The CATALYST Approach — Health Office Certification Record

Health Office Staff Member:_____

Date: _____ Time: _____ Evaluator: _____

Certification Earned:
- ☐ Yes *(2020-2021 SY)*
- ☐ Not Today

In-person Communication

Greeting- Voice Tone, Speed & Volume

Yes	No	
Yes	No	Did the health professional greet students with eye contact and an approachable voice?
Yes	No	IF they were in a conversation or otherwise busy when students (or families) arrived, did they either pause their conversation or indicate with a smile and non-verbal signal that they would be with them momentarily?

Voice Tone

Yes No — Did the health professional systematically and consistently use an approachable voice pattern (inviting, friendly, rhythmic, raised inflection at the end) when "seeking" information or input and as a baseline?

Yes No — Did the health professional systematically and consistently switch to a credible voice pattern (business-like, serious, drops inflection at the end) when "sending" information?

Verbal Level	Credible	Approachable
Sending		
Seeking		

Breathing Patterns

Yes No — Did the health professional maintain low breathing OR recover quickly IF their breathing increased?

Interact with students

Yes	No	
Yes	No	Did the health care professional approach or adjust their body so they were to the side of the student?
Yes	No	Did they go visual with key information?
Yes	No	Did they look where they wanted the student to look?
Yes	No	Did they pause before and after key information?
Yes	No	Did they pause before and after questions were posed?
Yes	No	IF there were other people in the room, did the health professional maintain a private voice?

Health Office

Phone Communication

Voice Tone/Speed
If there was a phone call made:

Yes	No	
Yes	No	Did they pause between the greeting, the name of the school, their name and the reason for calling?
Yes	No	Did they maintain low breathing or recover with a break and breathe if breathing increased?
Yes	No	Did they pause before and after key information?

Yes   No   Did the health professional systematically and consistently use an approachable voice pattern (inviting, friendly, rhythmic, raised inflection at the end) when "seeking" information or input and as a baseline?

Yes   No   Did the health professional systematically and consistently switch to a credible voice pattern (business-like, serious, drops inflection at the end) when "sending" information?

Verbal Level	Credible	Approachable
Sending		
Seeking		

Students who stay in the health office

Support Success (Lead & Empower, Linger, Look Back)
Yes   No   Did the health care professional Lead the interaction to Empower the student?

Yes   No   Did the health care professional Linger near the student to confirm the students understood?

Yes   No   Did the health care professional Look Back while exiting to ensure the student independently continued with what they were supposed to be doing before going back to other work or helping other students?

Student: Type of Support: ___**A**cademic ___**B**ehavior ___**C**heck in	Approach & Support (Lead & Empower)	Confirm (Linger)	Exit (Look Back)

	☐ Slow Movement
	☐ Calm breathing
	☐ Just enough
	  o Side
	  o Eyes on the prize
	  o Signal or quiet/brief
		☐ Linger and remain attentive to the student to ensure they understand and are on track.	☐ Look Back during the exit, a minimum of 2 times, to ensure independence.

Student:
 	
Type of Support:
___**A**cademic
___**B**ehavior
___**C**heck in
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	☐ Just enough
	  o Side
	  o Eyes on the prize
	  o Signal or quiet/brief
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