



Every Child Achieves

Changing The World One Child at a Time



Child Development

Occupational Therapy

Physical Therapy

Speech Therapy

Parenting

www.ecatherapy.com

26701 McBean Pkwy Ste 130

Valencia, Ca 91355

Phone: (818) 760-0501 Fax: (818) 392-5980

Email: casemanagement@ecatherapy.com



EVERY CHILD ACHIEVES

Early Intervention Parent/Caregiver Handbook

26701 McBean Pkwy Ste 130

Valencia, Ca 91355

Phone: (818) 760-0501

Fax: (818) 392-5980

Specialists' Contact Information:

Names/Title:

Phone Number:



EVERY CHILD ACHIEVES

Early Intervention Parent/Caregiver Handbook

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WELCOME LETTER

Dear Parent/Caregiver,

I would like to take this opportunity to welcome you to our program! It is important to **Every Child Achieves** that we develop a good working relationship with you for the benefit of your child.

Every Child Achieves specializes in infant development. At present, we have an in-home infant development and therapy program. Educating parents on what they can do to assist in their child's development is a large part of our program so that we can work as a team in order to make the most progress for your child.

We would like you to know what you can expect from our program and what we expect from you. Therefore, we have designed this **Every Child Achieves Early Intervention Handbook** for your use.

This handbook will be reviewed with you by the assigned Specialist during the initial visit. Please feel free to ask the Specialist any questions that you may have concerning our services.

If you ever have any questions or concerns, please do not hesitate to contact our offices at (818) 760-0501, and speak to one of our Case Management Team Members who will be happy to assist you.

We are very happy to be able to provide our services to your child!

Sincerely,

Fredlyn Berger, OTR/ L Program Director



PROGRAM OVERVIEW

Early Intervention is a support system for children with developmental delays or disabilities and their families. The coordinated services support families during the child's critical early years so that they receive the resources and support to assist them in maximizing their child's growth and development.

Every Child Achieves is licensed by your Regional Center to provide these specialized services. We provide quality in-home Infant Development Services to children and their families. The specialized services that your child needs are determined by a qualified clinical team in coordination with your local Regional Center.

Every Child Achieves program is an Early Intervention Service designed to assess the needs of exceptional babies, and to develop and execute programs to respond to those needs, as designated by the Regional Center's Individual Family Service Plan. Our comprehensive approach is based upon known principles of growth and development. The primary goal we have for your child is for him/her to reach the highest possible level of function through an infant development program with activities that are based on normal sequential patterns of development.

Every Child Achieves is committed to family empowerment. Thus, a key component of our program is educating parents on their child's developmental needs and the program designed to achieve specific goals. These goals are attained through the weekly therapy sessions in addition to the individualized home programs that parents carry out.

Team Approach and Collaboration

You, as the parents/caregivers and your child are the center of our **TEAM**. Your TEAM includes your child, you (parents/caregivers), the specialized clinicians assigned to you child, your RC service coordinator, your medical team and perhaps even your extended family and friends.

A team that works together with good communication promotes higher levels of progress and allows goals to be met more efficiently and effectively!!!

To help facilitate this collaborative approach, your in-home clinicians must work together in harmony. Many like to talk by phone or text, or your therapy team may want to do one or several sessions together as a co-treat (visit together). They may treat together for the whole session or may overlap for 20-30 minutes at a time. This gives the team the opportunity to share their ideas and treatment methods.

Our goal is to teach and support you (the parent/caregiver) on how to help to maximize your child's development of skills and functions to achieve his/her highest potential.



STAFF

Every Child Achieves' staff is multi-disciplinary team made up of experienced professionals with degrees, licenses, certificates, and credentials. Our staff is composed of Infant Development Specialists, Occupational Therapists, Physical Therapists, and Speech Therapists in addition to our office support staff who are always willing to assist you and answer any questions.

Infant Development Specialists (IDP) (also called Child Development Specialists) are clinicians who promote overall global development for your child, inclusive of skills in gross motor, fine motor, cognition, language, social/emotional, and self-help. IDPs develop individualized treatment plans that are carried out through play to meet your child's developmental needs. IDPs are an essential part of the team and will help coordinate with other members of your team to maximize overall achievements. In addition, IDPs provide parent education and can help to address concerns with inappropriate behavior.

Occupational Therapists (OTs) are licensed clinicians who work to enhance a child's activities of daily living such as eating and dressing. They help develop visual and fine motor skills (e.g., ability to hold a crayon or writing tool or manipulate toys and activities for play). OTs also promote strength and coordination of the arms and body and assist the child to develop appropriate sensory processing skills inclusive of visual, auditory, proprioceptive, and vestibular skills. OTs can also provide treatment programs to assist children who have feeding and swallowing challenges.

Physical Therapists (PTs) are licensed clinicians who concentrate on the development of total body gross motor skills and improving muscle tone, strength, coordination, balance, and range of motion; additionally, PTs promote the development of safety skills with tasks such as rolling, crawling, and walking.

