



Tips for Providing Telehealth Services to Children, Youth and Young Adults with Intellectual and Developmental Disabilities (IDD) and Their Families

Before Your Session

- Conduct a pre-session consultation to understand the child's modes of communication and supports needed, sensory preferences, and engagement strategies.
- Ensure the telehealth platform is user-friendly and has accessibility features like captions or alternative communication methods.
- Provide clear instructions to families about preparing the environment, minimizing distractions, and gathering necessary materials.
- Create a visual schedule or social story to explain the telehealth process.
- Set up a backup communication method in case of technical difficulties.

During Your Session

- Be flexible and patient—telehealth sessions may require different pacing than in-person visits.
- Use clear, simple language and allow extra processing time for responses.
- Incorporate visual supports, gestures, and augmentative and alternative communication (AAC) tools, such as AAC apps and text-to-speech software as needed.
- Guide caregivers on implementing strategies and allow time for them to practice with real-time feedback.
- Encourage families to use familiar objects, toys, or routines to keep their child engaged.

After Your Session

- Send families a summary of the session, including strategies discussed.
- Encourage families to follow up with questions or share videos of their child practicing target skills (if comfortable).
- Maintain open communication and provide alternative ways for families to reach out for support.
- Schedule regular check-ins to assess progress and adjust interventions as needed.

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