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UTAH STATE UNIVERSITY - NCHAM
INNOVATIVE DELIVERY OF FAMILY SUPPORT DURING COVID-19
MAY 22, 2020, 12:45 P.M.

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>> For those of you have signed on earlier, you are in the right place in today's webinar in recognition of better speech and hearing month or hearing and speech month.

>> Once again for those who have signed on earlier, you are in the right place in recognition of better hearing and speech month. We will be starting at the top of the hour. Right now all you need to do is get your volume adjusted to your liking and you should be set to go.

While we get started, I have a quick poll question I would like you all to answer, if you would. It's always nice for our presenters to have an idea of the perspectives that our audience members are bringing to their attendance in our webinars. So if you could find your most primary role that prompted your participation today and click that, you may have to scroll down. It's always nice for our presenter to know a little bit about who is out there.

Lisa, are you still connected with me.

>> This is Lisa!

>> Excellent.

>> We will be starting here at the top of the hour in just a few minutes.

>> Once again, you are in the right place for today's webinar. We are going to get started here in a minute or two. If you haven't already been aware, this webinar series is a part of a number of webinars that we are doing. Take a look at what you've missed. If you have missed what we have already done and our remaining webinar that's coming up next week on the 28th, supporting and enhancing earliest interactions during COVID-19. All of these webinars are being recorded and posted on infanthearing.org.

I'm going to initiate recording of the webinar and then we will get started.

>> Good day, everyone. I would like to welcome you to today's webinar in recognition of better hearing and speech month, bright spots and innovations related to COVID-19. A webinar series that is sponsored by the National Center for Hearing assessment and management at Utah State University known as NCHAM. Along with Hands & Voices and the family leadership and language and learning the FL3 project. We are delighted to have you all with us today. This webinar is a part of the series of webinars. You see them listed on your screen here. Most of which have already occurred and have been recorded and posted on infanthearing.org. So be sure to check those out or share them with others that you think might benefit from any of these as well as today's and the one remaining webinar which is next week on the 28th, on Thursday, supporting and enhancing earliest interactions during COVID-19.

Today's webinar is entitled of innovative family to family support during COVID-19 that will be presented by Lisa Kovacs from Hands & Voices. Before I turn it over to Lisa, let me remind you that today our webinar is a coffee break format webinar which means it will be shorter in length than you might typically think of a webinar being. We will open up to questions and comments for the presenter to respond to after she has completed her remarks. And then you will be able to be on your way. So thank you for your attendance today, and a big shout out as always to our captioner for your time and talents in helping us make our webinars and all of the communications we have as

accessible as possible to all of the different people who may be coming to these learning opportunities.

So without further delay, Lisa Kovacs.

>> Thank you, William! And thank you to NCHAM for your support for the webinar platform. Hi, everyone, and happy Friday. It's good to be with you today. As William said, I'm Lisa Kovacs. I'm the director of pro-- I'm the director for programs. And I'm also the director for the family leadership and language and learning center or we like to call that FL3. I'm the proud parent of four young adult children, one of which is my son who was born in thousand and referred on his newborn hearing screening and identified as Deaf or hard-of-hearing. I'm very thankful for newborn hearing screening and the positive impact the EHDI system has had on my family.

>> Hands & Voices is a non-profit organization with 42 chapters in the U.S. and Canada, included in our chapters are three formal programs. One is ASTRA, advocacy support and training. It's our advocacy program. Another program is guide by your side and this is our parent to parent support program as well as our deaf and hard-of-hearing adult parent to parent support program. And then we have the L2L program which is a parent leadership training program. Hands & Voices is also the recipient of a cooperative agreement with pulse resources and services administration titled family leadership and language and learning, the FL3 center. This center's purpose is to provide technical support to national, state, territory and local early detection intervention programs. Or EHDI. To increase family engagement and leadership and to strengthen family support for families. Through the FL3 center, Hands & Voices has the opportunity to expand our work beyond our 42 chapters to other family leaders and family based organizations to support parents with children who are deaf or hard-of-hearing. Today I'm pleased to share with you the incredible work what we call our front line workers in our area of expertise and what we like to also call our community who are providing family support to families.

To get us started, I wanted to share with you some definitions that Hands & Voices established in our FL3 family-to-family support program guideline. Due to the being a short presentation, I won't read everything on this slide, but I do want to highlight a couple of portions. At Hands & Voices when we define family-to-family support program it's important to

highlight that this is programming being provided through a family-led organization. So organizations like Hands & Voices that are being led by parent leaders. Those who have lived experiences of raising a child who is deaf or hard-of-hearing and direct experience with systems that support families.

For the parent-to-parent support definition, I want to highlight specifically the trained supporting parent. Hands & Voices believe training is critical to ensure the quality of parent-to-parent support.

The picture on the top left here which is pretty small but hopefully you can see it is a delivery model of family to family support during normal conditions. This model demonstrates a variety of opportunities for families to engage. COVID-19 and the stay at home situation we are all experiencing pushed family leaders to now think how to move quickly to different virtual options. Starting in March, and running through April 23rd, Hands & Voices FL3 center hosted what we call virtual office hours for all family leaders and family based organizations who provide support to families with deaf and hard-of-hearing children. These office hours had two purposes in mind. One was to offer support to family leaders and FBOs who were being called to quick action to think about how to deliver family support differently and also to provide personal support to these family leaders who at the same time were providing support to others, they themselves were experiencing big changes, many times in their own families. Stresses with having children move to on-line schooling, possible loss of income, how to handle their own children's fears around COVID-19, and many more challenges. These weekly meetings not only provided peer-to-peer support, but many ideas were shared that could be implemented in another state or territory.

