Virtual Service Delivery Checklist

This document provides suggested steps you can take to support optimal Interactive Video Call (IVC) sessions with families.

1. Preparing the parent

- ☐ Identify parent's internet capabilities and test bandwidth speed.
- ☐ Note whether the bandwidth fits with the service requirements.
- ☐ Identify type(s) of devices available.
- ☐ Identify other devices that could interfere with connectivity and encourage family to turn them off during the session.
- ☐ Identify the parent's working email address and provide the professional's e-mail address.
- ☐ Partner with the parent to identify a quiet place for the visit.
- ☐ Recommend that parents turn off TVs, radios, other audio/visual distractions.
- ☐ Prepare parent with procedures if/when technology problems occur.
- ☐ Prompt the parent to close all unnecessary programs to save bandwidth and reduce the chance of a system crash.
- ☐ Confirm consent if needed for videotaping during the session.
- ☐ Share the opportunity to record and for the family to receive a recording of a session
- ☐ Email the family any materials or content they might need prior to service delivery so they can prepare.

2. Preparing the professional's environment

- ☐ Arrive 15-20 minutes before the session to test the equipment.
- ☐ Choose an optimal room for the session.
- ☐ Test video quality.

- ☐ Adjust light sources as necessary (check for glare coming from uncovered windows and doors).
- ☐ Gather and prepare materials for easy access.
- ☐ Remove or minimize items that may be distracting: background clutter, pets, or personal family photos.
- ☐ Reduce environmental noise. Turn off fans, close windows and doors, mute cell phones, lower volume on office telephones and computer alerts for incoming mail and instant messages. Microphones can intensify these normal sounds.
- ☐ Post "Do not disturb" signs, if needed.
- ☐ Position yourself close to the camera, but far enough for the viewer to see your upper torso.
- ☐ Using two monitors during a session is preferred. It is helpful to determine which monitor has the camera, and display the video on this screen.

3. Preparing equipment and connection

- ☐ Check that the power strip is on and/or the plug is connected.
- ☐ Close any other programs/windows that are open on the computer to save bandwidth and reduce the chance of a system crash.
- ☐ If bandwidth is an issue, check in with your IT professional or turn off other computers or devices, as additional traffic will reduce bandwidth and limit the quality of the internet connection.

- ☐ Check your microphone and speakers/headset to make sure they are connected and operating properly within the IVC software.
    - ☐ Run the "test" feature, if available in the software.
- ☐ Make sure the camera is connected and ready for use.
    - ☐ Run the "test" feature, if available in the software.
- ☐ Decide on a phone number to provide to the parent if the internet connection is unstable or gets disconnected.

4. Making a back-up plan

- ☐ Use phone and chat feature when problem solving.
- ☐ Be sure to have the Troubleshooting Tips for IVC Virtual Service Delivery handout nearby.
- ☐ Be prepared for the unexpected, in case the equipment fails or malfunctions. Here are some questions to ask yourself.
    - ☐ Is the problem with the system or with something specific to the room? Is there another room I can use?
    - ☐ Can I use another video calling system?
    - ☐ Can I use the telephone?
    - ☐ How can I ensure participants have access to the needed materials?
- ☐ In the event of difficulties, have key support staff's (IT if available and supervisor) contact information available (including cell phone numbers, email, and a landline phone number).

5. Providing services

Consider the following engagement strategies during IVC virtual service delivery:

- ☐ Start and end session at agreed upon times.
- ☐ Verify that the parent has received and can access the materials that will be used in the session.

- ☐ Explain what the parent can expect for the session.
- ☐ Follow the plan.
- ☐ Share your screen when you have information pulled up on your device.
- ☐ Periodically check where you are sitting, in reference to the camera.
- ☐ Position demonstration materials within reach.
- ☐ Provide eye contact by looking at the camera, not at yourself.
- ☐ Notice your facial expressions. Are you smiling?
- ☐ Be aware of your body language.
- ☐ Attempt to remain calm, even if/when technology does not work.
- ☐ Follow the pace of the family.
- ☐ Prompt the family to reposition the camera if needed to ensure you have a good view of all family members.

6. Ending the Session

- ☐ Discuss any problems with the connection.
- ☐ Determine the date and time of the next session.
- ☐ Discuss any materials that you will be sending to the family.
- ☐ Obtain family feedback.
- ☐ "Hang up" and/or "leave the session."
- ☐ If recording, close down, save the recording, and send to parent.
- ☐ Notify others in your space that you have ended the session.