

Tip Sheet for Good Customer Service for



Screenings/Meetings

Before the meeting begins:

- Keep brief notes on who attends, what parents are concerned about, and any identifying information which will help you remember the family
- Invite and expect family involvement
- Expect the family to know their child best
- Remind parents with a phone call the day before meeting takes place
- Call the parents to get more information on the child
- Get details of their concerns. This allows you to gather information on topics the parents are interested in (behavior management, communication development, warning signs, etc).
- Comb through IFSP's, Social Developmental History, and any other documents with information on the child.
- Send Notices out 3-4 weeks ahead of meeting date.

During the meeting or screening:

- Stand to greet parents and each person introduces their role or title
- State the purpose of the meeting
- Start with the Parent and ask about the child's strengths. Do not focus on pre-academics. I.E. is the child affectionate, curious, persistent, does the child love to explore, be outdoors, swim, climb, etc.
- Make statements that contain information gleaned from all sources. This tells the parent you know their child. Ask for clarification as needed. "On the Social Development History I noticed that Timmy was born on time and weighed 7 pounds, however, he was in NICU for 2 days. Can you tell me why he was in NICU? "
- Discuss eligibility as an identifier to provide services rather than as a label and use people first language. "Timmy is a child with a Developmental Delay."
- Do not assume the family wants services, ask if they are interested in services.
- Ask family if they have questions or concerns.
- Complete Prior Written Notice and give to parent at the conclusion of the meeting.
- Make a note of anything you promised to get to the parent later - behavior pointers, information on VPK, etc.

- Give the parent an identifier sheet (ours is pink) - lets the school know the child was staffed and will be at the school along with the type of program and type of paperwork parents will need, also has a list of items parents need for registration

After the Screening/Eligibility/ Staffing Meeting

- Send home a copy of the screening report
- ASAP: Email the school so they know the parent may be coming to register. Include info on the child (name, DOB, Address, phone etc), Fax school info (Data entry form, PWN)
- Anything you promised to get to the parent should be sent out within a day or two
- Provide resources (e.g. strategies, handouts, etc.)
- Explain all forms that need to be signed
- Give parents extra reassurance, handshake, hug, etc. (if they need it) to let them know we are here for them.
- Provide business card
- Return any phone calls as promptly as possible



Remember the 3A's

Approach

- ✓ Invite and expect family involvement
- ✓ Families are the expert on their child

Attitude

- ✓ Positive attitude towards family
- ✓ They are equal and important participants
- ✓ Families are doing the best that they can, we do not know their situation, and have not walked in their shoes, do not judge
- ✓ Families may be grieving the loss of their perfect child
- ✓ Parent's feelings of guilt - something they did caused the disability

Atmosphere

- ✓ Be welcoming
- ✓ Be genuine
- ✓ Warm, frequent eye contact and smiles, nods of encouragement
- ✓ Have a tissue box handy

✓ Know who is coming (relationship to child)