



NSEC DIS

Family Services During COVID 19

September 2020

Nova Scotia Early Childhood Development Intervention Services

Report Purpose

The current COVID 19 pandemic recently changed how Nova Scotia Early Childhood Development Intervention Services (NSECDIS) was able to provide support and services to families of young children with developmental delays in Nova Scotia. On March 16, 2020, NSECDIS moved to the provision of remote service delivery to families, maintaining the delivery of its four core services: **child development support; family support and capacity building; case coordination & partnerships; and transition support.**

The provision of remote services was a swift pivot in service delivery that involved the relocation of the NSECDIS workforce to home offices. NSECDIS services were maintained **without** a stop work directive or **a gap in service delivery for families.** It should also be noted, NSECDIS staff delivered services remotely to families while working from home and managing additional challenges, such as the care of small children, facilitating home schooling, meeting extended family obligations (elderly relatives), navigating remote technology issues and supporting themselves and their families through stay at home restrictions and a pandemic situation. Beginning September 14th, NSECDIS will offer families a choice between in-person and remote service delivery. Consultations to community programs such as child care centres, pre-primary and primary classrooms will also be available at this time.

The purpose of this report is to provide an overview of the services provided during remote service delivery and summarize the results of a family survey carried out with NSECDIS families to explore their experiences with NSECDIS services, both prior to and during the pandemic.

Between March 16 - September 1, 2020:

2085

Families received
NSECDIS services

280

New Referrals
were
processed

145

Families chose
to put services
on hold during
COVID 19

354

Children were
transitioned into
Pre-Primary

528

Children were
transitioned
into Primary

7

New NSECDIS
staff were on-
boarded and
trained

Services Provided

Between March 16 -
September 1, 2020

Please note: these totals do not include non-direct service delivery time spent in training, meetings (staff, caseload or committee), and completing administrative tasks



765 hours of video consultations with families
74 hours of video consultations with partners



3070 hours of phone consultations with families
261 hours of phone consultations with partners



1289 hours of email consultations with families
193 hours of email consultations with partners



1388 hours of text consultations with families



757 hours of team meetings
35 hours of workshop facilitation



287 hours of report and letter preparation
4662 hours of service preparation and follow-up



NSECDIS Family Survey Results

A short survey was carried out with NSECDIS Families during the month of August to understand their experiences with NSECDIS services both prior to and during COVID 19.

1451

Families were emailed the survey link

57

Families were mailed a paper copy of the survey

316

Families responded to the survey

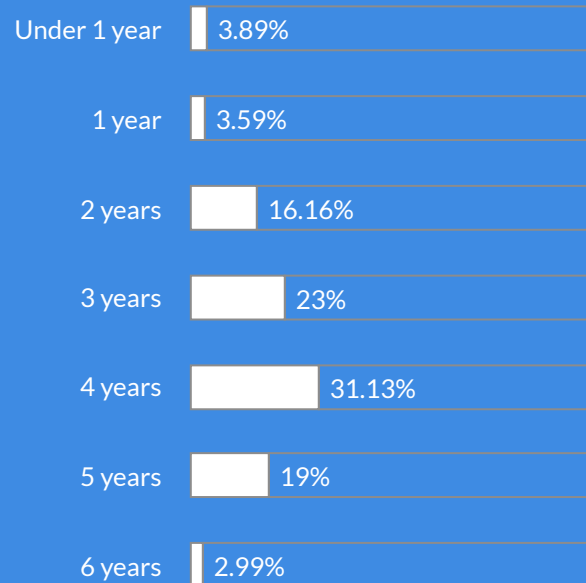
21%

Response Rate

Length of time the respondents had been involved with NSECDIS Services

5.18%	less than 1 month	9.39%	3 years
17.48%	1 - 6 months	5.83%	4 years
17.15%	6 months to year	2.27%	5 years
18.77%	1 year	0.97%	more than 5 years
22.98%	2 years		

