



What You Need to Know About Tele-Intervention in First Steps

The COVID-19 virus has changed life for all of us.

The first priority of the First Steps system is to keep you and your family safe and healthy. For now, that means working with you remotely through tele-intervention, using a laptop, tablet, or phone.

Our second priority is to continue supporting you to help your child learn and develop.



What is tele-intervention?

Tele-intervention is what we call sessions that take place virtually, with your family in one place and your provider in another. Watch a brief [video](#) here.

Should I do tele-intervention or should I just wait for my provider to come back?

We don't know how long we will need to social distance, so we recommend that you give tele-intervention a try! This connection with your provider will allow you to keep working toward your goals.

However, if you are struggling with other things right now, like paying bills or health challenges, don't feel bad about taking a break. *Do what is right for your family and we will be here to support you when you are ready.* Remember, even if you decide to take a break from regular sessions, you are still a First Steps families and your Service Coordinator is available to help you with any resource needs you may have during this time.

What will happen during the session?

- Your provider may begin by asking you some questions about how things have been going for you and your child. This might include talking about:
 - how your daily routines have or have not changed
 - what new stressors you are experiencing,
 - what strategies have you found useful to help you cope at this time,

- or what resources would be helpful to you and your family at this time.
- Your provider may review your IFSP goals to see if those goals still work for you.
- Your provider may observe you and your child doing typical, everyday things. Your provider may ask questions or make suggestions during this time.
- Your provider may offer suggestions for specific things to try at certain times of day (maybe mealtime or bath time) and work with you to problem-solve and plan.
- Each session should end with some time to reflect and review—what did you think worked well? What do you want to work on between now and the next session?



What if my child won't pay attention to someone on a screen?

That's okay! Tele-intervention is NOT about the provider engaging with your child through a screen for the entire session. In fact, tele-intervention is really about the provider and YOU! The provider will spend most of the session asking you questions, making suggestions, letting you try things and offering feedback.

What if I can't keep my child in the shot?

That's okay too! Children will move and play. You and your provider will figure out a good place for you to put your screen. You could try "beaming" it onto the TV or stick with the screen on your phone, tablet or iPad. It doesn't need to be a perfect shot the whole time. As long as you and the provider are able to communicate effectively, you'll be fine!

Is it secure?

Your provider will work with you to identify a platform that is secure and works for both of you. Providers will not record tele-intervention sessions.

More questions?

Ask your provider! We are all learning together. We are committed to providing you the same high quality services virtually that we did when we were in your home.

See you soon!

First Steps Team