



Enhancing Family-Provider Partnerships During Covid-19

Covid-19 has created many changes in how early childhood intervention for infants, toddlers and preschoolers is being delivered. Many early intervention or early childhood special education programs are now using technology to provide remote home visits through a phone or computer.

Though this has changed how early childhood intervention happens, the foundation of all service delivery is still a **family-provider partnership** that is based on respect and a mutual understanding about the goal of the partnership.

In early childhood intervention, the mutual goal of a **family-provider partnership** is to help a child learn. This goal is not based on how services are delivered, or what services are delivered, but on how the family and practitioner can work together to meet their mutual goal.

Below are questions about remote service delivery that have been asked by families:

What if my only option to continue my child's intervention services is through remote home visits, and I am not sure I want this?

- You may have reasons why you don't want remote visits now.
- You may change your mind, and want these visits in the future.
- You have the right to decide what type of service delivery is right for you and your family.

What if I want services but remote visits feel awkward?

- You can tell your provider you need more information about what a remote visit 'looks like'.
- You can try a remote home visit and see how it works and feels.

What if I think the intervention activities are inappropriate for me and my child?

- Interventions should be individualized to meet the current needs of your child and family.
- Interventions should be delivered in developmentally appropriate activities. That means activities are appropriate for the developmental need of your child and his or her individual intervention needs.
- You can tell your early childhood intervention provider that you are not comfortable with the intervention activities, and you need changes made to the service delivery plan.

What if I don't want a remote visit being recorded?

- You should share your concerns with your provider.
- You must give permission before any remote home visit can be recorded.
- You can deny permission to record a home visit, but you are still entitled to the visit.

What if I have more questions?

- You have the right to ask questions about anything you don't understand, are not comfortable with, or you feel is not working for your child or family.

Remember:

- **Early childhood intervention is a partnership between you and your provider.** This means you can learn from one another in open, clear, and respectful communication.
- Remote visits are new to both families and providers. It is a learning period for all, and you are both in a partnership for your child.
- If you have any concerns, communicate them to your provider. Tell him or her what is working, and what is not working for you, your child and your family.
- You should be comfortable with any decisions you and your provider make about your child and the interventions being delivered. If you are not, do not agree to go forward.
- **MOST OF ALL:** You can say “no thank you”, “not right now” or “we need to go in a different direction”. This is what partnership looks like.



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