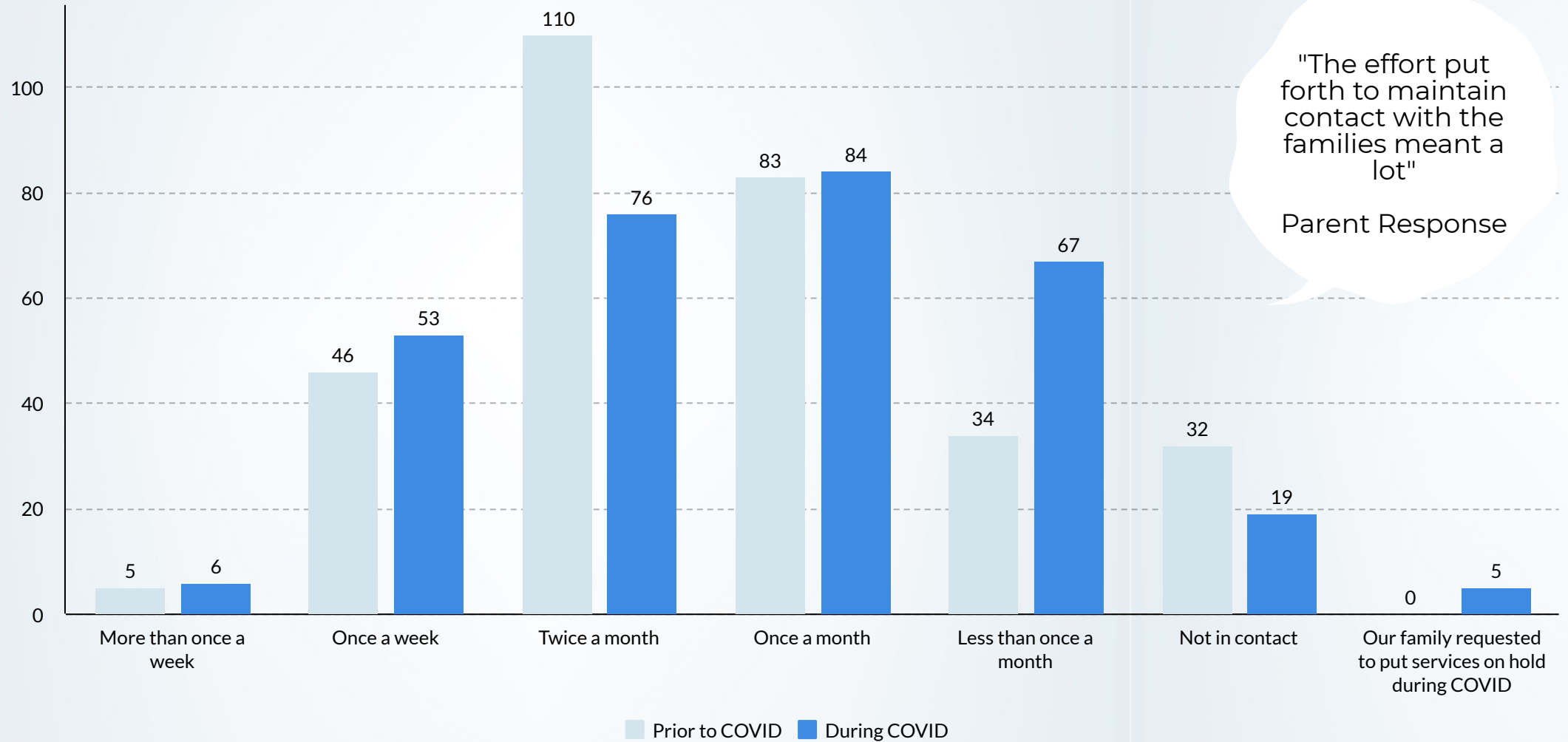
Age of respondent's children



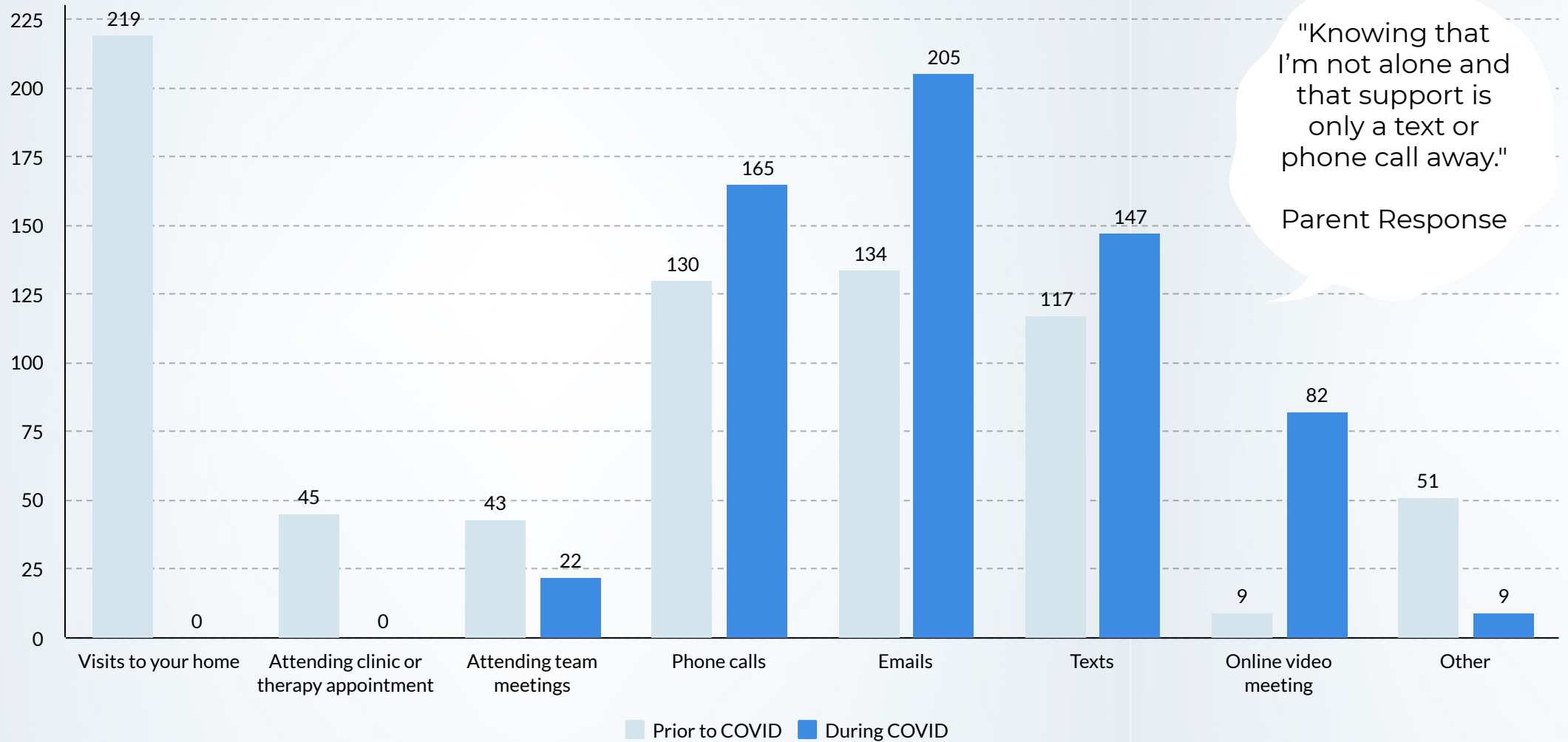
"I really appreciate the opportunity to talk through our challenges and questions and have one contact person to sort out all the many programs, professionals and resources involved. Our Developmental Interventionist is absolutely stellar, and couldn't be happier with her knowledge, experience, compassion, flexibility and care."

Parent Response

How frequently were you in contact with your Developmental Interventionist prior to and during COVID 19?



