

Delaware County Office of Early Intervention

Attendance/Absentee Policy

Revised: August 26, 2025

Objectives:

- To ensure that all eligible children and families are provided with appropriate services and support on a consistent basis, as outlined in the Individualized Family Service Plan (IFSP).
 - To ensure that all families, providers, and service coordinators communicate clearly so that scheduled sessions are kept.
 - To ensure that all families understand what to do if they need to cancel a scheduled session due to illness or other situations.
 - To ensure that all families are aware of days the County and/or Provider Agencies are closed.
 - To reduce the frequency of unkept sessions through cancellations or no-shows
 - To introduce more flexibility for the family and providers, with allowing virtual sessions to occur if it prevents the need to cancel the session completely (certain requirements, such as state licensures will need to be followed)
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Procedures:

- This policy will be provided for families as part of the initial home visit with the Service Coordinator.
- If a family needs to cancel a scheduled session, they must contact the provider, in advance whenever possible. When a family cancels a scheduled session, the provider is under no obligation to reschedule; however, the family can make a request under extenuating circumstances.
 - o The makeup session must be documented on a session note. The session **must** be provided in at least 30-minute increments.
- If a provider/therapist keeps a scheduled appointment, but the family does not call to cancel, it is considered a “no-show”. If a family is a no-show for a scheduled session, the provider is under no obligation to reschedule that session.
 - o If two “no-shows” occur in a row, or if many of the scheduled sessions are not kept, then the provider must contact the Service Coordinator immediately. The provider must provide the date and times of the no-shows.
 - o The Service Coordinator will contact the family and attempt to determine the cause for the no-shows or missed sessions. The Service Coordinator, with the approval of the Early Intervention Supervisor, can advise families that frequency no-shows and unkept sessions can lead to suspension or termination of service.
 - o Any family who disagrees with the action taken by the service coordinator can request conflict resolution. If families have questions about this policy, they should contact their Service Coordinator.
- If a provider/therapist cancels due to illness or systemic reasons, the provider must provide a makeup session within 30-days of the missed sessions. Make-up sessions that occur after the 30-days are not billable. If the provider is well enough to complete the session, they can offer the family the option to have the session, virtually. The family has the right to accept or decline this offer. If the family declines, they are still entitled to an in-person make-up session within 30 days of the missed session.
 - o Variations of this 30-day timeline can occur based on how the Service Authorization is written on the Individualized Family Service Plan (IFSP). Total sessions authorized will be documented in the Progress Monitoring Report. This will be reviewed by the Service Coordinator, along with the reasons for any break in services. This information provides us with data to enhance our discussions around service delivery.

Holidays, Scheduled Vacations, Weather/Snow Days:

- Providers should inform the families, in writing, of the days they will be closed due to holidays. No sessions will be scheduled on recognized holidays.
- Individual special instructors and therapists should inform families in advance of any scheduled vacations. The individual special instructor or therapist should make a reasonable effort to re-schedule sessions missed due to their vacation within 30 days.
- Providers should inform families, in writing, of their agency's snow day procedures. If the provider can offer the family the option to complete the session, virtually. The family has the right to accept or decline this offer.
- If a session is canceled due to weather, then a reasonable effort will be made by the provider to re-schedule the missed session.

Cancellations Due to Flu-Like Illness:

- If a child or caregiver is ill, the family should contact the provider to cancel the session. Regular sessions can resume after the child or caregiver has been free of fever and/or other flu-like symptoms for at least 24 hours. The provider is under no obligation to reschedule the missed session.
- If a provider is ill, the family should be notified in advance, if possible, that the session is cancelled and will need to be rescheduled. The provider can resume regular sessions if they have been free of fever and/or other flu-like symptoms for at least 24 hours.
- If a service coordinator is ill, the supervisor will notify the family, and the meeting will be covered by the supervisor or rescheduled. The service coordinator can resume meeting with families after they are free of fever and/or other flu-like symptoms for at least 24 hours.

*****A Provider or Service Coordinator can offer the family the choice of a virtual session/meeting- if they are well enough to complete the session.**

Provider Name

Signature/Title

Date