

# MY STORY- BEING A CASEWORKER AND A MOM



**By Robyn Woods, CEO and Founder of Teleroo® World**

I remember the day that my eldest son, Malcolm was diagnosed with Autism Spectrum Disorder. He was 18 months old. At the time, I had been a speech-language pathologist for over a decade. I had worked with children on the spectrum and I knew what the doctors were going to tell me. I knew the criteria. I knew he wasn't talking yet and that his development was going in the wrong direction. I knew his play was repetitive and 'weird'. He was fascinated with wheels. Anything round. He would obsessively spin them, line up his toys and when I tried to make any changes to his routine, he would scream and scream. Luckily, I had ideas on how to manage his behaviors. I also had a background in early childhood development and communication. Honestly, I felt I knew everything about MY child. Not always what to do, but I knew my Malcolm. I knew his strengths, his interests, his sensitivities, ideas on how we might help him, and yes, I knew his deficits. I knew it all. 'The good, the bad, and the ugly'. After all, I was the one who was with him all the time. But I felt I was alone in all of it. My husband didn't have these skills yet. What was my role anyways? Was I supposed to be his case manager now? Who was the expert on my child anyways?



**"Often I wondered, why didn't anyone ask me what was amazing about my son. Why did I have to tell his story over and over again? Why couldn't the professionals just see him like I could?"**

Along our treatment journey, I welcomed the help from professionals. Occupational Therapists, Psychologists, and Speech-Language Pathologists. They were well-meaning and caring people but they weren't there every day like I was.

I spent half of each consultation updating everyone about what was going on. I wasn't prepared for how often I had to tell his story. The same questions were asked, every time a new member would join our team, every time there was a meeting, every time our funding was reviewed, every time there was something new.

My son was growing and changing after all. To make the most of the professionals' time, I also had to talk about what he wasn't doing, what he couldn't do, what wasn't working. In short, what was 'wrong' with him.

Often I wondered, why didn't anyone ask me what was amazing about my son? Why did I have to tell his story over and over again? Why couldn't the professionals just see him like I could? A sensitive and smart little guy with so much to say. He just needed someone to understand him and to SEE him.

I thought why can't I just send short videos of what was going on? Then the professionals could review them BEFORE our consultations. And I didn't have to waste time always 'catching them up'. They could come to our consultations with the strategies ready and in-hand. And that is why I built Teleroo.

## **WHY I BUILT TELEROO®**

With Teleroo, I was able to send short videos, securely and privately. Everything about Malcolm's journey was all in one place. I could share his successes and could show EXACTLY what was happening in the context of our home and the community. How he was interacting with his young siblings.

'Show vs. Tell' became my mantra. It took the pressure off me to have to report everything time and time again. Clinicians were 'up to speed' on what he needed and our consultations became more productive.

Clinicians could coach me on my specific questions (virtually) at a time that was convenient to me. Clinicians could annotate on the videos, give feedback and suggestions and celebrate what we were doing well. Successful strategies could also be shared privately with his teachers and other caregivers. I could finally breathe because Malcolm had a community of support around him.

That was in 2011. I realized then that Teleroo could also help so many other children and parents. Teleroo could also help clinicians to serve more families in meaningful and efficient ways.

Almost 10 years later, Teleroo is available for everyone to use. Teleroo has been designed, tested, and proven to be effective. My team is committed to leading the charge to create a profound, positive social impact for our children, families, and the community at large.

We can help you implement our telehealth platform with your service provider. Teleroo is easy to use, provides content, and gives you the tools you need.

I would love to hear your story and my team is here to help. For more information, please contact us at [info@teleroo.com](mailto:info@teleroo.com)



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