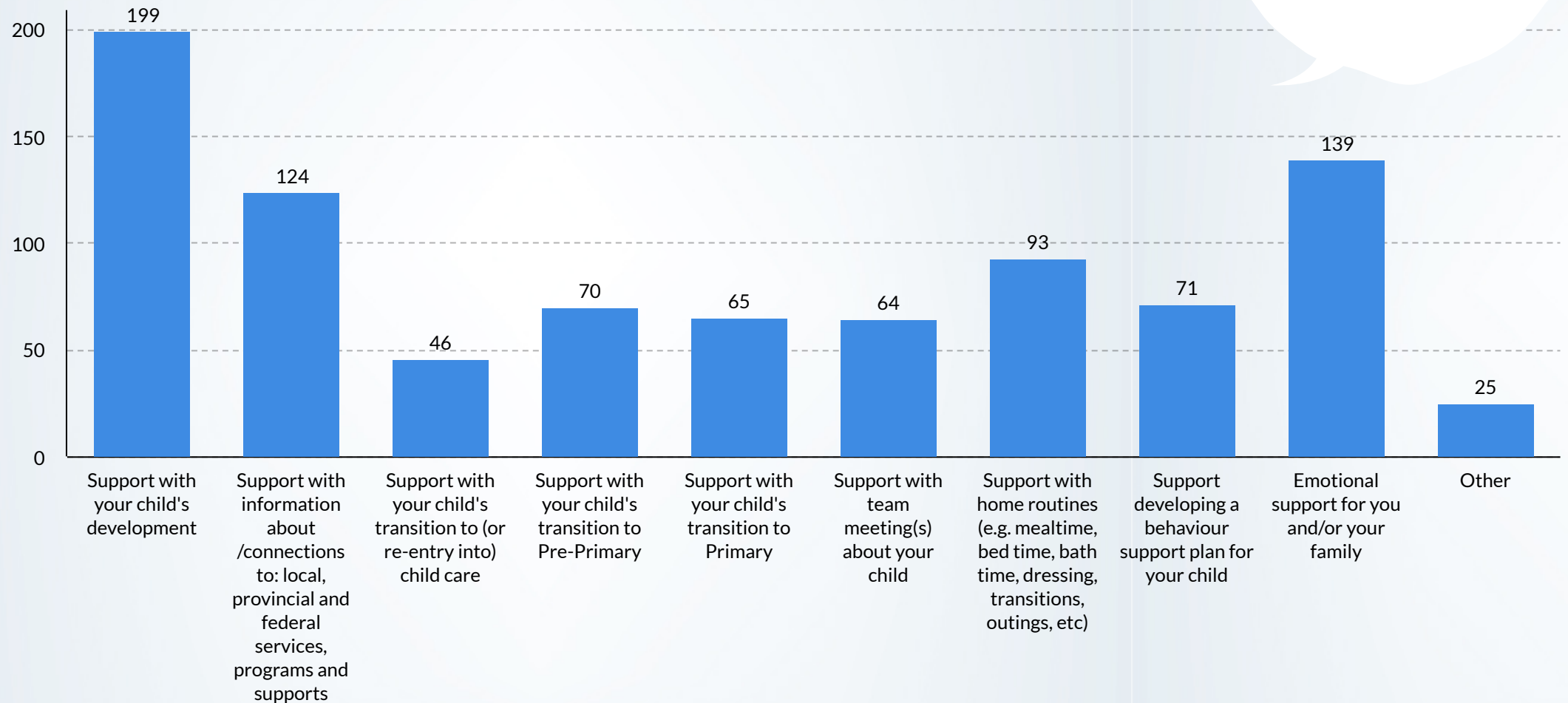
How did you and your Developmental Interventionist connect with each other prior to and during COVID 19?



