



## AMBASSADOR INSIGHTS



Share a story about a home visit that filled your emotional cup.

### Here are some quotes from our EI in WI Ambassadors:

Many months ago I had the privilege of meeting a little one's abuela who was visiting from Peru. She didn't speak any English but I felt her joy and appreciation each time I visited. Fast forward to a year later, Abuela was visiting again one last time before she started hospice back in Peru for terminal cancer. She asked to see me so that she could thank me for all I had done to help her grandsons.

While visiting with a little one and her grandma, the grandma shared that she was learning so much about how to help her granddaughter with her speech. She discovered on her own that maybe she was focusing too much on perfection and wanted to be able to enjoy her grandkids more. She realized that she could teach them while still having fun and asked me if she could give me a hug for giving her this gift of loving her grandkids.

I had worked with the family for about a year and the mom was very quiet and only focused on speech at first. Gradually she began to open up more. At our last few visits, she was more talkative and brought up all kinds of topics related to her child that she was seeking support for. I had gotten to know and develop a relationship with the other kids in the family, too. By our last visit, I felt like the parent and child didn't want me to go. The mom gave me a very kind thank you note as I headed out the door of our last visit.

Often we do not realize what an impact we have had on families until after we are gone. This came to me during an Ambassador presentation with a family. Mom was describing their experience in B3 and how it all started. She shared that in the beginning, it was really scary to have gotten a chronic



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diagnosis of her little one especially since she was a young, new Mom. She said that it was really helpful to have me with her when it was all so new. She shared that I helped her see the goodness in her child and taught her to advocate for her child throughout the years.

I was visiting with a mom and her little girl. We were helping her get into different positions and move to get to her toys. I told mom that she has such a kind and natural way of helping her child move and encouraging her to try new things. Mom told me that hearing that gave her so much confidence that she was doing things right. She has had so many struggles and setbacks in her past. She said that all she has ever wanted since she was a little girl was to be a good mom.

A mom said she and her husband were wondering when Birth-3 ends. They were feeling concerned that their kiddos may be catching up on their speech and meeting the goals but they don't want to get "kicked out". They would really like to continue having support from Birth-3. She was so relieved that we can continue until their kids are 3 years old (and this family even has a cost share). It filled my emotional cup to know that they find Birth-3 valuable and that we can address more than "just speech".

When doing an initial evaluation, the young child's entire family was present: mom, dad, older brother, and the child being evaluated. The family shared that the older brother had a diagnosis of autism and was often fearful when new people came into his space. Our team followed the lead of both boys, which meant including the older brother in the evaluation as a play partner for his younger brother. Toward the end of the visit, the older brother handed both of us a post-it note reading, "I like you, thank you." It was a great reminder that we can make a difference for the entire family, not just the child



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enrolled in birth to 3.

I have one family that will take videos between visits to show Birth-3 staff, not just new skills, but to share with us the happy moments - going to beaches, Trick or Treating, opening gifts, etc. I love that she sees us not as people who are just about 'providing intervention' for her child, but as people who can also be a support and share her joy in her child.