

# Great Expectations!

## **What SoonerStart expects FROM YOUR FAMILY...**

- Your involvement in the evaluation of your child — determination of eligibility for SoonerStart services (approximately 2 hours)
- Your participation in the “Routines Based Interview” (RBI) and the development of your Individualized Family Service Plan (approximately 2 hours).
- Active participation during all early intervention visits with your child and family — limited distractions (TV, phone, computer, etc.) during our time with you.
- Feedback from you to the IFSP team — what’s working, what’s not, what you need help with, changes in your child’s health/development, etc.
- When you or your child are ill, that you call and cancel/reschedule your appointment. We see many children (some medically fragile) during a day and don’t want to spread illness to other children or families.
- If you need to change an appointment or you are going to be unavailable for a scheduled appointment, that you call as soon as possible to reschedule or cancel.
- Flexibility in scheduling SoonerStart appointments within program operation hours — our staff see many children each week and may have limited options open for scheduling.
- Intervention visits offer support to the adult caregivers so that intervention with the child can happen all day, every day — not just when a SoonerStart professional is present.



## Welcome to SoonerStart Early Intervention...

# Great Expectations!

*SoonerStart is a program designed to help parents, other caregivers and children with developmental delays gain the skills, knowledge and confidence they need to be successful in life. Through early intervention visits, your family will receive information, support, guidance and consultation about improving your child's quality of life as well as your own. In order for your family to get the most out of your early intervention visits, we would like to share the following information...*

### **What your family can expect FROM SOONERSTART:**

- We will have comprehensive discussions with you regarding your child's level of engagement, independence and social relationships—critical areas of your child's development.
- We will listen to you.
- We will make suggestions for interventions individualized to your child and your family.
- We will be supportive and caring to your entire family, working with you as your partner to meet your goals.
- If we are ill, we will call you to cancel/reschedule your appointment in order to protect the health and well being of you and your family.
- SoonerStart services will be provided as written on the Individualized Family Service Plan (IFSP). IFSP service type, frequency and location are determined by the IFSP team which includes your family and SoonerStart only.
- IFSP services will be individualized to the specific needs of your child and family. This means that your family's services may look very different from another family's services.
- SoonerStart staff will be professional and culturally sensitive at all times.
- SoonerStart staff will be timely for all appointments with your family. If we are going to be late for an appointment, we will make every effort to contact you as soon as possible.
- During times of inclement weather, services may need to be cancelled and rescheduled for the safety of both your family and our staff.