

COVID-19 Telehealth Service Delivery in Schools: Recommendations from TOTA School Focus Group Advisory Board

4/13/20

1. Use your consultation skills to foster collaborative partnerships with teachers and parents – e.g., ask questions, listen and learn.
2. Begin with the basics – ask what the parent and the teacher what they need help with.
3. Recognize that your skill set translates beautifully to this situation. Look at the student's IEPs and then identify what you can embed in the natural routine at home so the student retains abilities and where possible, makes progress. Use what is available in the home – be creative!
4. It's OK if you aren't doing this perfectly. All of us are learning together.
5. Document everything (parent's preferences, student engagement, issues addressed including specific IEP goals, what transpires (including challenges/barriers), student progress, date and start/end times of the services.
6. Service time includes services directly to the student or on behalf of the student (indirect services such as fabricating materials or consulting, training, coaching and modeling for the parent/caregiver) via audio (phone), audiovisual (Zoom, etc.) or via Email.

New TEA Resource: [TEA FAQ Supporting Students with Complex Needs 4 9 20](#)

TOTA's School Focus Advisory Group includes Leah Alba (PT), Monica Bowman (PT), Carie Crabb (PT), Judy Frankson (OT), Eileen Garza (OT), Lois Goodin (PT), Beth Goodrich (OT), Sue Ann Hill (OTA), Lou Ann Hinz (OT), Hope McCarroll (OT), Michelle Smith (OT), Mercedes Siemsen (PTA), and Jean Polichino, OT.