



LISTEN

Module 5 Summary

Here is a summary of Key Points for **Module 5: The Referral Process**.

Key Points



A referral directs a child or family to a professional or service for further evaluation when concerns arise during observation and screening.

Referrals help children who may need to access services beyond the expertise of the child care program.

Child care professionals should provide timely referrals to ensure children receive early intervention services for the best outcomes.

To begin a referral, a need must first be identified through observation and screening and documentation.

To initiate a referral, the families should be communicated with regarding concerns, and the referral should be made to the appropriate professional, agency, or specialist.

Meetings with families should be scheduled at their convenience; be held in a comfortable, confidential space; and include written results and documentation for their records.

When meeting with families, professionals should briefly explain the observation and screening processes and their purposes, as well as provide relevant forms to review.

When meeting with families, the child's strengths, areas for improvement, and next steps should be clearly communicated in writing, with a supportive approach to collaborating with the family.

When meeting with families, professionals should actively listen, address questions, provide resources, and follow up on any unanswered questions to ensure open communication and support.

When meeting with families, professionals should listen carefully, allow everyone to speak without interruption, and be mindful of nonverbal cues to ensure clear, respectful communication and understanding.

When meeting with families, professionals should remain calm, avoid negative terminology, focus on factual results, and guide families through the referral process without attempting to diagnose the child.

Once consent is obtained, a referral can be made, and the child care program should provide the family with the necessary resources and support throughout the process.

Child care professionals should support families who are hesitant about referrals by offering time, understanding, and continued classroom interventions while sharing screening results.

Following up on a referral through ongoing communication and collaboration is essential for ensuring the best quality care and support for the child.

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