your student understand that **the universal goal and priority is to stay healthy and safe**, even when policies & decisions are disappointing to you and your student.

Campus Resources

Let us know how we can help!

Student Health Service

- Telehealth, some in-person presence (call ahead)
- Call 215-573-3535 (24/7)

Campus Health

- Disease surveillance and prevention, virtual health education and promotion, and policies.

Counseling and Psychological Services

- Teletherapy, some in-person presence & virtual programming
- Call 215-898-7021(24/7); clinicians are available 24/7 to consult with parents/guardians

Student Intervention Services

- Handles emergencies or critical incidents involving the welfare and safety of students
- Call 215-898-6081(regular office hours) or 215-349-5490 (nights/weekends)