



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

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.

Tele-intervention is the term we use to describe an early intervention session that happens remotely through a laptop, tablet, or phone.

Tele-intervention allows providers to continue coaching you to help your child learn and develop, even when the providers aren't physically present. This might be for a session or two due to illness or it might be longer due to other family or system factors. Tele-intervention is a way to keep working on your goals when circumstances don't allow you and your providers to be in the same place.

Tele-intervention is a great option to have. However, if you are struggling with other things, like health challenges or paying bills, 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 sessions, you are still a First Steps family and your Service Coordinator is available to help you with any resource needs you may have during this time.

What will happen during a tele-intervention 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.
- You and 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 may 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.

Children will move and play and that's okay. 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. Your child doesn't need to be on the screen 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! Tele-intervention is one option to allow you and your provider flexibility. If you choose to try tele-intervention, we are committed to providing you the same high quality services virtually that we do when we are in your home.

See you soon!

First Steps Team