

Frequently Asked Questions

about Hanen Programs Offered via Telepractice

We're so excited to offer you, our members, *It Takes Two to Talk*[®], *More Than Words*[®], and *TalkAbility*[™] programs via telepractice! These programs were pilot tested and revised over a three-year period to ensure that parents receive a comparable experience online to the one they have always received in-person. We wanted to be certain that all program components were duplicated and that all adult education principles were still an integral part of the telepractice programs. We modified the telepractice programs as needed and created accompanying resources to guide you when offering these programs.

We are confident that we have achieved our goal of duplicating the in-person program and that we have ensured that the principles of adult education are still front and centre in our telepractice programs.

We want to make sure you have all the information you need if you want to offer *It Takes Two to Talk*, *More Than Words*, or *TalkAbility* programs via telepractice.

Adapted Programs

Q: I have previously received permission to offer an approved Adapted Program for *It Takes Two to Talk* (or *More Than Words* or *TalkAbility*). Am I able to offer this same adapted program online?

A: No. You need to request permission to offer an Adapted Program *via telepractice* even if you have received permission to offer an Adapted Program in-person. The requirements for Adapted Programs have changed.

The Guidelines for Obtaining Permission to Offer an Adapted Hanen Program for Parents via Telepractice are [now available in the Copyright area of the website](#). After reviewing the guidelines, you are welcome to submit a request form for review.

If, however, you were unable to complete an already in progress in-person version of your approved Adapted Program due to COVID-19, you will be given one-time permission to complete the program via telepractice. No special communication with the Hanen Copyright team is required; however, please note that all future Adapted Programs being offered online will require a separate telepractice-specific agreement, and that you will still be required to purchase the license and resources to offer the telepractice program.

Offering Hanen Programs via telepractice in languages other than English

Q: I offer *It Takes Two to Talk* (or *More Than Words* or *TalkAbility* programs) to families in a language other than English using the translated slides and handouts Hanen provided me. Can I use the translated resources that I already have to offer the program via telepractice?

A: The telepractice resources have been carefully designed for programs offered online; therefore, preexisting translated slides and handouts may not be used online. Unfortunately, the telepractice slides and handouts are currently only available in English.

We will be working with members to translate the telepractice versions of *It Takes Two to Talk*, *More Than Words*, and *TalkAbility* into different languages as soon as possible. If you would like to contribute to the translation of a Hanen Program via telepractice, please contact translations@hanen.org for more information about the process.

NOTE: If you are currently in the middle of a translated *It Takes Two to Talk**, *More Than Words* or *TalkAbility* program, you will be given one-time permission to complete this program online using your current translated slides. No special communication with the Hanen Copyright team is required, but please note that all future Hanen Programs via telepractice must use the translated version of the telepractice resources and that you are still required to purchase the license to offer the telepractice version of the program.

*Not applicable to Dutch members offering the 2007 Dutch version of "Praten" – i.e. *It Takes Two to Talk*. A separate translation project is being discussed with members in the Netherlands to allow them to offer the current 2018 version of *It Takes Two to Talk* — both in-person and via telepractice.

Offering 1-1 parent training

Q: I only want to use Hanen materials online with individual families. Can I continue to do this via telepractice without purchasing the specific telepractice program license?

A: We want Hanen members to continue helping families by using Hanen resources with individual parents.

It seems that there are two clinical scenarios for working 1-1 with parents using Hanen resources:

1. **Informal sharing of strategies without using any slides and/or handouts** - if you are informally sharing strategies from a Hanen Program with families online, without using slides and handouts (perhaps using the guidebook), you may use your current materials. However, this means that you may not use any slides or email existing handouts to these families.
2. **Individual parent training that follows some/all of the program sessions using slides and handouts** - if you are offering parent training to individual parents, using the Making Hanen Happen Leaders Guide, which involves using some/all program slides and handouts, you need to use the telepractice version of the program.

In the telepractice programs, some activities have been modified or replaced; a number of Prepare and Practice activities have been changed and slides have been modified accordingly. Flip charts are now fillable charts on a slide so that you're able to fill in information onto the slide as you get feedback from the parent for easy viewing online. In addition, a number of handouts have been revised and all handouts are now fillable, which allows you to fill them out with the parent in real time or send them to parents to complete and return to you.

While 1-1 parent training gives you the flexibility to choose which strategies to cover and to review strategies as needed, in this case, you are still following the 4P cycles in the Making Hanen Happen and these need to follow the telepractice program.

All of this means that you must use the telepractice version of the program.

While you can't call this service a Hanen Program because Hanen programs are for groups of parents and must follow the Leaders Guide, you can tell parents that the intervention is based on the specific Hanen program, and that you are sharing the same information with them. And please refer them to the Hanen website!

Our clinical team is going to be leading an Online Member Meeting at the end of April to address additional questions about Hanen Programs offered via telepractice. We appreciate your patience as we work to come up with solutions to support all of our members during this transition.

