

The Power of TV (Or More)



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Objectives

- Explain the positive impact an online format has had on the services provided to families.
- Share the benefits of using a team approach to provide parent-to-parent support.
- Discuss online groups developed for the interactions with Parent Guides and DHH Guides.



Online Guide Visits

Key Elements to a Successful Transition to Online Visits

- Zoom visits piloted to serve Northern Michigan ²⁰¹⁹
- Creating an online format of our Family Notebook ^{Feb 2020}
- Training and support for Parent C



Team Approach

- Guides supporting one another
- Easier to keep a conversation flowing
- Two listeners
- Reach more needs of the family
- Utilize each guide's strengths
- Family can hear two perspectives at the beginning



Data & Perspective

June 2020 January 2021: 31 team 1st visits



"It feels like we have a team as we move forward and learn everything we need to know." Parent



"It has been so wonderful working as a team when it comes to guide visits together, guides are able to bounce ideas off one another, lend their expertise in different areas, and be of extra support to one another and to the parents. It is so beneficial to have different experiences, knowledge, and insights combined to encourage parents and to help answer all of their questions." Parent Guide

Pros & Cons

Pros

- Two perspectives from two Parent Guides
- Provides options in connecting a specific Parent Guide to a family
- Easier to service northern and rural areas
- Provide services in first language despite location (Spanish, Arabic)
- Cost effective minimizing travel

Cons

- Technology barriers
- Parent Guide doesn't meet or see child
- Challenges in building a strong relationship with the family
- Scheduling visits



New to the Journey

An online group for parents experiencing the first year after their child has been identified as deaf or hard of hearing.

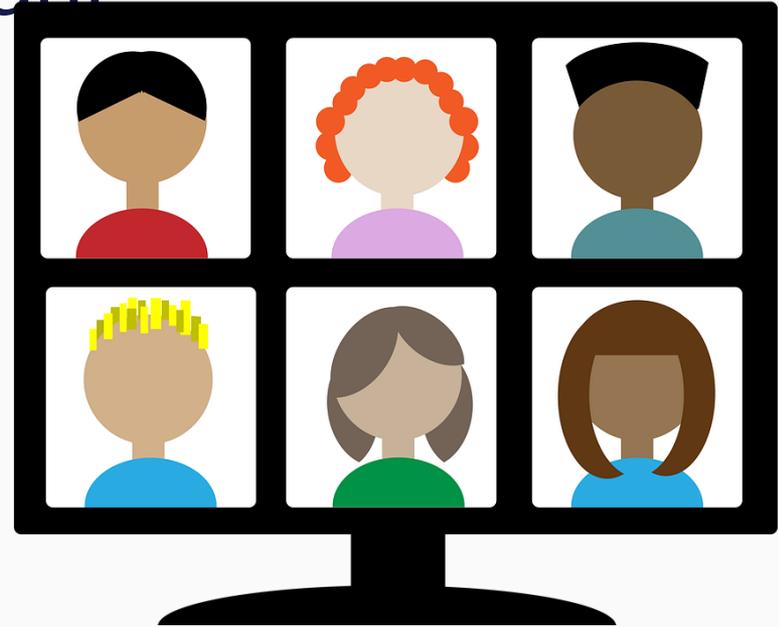
Participants ask questions, make connections, learn from other parents traveling this journey with them.

- Facilitated by two Parent Guides
 - One Parent Guide leads the discussion
 - One Parent Guide runs technology support and contributes to the conversation



Examples of Successful Events

- Singlesided cochlear implant
- Bone conduction devices



Data & Perspective

March	4	August	5
April	3	September	5
May	5	October	4
June	4	November	10

“New to the Journey has been an incredible asset to our family. Having the chance to ask questions, but even more importantly, hear the answers to the questions I’ve never thought to ask, has provided incredible value as we navigate this journey and learn how to help our daughter thrive.”
~ Parent quote

Keep Calm & Ask Me: DHH Adults

Keep Calm... and ask a Deaf and Hard of Hearing (DHH) Guide your questions about raising a child who is DHH. You may be surprised at what you learn!

Our Deaf and Hard of Hearing (DHH) Guides have vary deafness/hearing loss. They grew up using different lan modes of communication, and may or may not use tech DHH Guides help families identify practical solutions for challenges that our Deaf/Hard of Hearing children may experience. Meet and ask questions of these positive role models! Different trained DHH Guides present at each event.



Data & Participant Perspectives

October 2020	20
November 2020	24
January 2021	16

"It's comforting to hear different perspective from DHH adults!" Parent

"Thank you all for being vulnerable and open and asking questions." DHH Guide facilitator

"Having a chance to connect with a DHH Guide gives me insight into the life that my child may experience. It's so helpful being able to talk and ask questions to someone who has lived the journey my child is on." Parent

"What a wonderful event! It was truly inspirational. I intended on only staying for half of the event, however quickly realized that I HAD to stay for the whole thing. I must say I learned some things as well!" Professional

Event Format

- Casual event format
- Rotation of DHH Guides
- Parent Guide facilitator
- Accessibility modeling



Example questions asked:

- Siblings
- Extended family
- Accessibility
- Language choices
- Careers



Summary



The Power of Two (Or More)



- An online format with two Parent Guides can provide a unique perspective to a new family.
- New to the Journey has been an opportunity for ~~two or more~~ new families to interact and learn from each other's questions.
- Keep Calm & Ask Me provides an avenue for families to interact with DHH Guides in a safe, group environment.

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