



Make-A-Wish Volunteer,

Communicating with wish families is always important; however, when working with non-speaking children and their families, it is even more critical. The attached communication profile should be used to gain a better understanding of your wish child from all those who know him/her. This resource is an extension of the Wish Child Form; it should provide additional insights and help to clarify the responses provided on the Wish Child Form.

As you prepare to visit with the wish family, please remember the following:

1. **This is a profile, not a checklist.** This profile has been designed to cover a variety of topics and areas. It may not be appropriate to cover all areas in some situations. If this is the case, feel free to skip to another section. Please notate any additional comments or feedback at the conclusion of the profile.
2. **Include the Wish Child.** Remember to include your wish child as much as possible during the wish visit. Directing your questions and conversation to the wish child will ensure that he/she is included in the wish process.
3. **Set the Stage.** The family knows their child better than anyone else and we need to rely on that expert knowledge and insight. Let the family know that we will be using the information in this profile to:
 - a. Gain insight into their child.
 - b. Better understand the child's comfort levels.
 - c. Identify the child's preferences to create the best possible wish experience.
4. **Use Discretion and Be Respectful.** In communicating with the family be extremely sensitive, tactful, understanding, genuine, and sincere. Carefully evaluate each situation to get a sense for what is appropriate or not appropriate to ask, how long to stay on a topic or question, when to rephrase questions to provide greater clarity, etc.
5. **Be Observant.** Take in as much as you can about the wish family, the surrounding and other dynamics. Often times, family pictures, comments from siblings and/or those present during the interview, and family stories will allow you to gain additional insight into the wish child.

Thank you for working with this family. Should you, or the family, have any questions about the usage of this profile; please do not hesitate to contact the office.

Best wishes,

Make-A-Wish



COMMUNICATION PROFILE

Wish Child's Name: _____
First Middle Last

Name of individual(s) helping wish child to complete this profile: _____

Relationship to Wish Child: _____

My Favorites:

Type of Music / Sound _____

Type of Movement _____

Play Activity _____

Toy _____

Ways to communicate _____

Describe a day in the wish child's life... _____

Wish Child Emotions

One of the most important parts of granting a wish is that we bring hope, strength and joy to the wish child. Please think about situations that complete these questions for the wish child.

I am really happy when I...	
I am really sad when I...	
I am really nervous when I...	
I am really excited when I...	
I am really scared when I...	
I am overstimulated when I...	

Wish Child Preferences	
Sounds	
When I hear loud or sudden noises, I...	
When I hear many different noises or constant noise, I...	
Visual	
When there are bright lights, I...	
When there are soft, still lights, I...	
When there are flashing lights and moving visuals, I...	
Activities	
When I want to participate in an activity or play with my favorite toy, I...	
When I want to stop participating in an activity or stop playing with my toys, I...	
When I am in my normal, structured routine I...	
When I am out of my normal routine, and my days are all different I...	
Environment	
When I am hot, I...	
When I am cold, I...	
When I'm in crowds, I...	
When I'm with only a few people or alone, I...	

Wish Child Preferences	
People	
When unfamiliar people approach or touch me, I...	
When a character in a costume approaches or touches me, I...	
When animals approach me, I...	
Movement and Touch	
When I am actively moving, I...	
When I am sitting or lying still, I...	
When I am moved to and from, or in and out of a chair, I...	

The one thing that brings the most joy to the wish child is...

Is there anything else about the wish child that is important for Make-A-Wish to know while planning the wish?

Additional conversations, insights and comments shared during wish visit.