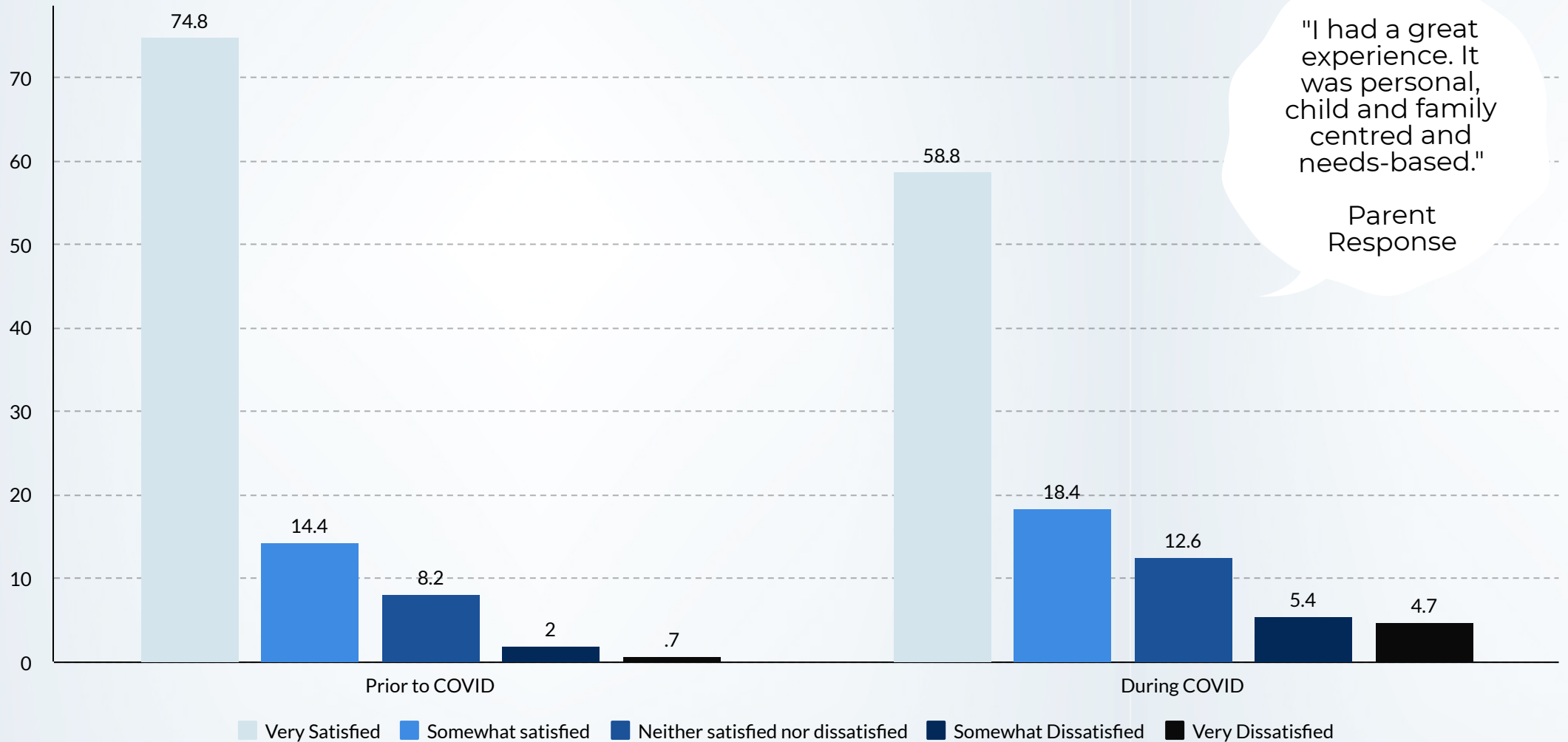
During COVID 19, what type(s) of support has your Developmental Interventionist provided?

"Emotional support for the family as well as motivation for my child"

Parent Response



How satisfied are you with the support you and your family have received through NSECDIS (prior to and during COVID 19)?



What have you found helpful about NSECDIS services?

Common themes from the family responses:

- **Problem solving/offering practical strategies/tips** (X 44 responses)
- **Sharing information/guidance on development and behaviour** (X 41 responses)
- **Service navigation/help to access services & supports** (X 31 responses)
- **Always there/available** (X 31 responses)
- **Emotional support for family/listening** (X 30 responses)
- **Improvements in my child development/achievement of goals** (X 23 responses)
- **Guidance & reassurance with decision making** (X 20 responses)

"My son has opened up so much vocally with the help. Getting tips and learning about his condition so I can better help him when he's stressed out. It has helped me get more confident."

Parent Response



NSECDIS

What have you found helpful about NSECDIS services?

Common themes from the family responses (continued):

- **Support with transitions** (child care/pre-primary/school) (X 18 responses)
- **Provided resources & materials** (X 17 responses)
- **Knowledgeable/experienced** (X 16 responses)
- **Support during meetings/team collaboration** (X 11 responses)
- **Engaging in hands-on-activities/modeling strategies with my child** (X 11 responses)
- **Information on child's disability/diagnosis** (X 10 responses)
- **Support with daily routines** (X 7 responses)
- **My child loves/adores our DI** (X 6 responses)



"I can say 100 percent my family would not be where we are without our interventionist! We cannot say enough amazing things about her."

