

Supporting Parent Transition to Rehabilitation/Developmental Services: Practitioner Tool

Questions for practitioners before meeting with families:

1. Are there any other resources you feel this child/family could benefit from and/or be directed to? (e.g., websites, phone number of new facility, support groups, contact for local accessible transit)
2. Are there any other team members you feel may be needed to support this parent/family? (e.g., nurses, social work, family peers)
3. How do you think the next step of this child's care can be better illustrated to the parent/family? (e.g., sharing stories of families undergoing a similar journey)
4. Have you provided this parent/family with a key contact person who they can communicate with at the new service?
5. Is there anything else that is needed to ensure this parent/family is more confident in their transition to the new service or service provider?

Questions for parents before transfer of care:

1. Have you been informed of the location and directions of your first appointment at the new service?
2. Are you aware of what to expect about the care that will be provided with the new service? (Remind parents that the structure of appointments is different, there are different practitioners, and different ways to register, etc.)
3. At your first appointment, you will work with your new health care team to create goals for your child. How can I help you plan your goals?
4. What is your biggest concern? What is needed to address this concern?

Things to Keep in Mind

- Look at the family as a whole
- Partner with the parents
- Include parents in decisions
- Focus on the family's strengths
- Transition is a critical event for parents; address and ease emotions
- Try to provide normalcy and help family obtain normalcy in the next steps

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1

What is this tool?

This tool is a question guide for a health care worker who is working with a family that is being referred from a Neonatal Intensive Care Unit or Neonatal Follow-up Program to rehabilitation/developmental services.

2

Who is this tool intended for?

This tool is intended for a health care worker who is working with a family that is being discharged from a Neonatal Intensive Care Unit to follow-up services, such as a rehabilitation/developmental unit.

3

Where is this tool intended to be used?

This tool is mainly indicated for families being introduced to rehabilitation/developmental services.

4

When should this tool be used?

The first section of the tool may be used as a preparatory tool to review prior to parent/family interaction. The latter section is meant to be completed with the parent/family while preparing them for transfer of care.

5

Why was this tool developed?

With the data and research produced in the Holland Bloorview site, families who received Neonatal Intensive Care have reported needing more assistance during this transition. This tool is aimed to meet the needs to fill this gap.

6

How can this tool be more effective?

While this tool is intended to help most families, it is important to remember that not all families will be the same. This tool is intended to be a guideline that can be changed in order to best suit the needs of the family. *(i.e. looking at a family's location and considering how that may change their needs).*