



When Families Cancel

Early intervention supports must be provided frequently enough to build the caregivers' knowledge and confidence to use their everyday activities to have development-enhancing effects on the child. Families cancel early intervention visits for a variety of reasons. When families repeatedly cancel, forget, or are just not available for the scheduled visit for reasons other than illness, the early intervention practitioner may need to self-reflect, and then engage the family in a conversation about the missed visits.

Questions for Practitioner Self-Reflection

- What could be the underlying reasons why the family misses appointments?
- What do I know about the family's priorities? How can I find out more?
- How am I working alongside the family to help support their priorities?
- How do I know that I am using natural learning environment practices and a coaching interaction style with fidelity?
- How have I supported the family to recognize how they are enhancing their child's development?
- How do I know this family finds my visits helpful?
- What have I learned from the family about their culture, values, and beliefs? How have I demonstrated respect and understanding?
- What do I need to do, do differently, or stop doing to have a more productive relationship with this family?
- What conversation will I have with the family about this?

Questions for Reflection with the Family

- What do you see as the reasons we have been unable to keep our scheduled visits?
- What do you think about the frequency and length of our visits?
- How well does what we do during our visits match what you want for your child and family?
- How are our visits helpful to you? To your child?
- How might we make our visits more helpful to you?
- How well do my words and actions demonstrate respect for your family's culture, values, and beliefs?
- What do I need to know about your family's culture and beliefs as it relates to how I am working with you?
- What do we need to start doing, stop doing, or do differently so this works for you?
- When should we check-in again to determine how this is working?