



SPECIAL NEEDS | FIELD GUIDE

When a waiting room is too much

Ask for access before the visit becomes a test of endurance.

A note from Victoria

A difficult waiting room does not mean your child is uncooperative. The environment may simply demand more than they can manage that day.

What to do

Call ahead about a quieter waiting option, first or last appointment, text-on-arrival check-in, or waiting outside until called. Bring the comfort item and communication tools your child chooses. Tell staff what signs mean a pause is needed. Confirm any medical prep requirements with the care team rather than changing them on your own.

Words you can use

"Waiting in a crowded space is hard for my child. Can we wait elsewhere and receive a call or text when the clinician is ready?"

One useful step I can take today:

I could start with: Write one adjustment to request before the next visit and the office number.

The strength I see in you

Advocating for an accessible visit is practical care, not asking for a favor.

Educational peer support, not individualized medical, legal, or school advice. Partner with your child and their care or school team; consult a qualified advocate about rights questions.



SPECIAL NEEDS | WORKSHEET

When a waiting room is too much

Use this page in your own words. You can leave any part blank.

The hardest part of the waiting room

An adjustment to request in advance

What my child chooses to bring or do

My next manageable step

A person, service, or place I can turn to (if useful)

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