



LEARNINGbyte

Professional Responsibilities and Considerations

Managing Difficult Early Intervention Visits



PURPOSE OF ACTIVITY

The purpose of this activity is to consider a variety of difficult early intervention visiting scenarios and to brainstorm strategies the service coordinator or provider could use to effectively manage them.



RESOURCES NEEDED

- Handout: *Managing Difficult Early Intervention Visits*



SPECIFIC STEPS

1. Ask participants to review the *Managing Difficult Early Intervention Visits* handout.
2. Divide participants into four small groups and assign each group a scenario from the handout.
3. Ask participants to discuss and decide how they might handle this difficult situation.
4. Discuss scenarios as a group. Ask each group to read their scenario aloud before reviewing their strategies.
5. Ask participants if any of these scenarios have happened to them or if anyone has an experience he/she would like to share (if time allows).

Talking Points

- When managing difficult situations, it can be helpful to use other colleagues and your supervisor as resources to strategize how to improve and manage issues.
- Remember to document visits clearly and objectively.



ADDITIONAL RESOURCES

Online Modules: Confidentiality
Professional Boundaries

- Visit the [VA Early Intervention eLearning Center](#) site to access these modules under the Ongoing Professional Development list.

Managing Difficult Early Intervention Visits

Scenario 1

Anita is making a home visit with Ms. Martin and her 2 year old son, Tony. During the visit, Anita and Ms. Martin sit at the kitchen table to complete some transition paperwork for Tony to go to preschool. Ms. Martin is continuously distracted from the paperwork and Anita's conversations by the TV, Tony climbing on the couch to look out of the window, and by her cell phone ringing. She also leaves the room several times and is gone for 5 minutes at a time. The speech therapist has complained to Anita that they are making very little progress because of the distractions and Mrs. Martin's lack of participation in intervention visits. Anita has another visit scheduled ½ hour after this one, and is becoming anxious about getting the paperwork completed. What might she say or do to improve the situation? How should she address the lack of participation during speech therapy?

Scenario 2

Jon is making his monthly service coordination visit to the Smith family. When he knocks on the door, Mrs. Smith answers wearing only a short silk night gown and fuzzy bunny slippers. Jon is uncomfortable entering the home with Mrs. Smith dressed in this manner. On previous visits, Jon has felt like Mrs. Smith was flirting with him, but he did not address it at that time. What should he do now?

Scenario 3

LaTonya is joining an intervention session with the educator, Mr. and Mrs. Davis, and their daughter, Lily. LaTonya suspects that Mr. and Mrs. Davis both have intellectual disabilities. During the visit, LaTonya notices that Lily's parents enjoy playing with the toys the educator brought while the educator plays with Lily. There doesn't appear to be much conversation between the educator and Lily's parents, and when LaTonya talked to Mrs. Davis earlier in the week, she did not know what the educator was working on. How should she address these issues?

Scenario 4

Serena is making a service coordination home visit to complete the intake for Mrs. Allen and her son, Malcolm. Mrs. Allen is very interested in intervention for her son, as her friend said that if he gets in the program, he can get an SSI check, which would be good because Mrs. Allen doesn't have an income. While in the home, Serena notices a constant flow of people coming in the apartment, going to a back bedroom, and leaving within a few minutes. She smells a strange odor in the apartment too. Serena is concerned that there are drugs and drug dealing in the home. How should she address the SSI issue? Should she address it at all? What should she do about her concerns about drugs in the apartment? How could she excuse herself if she decides she needs to leave?