



# GENERAL GUIDELINES FOR REMOTE DELIVERY

## Remote delivery format

- Make use of video conferencing software when possible, which allows for better participation than telephone. Parents are able to see you as you demonstrate skills.
- Platforms to consider include Zoom, Skype, FaceTime, or telephone. Please check your chosen platform complies with local legislation in your area.

## Setting up for success

- Remote service delivery is probably new to both parents and practitioners. Consider allowing space for discussing how things are going and being able to problem-solve challenges.
- Acknowledge the stressors parents are facing, and normalize the feelings they are experiencing. Then offer hope that with the plans and strategies to be discussed, they will feel more confident in how to tackle this new normal, reduce stress, and enjoy their parent-child interaction.
- Expectation that none of the remote sessions be recorded, as there are confidential and copyrighted materials presented/discussed during the sessions.
- Maintain contact with fellow Triple P practitioners (including PASS sessions), to support each other in learning this new format. Consider increasing the frequency of your PASS sessions during this time for more immediate shared learning on what's working, what's challenging, and maintaining fidelity to achieve outcomes for families.
- For parents with children at home, consider having a Planned Activities Routine to occupy the children so parents can participate fully in the session.
- Consider sending parents text reminders of their upcoming session.

## Supplying resources to parents remotely

- Resources can be available to pick up from an office (if open) or mailed to families.
- Consider providing access to Triple P Online or Self-Directed Triple P workbook.

## Fidelity considerations

### Session checklists

- Even for experienced practitioners moving to a different delivery format, making use of session checklists is a great way to ensure that all the content is delivered to families.

### Parent Assessment

- Self-report questionnaires can be emailed or done over the phone; consider parent confidentiality.

- Consideration for ASRA/Survey Monkey/Survey Gizmo etc. for parent satisfaction
- If video-conferencing is possible, observations can still take place. If done via telephone, may have to be a “verbal observation.” This applies more formally during observation tasks as well as informally during role-play exercises or general facial cues when discussing content/process.
- The guided participation model of discussing assessment findings can still be done remotely. Being able to video conference allows you to gauge parental facial expressions.

### Teaching Parent Strategies

- Consider planning how to use behavioral rehearsal based on your chosen delivery format. On videoconference platforms, it can be done as usual. Via telephone, consider how to communicate nonverbal actions (e.g., *I am getting down on my child's level, touching their shoulder and saying “It's time to get off your screen now” or “It's time to start your math assignment.”*)
- Session timing may differ with remote delivery. It's important to not let time pressure override covering each strategy, including the key teaching points. This may require another session if the parent's pace is slower with remote learning.

### Self-regulatory framework

- Though it may be more challenging with phone delivery, it's still important to use the guided participation model for discussion and self-evaluation with parents.
- When parents or practitioners are stressed or anxious, it may be more difficult to come up with ideas. Practitioners may need to think about giving more examples or offering more specific prompts sooner if they realize that parents are struggling with idea generation.

### Co-creating and reviewing homework

- Plan for parents to share monitoring forms via email or text before the session. If this is not possible, make sure to review homework with the parent. Homework is the parent's application of learning at home, so hearing how that is going guides the session content moving forward.

### Additional support available

- Specific program guidelines for remote delivery.
- Practitioner support workshops.
- Remote Triple P Provider Training Courses are now available via Zoom videoconference.