



KenCrest has received several updates from our Early Intervention therapists and instructors about the success of the teleintervention therapy that we've implemented in lieu of face-to-face sessions during the pandemic. We've interviewed a few families and shared their stories below.

KenCrest Teleintervention Success Story: Melani and Brandon

KenCrest Special Instructor, Julie Zettlemoyer, has been working with Melani and her two-year-old son, Brandon, since January via our Early Intervention program. Brandon's primary issue is speech delay, and Julie meets with Melani and Brandon every Thursday to introduce techniques for practicing sounds, moving from one activity to another, and modeling behavior.



Brandon plays with his trains as Julie watches and talks to him via Zoom.

Since the COVID-19 pandemic, these sessions have not been able to happen face-to-face as they had been in the past. But thanks to technology and teleintervention capabilities, the weekly meetings between Melani, Brandon, and Julie still take place.

"We've had three teletherapy sessions so far using FaceTime, and it's been really great," said Melani. "I get so much benefit out of this...it's really been a godsend to me. I was nervous when I heard the sessions would stop, but with the teleintervention, I'm so pleased that we can catch up once a week. I love that we can still stay connected since we can't meet face-to-face."

Julie gives Melani tips on how to move Brandon from one activity (like bath time) to the next (bed time) without him becoming upset. At Julie's suggestion, Melani said she's been bringing down her tone of voice and using a timer to simulate a countdown to help Brandon understand that they will be stopping one thing and moving on to the next, and Melani's seen improvement in his responses. Brandon's also been using more words as Melani will repeat the word Brandon tries to say until he can say it on his own without prompting. One of his most recent successes is not only being able to say "milk," but going to the refrigerator when he wants milk.

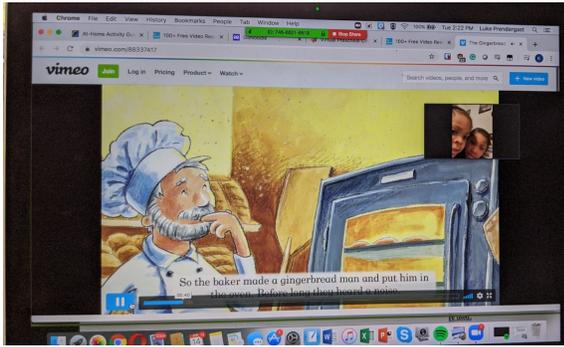


Julie, bottom left, watches via Zoom as Brandon and Melani transition from bath time to their next activity. Melani was thrilled, as this was his first time of not resisting leaving the bath tub (one of his favorite activities).

"I'm so thankful for the tips and techniques that Julie has shared over these last few weeks with me," said Melani. "It's great to be able to talk about the challenges with Brandon now that we are home all of the time. It's even better to see the progress he's making as he communicates and interacts with us more."

Teleintervention Success Story: Shakerea and Khloe

Since December 2019, KenCrest Contractor, Kim Prendergast, has worked with Khloe, a 2.5-year-old child who receives weekly Infant Toddler Social Emotional support services, and her mother, Shakerea. Kim had previously worked with Khloe's sister, Celine, who is five years old and has ADHD.



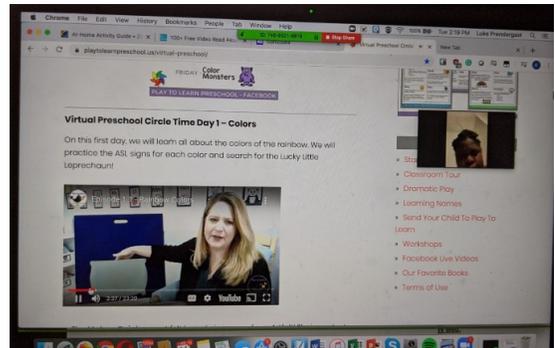
Chloe and Celine (upper right) enjoying story time via Zoom

Khloe has behavioral issues that stem from mimicking her older sister. Shakerea and Kim are working on techniques to help Shakerea deal with and correct the behaviors. As a mother of two young children with these issues, Shakerea is grateful for the self-care tips that Kim shares as well.

