

## **First Steps Tele-intervention Tips for Providers**

Since tele-intervention is new to all of us, the State Lead Agency (SLA) wanted to provide some tips to help your visits be productive.

### ***Schedule your tele-intervention visit***

- Once your service coordinator contacts notifies you that the family consented to tele-intervention services, call the family to schedule the visit
- Provide the family with information about how to login to the videoconferencing platform and notify them if there is anything that they need to download
- When scheduling the tele-intervention visit, have the family choose an activity that they would like to focus on for the visit and ask the family to have materials ready for the tele-intervention session. (Ex. The child has an IFSP outcome around utensil use, the family would like to work on eating with a spoon during snack. Ask the family to have a snack ready that the child can eat with a spoon during the tele-intervention session) This will help you have a planned activity and focus for the visit

### ***Prepare Your Equipment and Connection***

- Set-up and test the videoconferencing platform before scheduling a visit with families
- Figure out how the software works: set-up your account, determine how to log-in, how families log-in, how to mute, adjust the volume, etc.
- If using a computer, make sure a power strip is on and/or the plug is secure. Turn on the computer. If using a smartphone or tablet, make sure they are adequately charged
- Make sure the camera and microphone are connected and working
- Log off of any other programs/windows/apps that are open on the computer/smartphone
- Log onto the program being used using your username and password
- Run the “test” feature, if available
- Make sure other devices that use Wi-Fi in the house are turned off as other traffic will reduce bandwidth and limit the quality of the internet connection
- Have a cell phone number for the family available if an internet connection cannot be made
- Orientate the family how to use the videoconferencing program/application

### ***Prepare Your Environment***

- Deliver tele-intervention in a room with a closed door that is private and cannot be overheard or viewed by individuals that are not involved in the EI visit
- Determine a location to conduct your tele-intervention visits where you can best be seen and heard
- Mute phones that may interrupt
- Turn off TV's, radios, other auditory/visual distractions
- Identify the exact time the session will begin and end
- Post “Do not disturb signs”, if needed

### ***During the Session***

- All tele-intervention visits should start with revisiting the plan that was developed at the end of the previous session
- Have a plan based on what you had discussed with the family when scheduling the tele-intervention visit, but be flexible

- Ask- What are you normally doing during this time? Or
- What would you like to focus on during our time together?
- Ask an activity-focused question. This adds focus to the visit.
  - Tell me how \_\_\_\_\_ has been going since the last time I visited; OR
  - Last time you were going to be doing \_\_\_\_\_. How has that been going?
- Support the caregiver in an activity- observe the activity, provide opportunities for action and practice. Provide opportunities for the family to reflect and for you to share feedback
- Look for a variety of learning opportunities that lead to skill development and behavior change for the child and the family

### ***Ending the Session***

- Ask what the family wants to work on between tele-intervention visits
- Discuss what activity the family would like to target for the next visit
- Determine if there any problems with the internet connection or videoconferencing platform
- Schedule the date and time of the next tele-intervention session
- “Hang up” and close down the program site
- Notify others in your household that you have ended the session

### ***Videoconferencing platforms:***

Zoom <https://zoom.us/>

Skype for Business <https://www.skype.com/en/business/>

Bluejeans <https://www.bluejeans.com/>

Microsoft Teams <https://products.office.com/en-us/microsoft-teams/online-meeting-solutions>

Clocktree <https://www.clocktree.com/>

Signal <https://signal.org/>

### ***Providing Early Intervention Services Through Distance Technology:***

<https://www.youtube.com/watch?v=kWtJgGpuc4&feature=youtu.be>

### ***Illustration of Tele-intervention in Action:***

A Virtual Co-Visit with Straton's Family:

[https://www.youtube.com/watch?time\\_continue=1091&v=GK\\_Yw1cyJ-Q&feature=emb\\_logo](https://www.youtube.com/watch?time_continue=1091&v=GK_Yw1cyJ-Q&feature=emb_logo)