Parent Response



What, if anything, would improve the supports and services you receive through NSECDIS?

Common themes from family responses:

- **Nothing/happy with services as they are** (X 63 responses)
- **Would like in-person visits to resume** (X 22 responses)
- **Increase in frequency of visits or contact/reduction in time between visits** (X 15 responses)
- **Reduce wait for services** (X 6 responses)
- **More consistency during DI change over** (e.g. maternity leave) (X 4 responses)

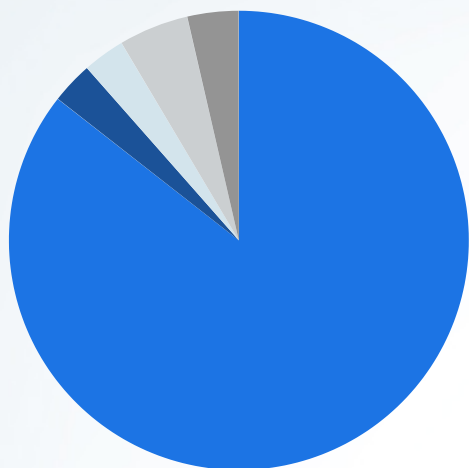
"Only thing we are lacking at this time is her having the ability to observe our son herself. Its sometimes hard to explain some of the things we are dealing with and she always does her best to support us from a distance. We realize the limitations covid has placed on the services offered and are very satisfied with the level of service we are receiving during this pandemic ."

Parent Response

"Nothing they are amazing! "

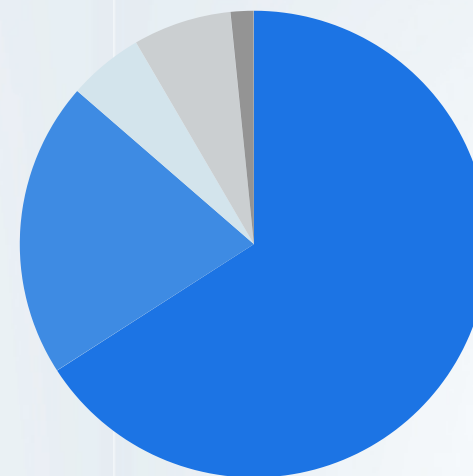
Parent Response

Has your family experienced any technology challenges while accessing services through NSECDIS during COVID 19?



■ No technology issues (85.57%)
 ■ Access to phone (2.95%)
■ Access to email (2.95%)
 ■ Access to internet (4.92%)
■ Other (3.61%)

How comfortable are you and your family with having a Developmental Interventionist visit your home (during COVID 19)?



■ Very Comfortable (65.9%)
 ■ Somewhat comfortable (20.5%)
■ Neither comfortable nor uncomfortable (5.2%)
■ Somewhat uncomfortable (6.8%)
 ■ Very uncomfortable (1.6%)

Common themes within comments shared by families regarding return to in-person visits

No concerns/would like visits to resume (X 66 responses)

Would like services scaled back again if cases increase (X 8 responses)

Would like public health protocols followed (e.g. masks, hand washing/sanitizing - X 23 responses)

Would not want child to wear a mask (X 4 responses)

Concerned about child's or family member's compromised immune system/higher risk of complications (X 10 responses)

Concerned about risk of exposure from other homes/daycares DI has travelled to (X 11 responses)

"No matter what services I need, I am able to reach out and easily get an answer as to how to proceed. I feel more confident in my choices as a parent with the guidance and assistance of NSECDIS."

Parent Response

"The willingness to adapt in these unprecedented times has been fantastic! They have been just a phone call/text/email away this entire time which has been a life saver for us!"

Parent Response

"I absolutely love NSECDIS. Everything our DI has done for us has been extremely helpful to not only help with things such as fine motor and overcoming anxieties. But also using everything she has shown and taught me which has shaped me into the consistent mom I am. I use what she has shown me in day to day parenting."

Parent Response





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