



## Early Intervention Parent Handbook

## Quality Assurance and Staff Training

Our Early Interventionists are highly trained providers with extensive experience working with children in early childhood. Our program coordinators ensure that each provider meets all of the necessary state and county requirements in regards to licensure and clearances, but, more importantly, our hiring process involves interviews and multiple trainings to make sure that each of our employees understands the early intervention model and how to best work with you and your family.

Community Therapy Services (CTS) Early Intervention has been providing early intervention services nationwide for a number of years. Our employees include speech-language pathologists, occupational therapists, physical therapists, special instructors, early childhood educators and behavioral specialists. Our therapists have experience working with a diverse population of children including those who have delays or disorders in speech, language, hearing, fine motor, gross motor, sensory integration, feeding, behavior and more.

## Typical Visit/Early Intervention Model

While you participate in the early intervention program, our providers will deliver therapy services in your child's natural environment. This means that services will take place in the home, daycare, or community. You and your EI provider will work together to decide the best setting based on the needs of your child and the goals set forth in the Individualized Family Service Plan (IFSP).

Our organization believes that early intervention is most effective when strategies can be embedded within the typical routines of your family. Our providers utilize a coaching model which relies heavily on supporting the caregiver to practice strategies and implement suggestions that will support your child's development within their daily activities. Participation based services help ensure that the strategies and techniques provided for the family are aimed at increasing the child's participation in their daily routines. Early Intervention is focused on providing services within the natural environment, and a huge part of this is using the materials readily available in the home or child care setting where services occur. At the end of each visit, your provider will answer any questions you have about the strategies introduced, review the challenges and triumphs during the visit and collaborate with you to plan the next visit.

You are your child's first and most important teacher. Your participation in each session as well as the carryover of new strategies into your daily routines are essential for your child's success. Don't be afraid to ask questions or tell your provider if you are uncomfortable with any of the strategies or suggestions being presented.

## Attendance Policy

CTS Early Intervention is dedicated to supporting families in order to help their children learn, grow and reach their greatest potential. The attendance policy will ensure that you and your provider(s) are working in partnership to maintain consistent attendance and participation in sessions so that your child receives optimal benefit from the services. Please see full Attendance Policy and signature page for details.

## Parent Provider Agreement

At the initial visit, your provider will review the Parent Provider Agreement with you. This agreement is

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meant to facilitate discussion regarding the role that each team member will play in your child's early intervention services. The information contained in the signed agreement is included for your information.

## **Complaint Management**

In order to ensure that you and your family are receiving quality services, our Program Coordinators will communicate with you on a periodic basis to discuss how services are going and if there are any changes that you feel need to be made. During the initial visit, your provider will also share with you the Program Coordinator's contact information so that you may contact him/her at any time. If you have a complaint about the services that you are receiving from CTS Early Intervention, please do not hesitate to call the Program Coordinator to discuss possible solutions. You may also contact your Service Coordinator in order to file a complaint of any kind.

## **HIPAA (Health Insurance Portability and Accountability Act)**

At your initial visit, your provider will review the Notice of Health Information Practices with you. This notice describes how medical information about your child may be use and disclosed.

## **FERPA**

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all programs that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. At your initial visit, your provider will review these rights with you and ask you to sign that you understand the rights as presented. More detailed information on FERPA can be found at:  
<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

## **Mandated Reporting**

Personnel who work in EI are considered mandated reporters and are required to report suspected child abuse or neglect if they have reasonable cause to suspect that a child is a victim.

In the state of Delaware, a law regarding the abuse of children became effective on June 28, 1976. The law defined child abuse and neglect and described the responsibilities of the child protective agency receiving the reports. The statute was amended almost in its entirety by the Child Abuse Prevention Act of 1997.

Below is information from the Division of Family Services that addresses Child Abuse and Mandated Reporting in Delaware. This information was obtained from the following resource:

[http://kids.delaware.gov/pdfs/broch\\_GuideReportChildAbuseNeglect.pdf](http://kids.delaware.gov/pdfs/broch_GuideReportChildAbuseNeglect.pdf)

## **What Is Child Abuse?**

Child abuse, according to the Division of Family Services, means that a person: causes or inflicts sexual abuse on a child; or has care, custody, or control of a child, and causes or inflicts physical injury through unjustified force as defined in § 468 of Title 11;

- emotional abuse;

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- torture;
- exploitation; or
- maltreatment or mistreatment.

## What is Neglect?

DFS states that “neglect” or “neglected child” means that a person: is responsible for the care, custody, and/or control of the child; and has the ability and financial means to provide for the care of the child; and fails to do so.

A complete definition of “Neglect” can be found at

[http://kids.delaware.gov/pdfs/broch\\_GuideReportChildAbuseNeglect.pdf](http://kids.delaware.gov/pdfs/broch_GuideReportChildAbuseNeglect.pdf)

## Who Is Mandated To Report?

Any person, agency, organization, or entity that knows or in good faith suspects child abuse or neglect shall make a report in accordance with the law. Professional reporters are often referred to as mandated reporters, although all citizens of Delaware are required to report child abuse and neglect.

## Making a Report

If child under the age of 18 is suspected of being abused or neglected or is at risk for abuse or neglect, a report to the Division of Family Services is made by calling

**1-800-292-9582.**

The phones are answered 24 hours a day, 365 days a year by Division of Family Services’ staff.

## Incident Management

Any incidents affecting the health or safety of your child during early intervention sessions will be addressed in accordance with the county and state regulations. Incidents will be reported to CTS Early Intervention Program Coordinators, as well as the county program. In the case of emergency, 911 will be called.

## Safety In Operations

All our providers receive ongoing training in Universal Precautions, First Aid and CPR, and they use this knowledge to ensure that the services provided for your child and family are done so in a safe environment. If you have any concerns about safety, please contact your Program Coordinator.

## Limited English Proficiency

The Limited English Proficiency Executive Order (Executive Order 13166, effective August 2000) says that people who have limited English proficiency (LEP) should have meaningful access to federally conducted and funded programs and activities. It is expected that the agency will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. Our organization makes every effort to provide each family that falls under this order with a bilingual provider. In the case that a bilingual provider is not available in the family’s native language, an interpreter will be sought to accompany the interventionist.

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## Cultural Competence

At CTS Early Intervention it is of utmost importance that the services we provide support your family's beliefs and culture. Our providers participate in ongoing trainings to further understand cultural differences and recognize each family is unique. Should any strategies or suggestions offered by your provider conflict with your family preferences, please do not hesitate to communicate this to your provider.