

Melissa, Jason, and Harper: Support Matrix and Tips

Family Quality of Life Domains	For Parents	For Service Providers
Family Interaction	<ul style="list-style-type: none"> • <i>Accept support from extended family members</i> –Extended family members can be an immense source of emotional support in a number of ways. 	<ul style="list-style-type: none"> • <i>First impression is important!</i> –The first impression is critical in building a relationship. During the initial contact or initial home visit, let the family feel that they are welcomed to programs. Moreover, showing parents that providers are thrilled to work with their child helps in establishing a positive relationship.
Parenting	<ul style="list-style-type: none"> • <i>Involve fathers</i> - Often many fathers do not have enough chances to be involved in their child’s education. Recognize that many fathers want to be involved. Let the child and father spend some time alone so that they can have ‘their own thing’. 	
Emotional Well-Being	<ul style="list-style-type: none"> • <i>Celebrate and share good news with each other</i> - share yours and your child’s accomplishments and successes with family, friends, and providers. • <i>Get involved</i> – Seek out support groups, locally and online, that address your concerns and interests. 	<ul style="list-style-type: none"> • <i>Be accessible</i> - Whether by cell phone or by email, make it easy and comfortable for the family to reach you • <i>Be a friend – not just the expert</i> - Establish a relationship built on trust and mutual respect. Truly listen to the family and identify what is important to them. Share problem solving and decision-making.
Physical/Material Well-Being		
Disability–Related Support	<ul style="list-style-type: none"> • <i>Keep asking questions</i> - There are no ridiculous questions. It is okay to admit you don’t know everything. Whenever you have questions, don’t be afraid of asking. Remember what you’re doing is for your child. • <i>Have high expectations for providers</i> - Providers can support you in various ways. When you clearly tell your expectations, providers will try to find ways to meet your expectation. Don’t underestimate them! 	<ul style="list-style-type: none"> • <i>Be flexible</i> - Some parents might want providers to visit both homes and schools so that everyone can be on the same page. In some cases, fathers or other family members want to be involved in their child’s education. Recognize the family’s preferences and needs and be flexible. • <i>Provide smooth transitions out of services</i> - When transitioning out of a set of services, ask the needs of the family and continue periodic follow-up visits to ensure their needs are still being met. If the family wants, attend IEP meetings and visit schools for the family.