“Before I started working with Kim, I was a nervous wreck,” said Shakerea. “But she’s given me so many valuable things to try, like taking a minute to go into a room, close the door, and just breathe. Then I’m able to help Khloe with her behavior.”

According to Kim, Shakerea is doing a fantastic job during teletherapy sessions.

“We’ve been able to share a screen on Zoom and do some great parent-child activities, including working on positive parenting practices, helping Khloe stay calm when she’s upset, and promoting Khloe’s self-regulation,” said Kim. “Shakerea does a great job of trying the strategies in the moment and works so hard to meet the needs of her children in every way during this unprecedented time.”



Shakerea (upper right) viewing resources shared by Kim

In a recent teleintervention visit, Kim shared a screen to explore resources with Shakerea, including emergency food, self-care, and children’s activities, which Kim thought worked very well. Shakerea echoes Kim’s opinions about the virtual sessions.

“I highly recommend the teleintervention sessions to any family who needs them but hasn’t tried them yet,” said Shakerea. “It’s great just have to have someone else to talk



Kim (upper right) working with Shakerea and Khloe via Zoom

to and walk through things with you. Trust me, I’m learning...and so is Khloe; she loves the video and being able to see Kim. Khloe used to be able to count to five; now she can count to ten. She also does her ABCs, and we read with Kim. Because of Kim’s help, I’ve been able to work with Khloe to really cut down on the amount of time that she stays angry or upset just by getting close to her and letting her know I’m there to listen and comfort her. It’s really working.”

Teleintervention Success Story: Shana, Rob, and Robby

KenCrest Physical Therapist, Christine Lewis, has been working with eight-month-old Robby and his parents, Shana and Rob. Robby was born with a rare chromosomal abnormality known as a misspelled gene and spent the first six months of his life at Nemours/DuPont Hospital for Children. For the two months that followed, Robby had been at home on a ventilator with nursing care for 18 hours a day.

Chris had two sessions with family before COVID-19 began. She was concerned about doing the teleintervention because she didn't have a lot of time to get to know Robby. But Chris said she's had three great sessions so far.



Rob working with Robby during a teleintervention session with KenCrest Physical Therapist, Chris (bottom right of photo)



Robby working on his stretching with his parents and guidance from Chris.

Shana and Rob are learning ways to alert Robby. They are doing range of motion stretching and finding new ways to position him. Robby's two-year-old sibling also joins in the sessions.

Shana also takes comfort in the teleintervention therapy, saying, "It's nice to know we're getting new exercises to go over with Robby each week. And since Chris is not here in person, we're forced to be more hands-on and really learn how to help Robby on our own. We're glad we're not missing out on this time."

Teleintervention Success Story: Kelly and Quinn

When Kelly gave birth to her first child, Quinn, in February, Kelly noticed that Quinn favored her right side for almost everything including sleeping, feeding, and looking around. After one month, Kelly decided to take the advice of Quinn's pediatrician who mentioned physical therapy as an option.

A service coordinator contacted Kelly, and on April 23, KenCrest Physical Therapist Holly McGarry, Kelly, and Quinn had their first teleintervention session via Zoom to loosen the tightness in Quinn's neck and body on her left side.

"In the beginning, Quinn was not as mobile, and I was stretching her," said Kelly. "Now she's doing the work on her own. We don't need to work on her left side anymore, as the issue has corrected itself. We're working on a lot of balance and core strength, including putting her hands down to balance her body on



Quinn making progress in her therapy sessions over Zoom.

her own. She's progressed so much that we've had to redo our initial goals because Quinn has met them. We just can't say enough good things about the services we've received from Holly...she's been great. And the teleintervention has been a blessing in disguise as it forced me to really learn how to do the exercises with Quinn."

"Although we are unable to meet in person, Kelly is able to provide interventions with my guidance during our sessions and has done a great job following through throughout the week," said

Holly. "Quinn has made tremendous progress, not only in her motor skills but also in her head shape and neck flexibility. While I would like to be there in person, the teleintervention platform has been an overall success for Kelly and Quinn."



Kelly, Quinn, and KenCrest Physical Therapist Holly working to loosen tightness in Quinn's body.