

Interviewing Potential Program Unit Funding (PUF) and/or Family Support for Children with Disabilities (FSCD) Providers: Questions to Ask

(Adapted from the Child Development Center's PAART program)

The following is a list of questions you may want to consider asking when you are interviewing various service providers for PUF and specialized services. This is only a guideline; some questions may not be important to you. Remember that you know what your child needs. Select the service providers or agencies that will best suit your child.

Background information:

1. What is your program's treatment philosophy?
2. What are the programs you offer or work with? (e.g., PUF, FSCD, etc.)
3. Are your programs home-based or facility-based?

Helping me to Decide:

4. Can we have a tour of your facility or observe a home program?
5. What fees or costs are parents responsible for? What are the direct costs to me (i.e., monthly program fees, transportation, snacks, outings, materials)?
6. What will the program look like? (Number of hours a day, number of staff involved, transportation, etc.) Describe a day in the life of a child attending your program.
7. What is the intake process? When would I get confirmation that our child has a spot/space in your program?
8. What is the agency's expectation for parent involvement? If a home-based program, do parents always have to be in the home? Attendance at case conferences? Parent workshops?

Staffing:

9. Do you have speech-language pathologists, occupational therapists, physiotherapists, psychologists, behavioural specialists, or audiologists on staff? Are any of these professionals available on contract if they are not on staff?
 - a. What role do these professionals play in my child's program? You may want to ask specifically about direct service vs. consultation models.
 - b. Will each of the professionals involved be completing an assessment of my child upon entry and discharge?
10. What are the credentials of the 1:1 aide/staff working directly with my child?
11. What kind of ongoing training will the 1:1 aide/staff working with my child receive?

Program:

12. What equipment/supplies does your program provide (seats, other specialized equipment, etc.)?
 - a. For home-based programs, what type of space is required in our home? What kind of supplies are we required to provide?
13. Does your program include/involve children without special needs? For home-based programming, are siblings involved in treatment?
14. How will the program be individualized to meet my child's needs?
15. How will you determine what skills will be targeted? (e.g. communication, behaviour, socialization, daily living skills, problem solving, health and safety)
16. How do the staff and treatment team deal with behaviours such as tantrums, self-abuse, and aggression?

17. How is my child's progress monitored? How will I be made aware of my child's progress? Do you provide documentation of progress? If so, what kind, and how frequently?