



First phone call with a parent

- Describe the program and get an initial description of the child, her challenges and strengths, likes and dislikes. You need information not just a diagnosis. Assess if the program can answer the child's needs.

Schedule a home visit

- A home visit helps build trust. Parents and participants meet the staff and get to know each other in a comfortable setting. That helps with assessing and evaluating the child's needs. **Note:** Meeting some of the staff before the program begins can make the first day easier for new participants.

At the home visit

- Show a short video from the program
- Review details including schedule, transportation, activities and staffing
- Answer questions and fill out forms together if assistance is needed
- Get to know the child's likes, dislikes and what they need in order to be successful
- Discuss fees and scholarship if needed

Follow up

- Send links to registration and medical forms.
- Call a teacher, social worker, and therapist as needed. Other professionals have a different perspective and can often shed light on what the child likes, what triggers him and what strategies can potentially help him be successful

Organize your information

- Collect relevant information and store it carefully where it can be accessed with ease
- Staff updates the files as needed

Planning ongoing contact

- The child's staffer calls and makes introductions, answers relevant questions, confirms medications/dosages and any other specific needs
- Set up a system for updating parents about the day's successes and special moments

*Returning participants

- Send a link to registration and medical forms. Call parents, teachers and therapists as needed and add to the child's file. Update personal information, medications/dosages. Schedule a home visit if needed.