

Supporting Ohio's Service Coordinators
Our group offered the following:
Ten Tips for Explaining Parent's Rights



1. Ensure that parents know *they* are in charge of what (if any) information is released is released by EI.
2. Make sure parents understand the role of the Service Coordinator as the single point of contact.
3. Encourage parents to speak up if they don't understand something. Acknowledge that you are giving them a lot of information to take in at one time. One idea is to explain rights to parents AFTER the IFSP has been developed and service are in place...have a conversation with the parent about how to access their rights in EI.
4. Lighten the conversation by explaining, "we are going to work hard for you so that you won't need to access these rights."
5. Be aware of using program acronyms or jargon. Use full language rather than an acronym that parents may not recognize.
6. Establish positive rapport with the parent.
7. Explain to the parent that they are a part of the IFSP team and are their child's best advocate.
8. Be aware of parent/family's different learning styles.
9. Adapt to the needs of the parent. For instance, a parent with an intellectual disability may not be able to read a brochure but could answer questions in a role play (e.g. "your physical therapist says they will not be coming for the next six weeks. What would you do?")
10. It's ok if you don't know the answer to a family's question, but it's not ok to leave them without an answer. Do more research or ask a team member with the needed expertise, and respond back to the family.