


You can use this form or your own way to keep track of visits for your child.

STANDARD SCHEDULE FOR Early Intervention VISITORS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						

If, for any reason, you are NOT going to be available for your scheduled visit, please call as early as possible, at least the day before, to cancel and reschedule.

SERVICE	SERVICE LEVEL	PROVIDER	CONTACT INFORMATION
Service Coordinator			

**Monroe County
Special Children's Services
Early Intervention**

ATTENDANCE MATTERS!

Dear Early Intervention Parent,

Thank you for allowing us to join you in the exciting process of helping your child grow and develop to his or her potential! Your child's providers and Service Coordinator are committed to helping you meet your child and family goals. They need your help! The two key ingredients to making Early Intervention sessions result in good outcomes are:

- **Family Participation**
- **Regular Attendance**

Your provider(s) will set a schedule with you that matches the needs of your family with the availability of their schedules. Talk to your provider if the schedule is difficult to keep. It is better to change your schedule to something that works well for everyone rather than having to frequently cancel visits and rearrange schedules.

Thank you for your commitment to the valuable services offered through the EI program.

Sincerely,

Ann Marie Stephan,

Special Children's Services Administrator



How to Be Ready for a Visit:

- Know when your child's visits are scheduled.
- Keep your scheduled visit time available on a regular basis.
- Be ready when your provider arrives.
- Call providers if you ever need to cancel or reschedule a visit.
- Tell providers how you would like to be contacted.
- Take phone calls from your providers and Service Coordinator.
- Return messages promptly.
- If there is an ongoing problem with the scheduled visits—discuss this with your Service Coordinator. The frequency of visits can be adjusted.



What to do if you need to cancel a visit:

- Call or Text your provider as soon as you know you will not be available.
- Talk with your provider about the possibility of rescheduling the missed visit.

What Your Provider needs to do:

- Providers need to keep to their routine schedules.
- Providers need to arrive on time for their scheduled appointments or call in advance if they are going to be late.
- Providers should work with you to adjust their schedules, if possible, to find better times for visits.
- If there are multiple missed visits by your providers, please contact your Service Coordinator. They will review the IFSP with the provider and work to resolve any concerns.



Good Communication Strategies for Parents and Providers

- *Call or Text if you are running late.*
- *Answer your phone, check messages .*
- *Return calls/texts promptly.*
- *Be aware of the scheduling concerns of both families and providers.*
- *Contact the Service Coordinator to get some help finding a solution.*



Avoid frequent missed visits

If visits are cancelled or a provider arrives at a home for a scheduled appointment and there is no one at home ("No Call, No Show.") the following will occur:

- 1st Time: Provider will call the family to reschedule.
- 2nd Time: Provider will contact your Service Coordinator to contact you to discuss solutions.
- 3rd Time: Provider or his/her agency will contact the Service Coordinator to discuss changes to the IFSP or possible discharge by the provider.

NOTE: Communication with your providers and Service Coordinator is key to finding solutions.



*Every Visit
Matters*