

Katie, Lorenzo, and Tianna: Support Matrix and Tips

Family Quality of Life Domains	For Parents	For Service Providers
Family Interaction	<ul style="list-style-type: none"> • <i>Attend to family relationships</i> – Recognize that your primary concerns and priorities are for your family as a whole. • <i>Accept help from extended family members</i> – Be willing to accept the help and support of extended family members during times of crisis. Extended family members can be an immense source of support in a number of ways. 	<ul style="list-style-type: none"> • <i>Keep in mind the importance of family needs and routines</i> – When identifying how best to support the family, ask them what their needs are and what are the important family routines. Let the family guide what type of services you provide to them. • <i>Put yourself in the perspective of the parent</i> – Try to understand and be empathetic to their concerns and priorities for their family. Do not be judgmental. Let them set the pace for intervention services.
Parenting	<ul style="list-style-type: none"> • <i>Get to know your child well</i> – Spend time with your child and get to know his/her needs and means of communication. 	
Emotional Well-Being	<ul style="list-style-type: none"> • <i>Identify and address emotional needs</i> – Acknowledge your own emotional needs and ask for assistance in meeting those needs whether that be counseling, relationship, or communication support. Ask about sibling support, marital support, and emotional support. • <i>Celebrate and share good news with each other</i> – Share yours and your child’s accomplishments and successes with family, friends, and providers. 	<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>Provide support to the entire family’s circle of ca.</i> – When needed, be available to extended family as they provide informal supports. • <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	<ul style="list-style-type: none"> • <i>Discuss not only your child’s needs but your own as well</i> – You can better support your child when you are not stressed about adult issues. Ask about financial support. Ask about life and stress management strategies. 	<ul style="list-style-type: none"> • <i>Connect families to community resources</i> – Identifying community resources such as hospital family residence support, counseling, community support groups, social rehabilitative services, etc., can provide an immense source of relief for families experiencing sudden unpredictable needs and expenses.
Disability–Related Support	<ul style="list-style-type: none"> • <i>Get to know your doctors and nurses</i> – Be comfortable with them. Establish trust and form a relationship with them. • <i>Do not be afraid to ask for what your family needs</i> – Ask for what you need. You won’t lose services for not being compliant and complacent with the service provider’s recommendations. You are entitled to these services. 	<ul style="list-style-type: none"> • <i>Share <u>all</u> the options, ideas, and information</i> – Empower the families you support by providing plenty of information regarding their questions or concerns. Give them the power to make an informed and educated decision based on their family’s preferences and priorities.