So that is what I'm going to be showing you today. I'm honored to have the opportunity to share the innovative ideas that came out of these meetings.

So here you will see Washington Hands & Voices. They hosted parent care giver social hour. These were intended as virtual peer-to-peer support groups that addressed parent care giver well being, knowledge, and empowerment. They also hosted on-line play dates to increase the number of interactions between children ages four through 12 who were deaf and hard-of-hearing. But then these weekly play dates they had themes that revolved

around resiliency and empathy. They had activities to build on social emotional learning and language development. The sessions were facilitated by Washington Hands & Voices and the training parent guide staff. Some of the themes include build a story, tell a joke, show and tell, share your favorite book, draw with hand shapes. Outcomes of these virtual play dates for the children included that kids created the story of the very big shark together during one of these virtual play dates that captured the kid's feelings of what they were experiencing during the current times. Kids looked up jokes to share and then they went to their neighbors and shared their jokes or the family members and kids did a show and tell and some of the kids even connected after the virtual play date to play mind craft virtually.

Here are some examples from Kentucky Hands & Voices. They hosted and are currently still hosting what they call their weekly Thursday 30s on Facebook live. These were parent timeouts that they thought was funny that parents could go to a timeout every Thursday evening. The event included parent panels, interviews, streaming parties with prizes, and happy hour. Some of their themes included meet Virginia Moore. This was an interview by children who were deaf or hard-of-hearing themselves asking everything they wanted to know about the famous ASL interpreter for Kentucky's governor during the daily COVID-19 briefings. They had themed event called pock derby around the Kentucky derby theme it was a trivia event. They also had an event called fostering joy A Facebook streaming party to celebrate the joys of having a child who is deaf or hard-of-hearing. Ask the audiologist was an event. And then a parent cafe, conversations to keep your family strong. Kentucky Hands & Voices also hosted a spirit week for kids in March and it was all about show us your school spirit in honor of March Madness. So we all missed out on March Madness this year.

Here are some more examples. This is from Georgia Hands & Voices. Georgia offered support through a Facebook chat. They called it the three Cs, come with your concerns, come to make connections, and for some laughs through comedy. They hosted a Q&A through their Facebook to answer questions about challenges families were facing with their children now having to learn from home. And then they hosted a special event for families whose first language is Spanish to come and connect during this time of COVID-19.

Minnesota Hands & Voices had their deaf and hard-of-hearing guide. This is a program that includes a diverse group of deaf and hard-of-hearing adults who share their lived experiences as being deaf or hard-of-hearing with families and so this group of deaf and hard-of-hearing guides created a series of videos of their deaf and hard-of-hearing adults on topics for families and children. And here you can see on the slide some of those topics included accessibility for on-line classes. A bubble art project that deaf and hard-of-hearing guide and the children could do together or watch on video. Deaf and hard-of-hearing guide introductions so that children could meet deaf and hard-of-hearing guides virtually through these videos. Do it yourself Easter bunny project. A rain cloud in a jar. A virtual scavenger hunt and then the importance of self-advocacy.

Nevada Hands & Voices in partnership with deaf centers of Nevada held a series of five virtual meetups for parents. You can see the topics here on this slide. Massachusetts newborn hearing screening program hosted virtual parent-to-parent Zoom events. Live parent calls and a video posted on their Facebook page for families. They also created resources for families in partnership with the decibel foundation.

Virginia held story time for elementary students with their parents -- with their parents with books being held in both English and ASL. Oregon offered virtual trainings about how to communicate in your home and technology tips and tricks during COVID-19 led by an early intervention provider and partnering with an audiologist. The Oregon included tea times in the afternoon and happy hours in the evening so parents can unwind.

While this is just an example of the family-to-family support that's been happening out there virtually for families during this time that we are all experiencing. Hands & Voices FL3 is so appreciative of the work being done every day during unprecedented times. We believe there is a lot that can be learned from this experience that will lead to the ability of family support organizations being able to expand the way to reach families in the future. I have include ad couple of links here on this slide. If you are on today and are looking for deaf and hard-of-hearing support near you, Hands & Voices remains committed to ensuring family leaders feel supported and have the resources they need to provide support the families with deaf and hard-of-hearing children. We want to be sure that family leaders are still standing strong when COVID-19 is over so we foster a

community that can provide both support and receive support at the same time. We welcome all family leaders and professionals into our community.

I thank you today and enjoy your Memorial Day weekend. William, I will turn it back to you

>> Thank you, Lisa! So I have opened up the Q&A field there if anybody has any comments, ideas or questions they would like to share. This is an opportunity to do that. But our goal is also to keep this short so that you can all get on with your day. We know that you have your computer and camera probably waiting for another meeting. Once again, this webinar is recorded and will be on our website along with all of the other webinars that have been completed as a part of better hearing and speech month. So if any of you missed those or think of others that might join, we invite you to go do just that.

It looks like we don't have any questions today. So before you run off, if you wouldn't mind giving us a little feedback on today's webinar we very much appreciate that. And you can also get a certificate of attendance which we are now going to be including with all of our webinars. So click that link there and it will take you one minute to do that and you can be off and running. Be sure to print your certificate of attendance or take a screen shot of it or save it and it will be -- and you will be able to share that or file it for documentation purposes.

Lisa, again, thank you so much and also to our captioner, thank you for your time and talents today. We will see you next week, everybody, for next week's webinar on Thursday which is -- let me see if I can pull this title up really quick. Supporting and enhancing earliest interactions during COVID-19. Thanks, everybody!