Speech and Language Pathologists (SLPs) are licensed clinicians who use activities to promote verbal language expression and comprehension of words and sentences. SLPs work with your child to promote age appropriate pragmatic skills (social language) as well as phonology/articulation.



HOURS OF OPERATION

Every Child Achieves administrative office hours are from 8:00 am through 5:00 pm, Monday through Friday. After hours, you may call and leave a message. Your call will be returned on the next business day.

Therapist visits are scheduled throughout the week. The schedule of visits will be worked out between you and the specialist/s seeing your child. Wherever possible, we will try to accommodate the best schedule for parent and child.

HOLIDAYS/MANDATORY NO-THERAPY DAYS

There are certain days throughout the year, normally holidays and days surrounding some holidays, where specialists are not allowed to treat children.

These days are as follows:

Independence Day (day this is celebrated)

Labor Day (first Monday in September)

Thanksgiving

Christmas Day

New Year's Day

Memorial Day (last Monday in May)



WHAT YOU CAN EXPECT FROM ECA

1. Once ECA has received the authorization from Regional Center to service your child, you will receive a phone call from the office to let you know that services have been authorized. Next, you will hear from the specialist/specialists assigned to your child and a schedule of visits will be arranged or confirmed at this time.
2. During the initial visit, the specialist will begin to explain Every Child Achieves' in-home Program and, with your participation, in the following sessions, will set goals and objectives for your child. Some of these goals may already be delineated from prior evaluations that have been done.
3. The specialist/specialists will often bring their own toys and supplies but will often use toys familiar to your child that are available in your home. The specialist's toys are cleaned and sanitized after every visit.
4. The sessions are normally 50 minutes long with the last ten minutes used for the specialist to jot down notes of the session, clean up, confirm the next appointment, and provide parent instruction.
5. The specialist/specialists will schedule each home visit with you and be on time according to the agreed upon schedule. If a specialist is running late by 15 minutes or more due to unforeseen circumstances, you will receive a telephone call from him/her or our office. Since specialists are constantly on the road, it is important to note that on occasion, traffic problems can and do arise.
6. If for some reason the specialist cannot keep the appointment, you should receive a phone call prior to the scheduled visit time to let you know. The specialist will, if possible, reschedule the visit to make up for the missed session. If the specialist assigned to your child is unable to provide services due to illness, vacation, etc. for an extended period of time (2 weeks or more), Every Child Achieves will make every effort possible to send a replacement specialist to your home; we cannot guarantee a replacement but will do our best. Please note: If you have a scheduled appointment and your specialist does not call or arrive within 30 minutes, please contact our Case Management Department at (818) 760-0501 for assistance.
7. The specialist/specialists will, on an ongoing basis, inform you of what the treatment plan and goals are for your child and will give you instructions on what to do to further your child's progress in between visits. Please feel free to ask any questions so you are fully informed of the direction the treatment plan is taking and what you can do to assist your child's progress.

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WHAT YOU CAN EXPECT FROM ECA

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8. During therapy if a specialist observes that your child needs additional services to support further growth and development, he/she will discuss this with you and, where appropriate, send in a request to your Regional Center Service Coordinator to determine eligibility for the additional service/services.
9. Every Child Achieves is a mandated reporter and is required by California State law to report suspected child abuse to Child Protective Services. The following types of abuse must be reported by all legally mandated reporters when the victim is a child (a person under the age of 18) and the perpetrator is any person (including a child).
 - i.) A physical injury inflicted by other than accidental means on a child
 - ii.) Sexual abuse including sexual assault and sexual exploitation. Sexual assaults include sex acts with children and child molestation. Sexual exploitation includes child pornography and child prostitution.
 - iii.) Willful cruelty or unjustifiable physical punishment including inflicting or permitting unjustifiable physical pain or mental pain or mental suffering, or the endangerment of the child's person or health.
 - iv.) Corporal punishment or injury, willfully inflicted, resulting in a traumatic condition.
 - v.) Neglect of a child must also be reported if the perpetrator is a person responsible for the child's welfare. It includes acts or omissions harming or threatening to harm a child's welfare.
 - vi.) Any of the above types of abuse or neglect occurring in out-of-home care.

The California Abuse Reporting Law is found in Penal Code Section 11165-11174.5



WHAT ECA EXPECTS FROM YOU

For Every Child Achieves to provide quality service to you and your child, we ask that you abide by the following guidelines:

1. **Every Child Achieves** requires that you be available to participate in each session with your child to watch and learn the techniques used so that you can carry out the same activities during the week. Where your presence is truly not possible due to work requirements, a designated adult, baby-sitter, relative, etc. over the age of 18, must be present and participate in the session. As parents and specialists must work as a coordinated team to ensure the most progress for your child, where you cannot attend the sessions, it is vital for you to remain in contact with the specialist/specialists to keep current on your child's progress, current goals, and your parental home program. But minimally attendance to one to two sessions per month is needed. (If a letter is needed to provide to your work requesting time off, we can provide such.)
2. Specialist/specialists provide infant development services, and each visit has certain objectives and goals to be completed by the end of each session. Therefore, they cannot serve as baby-sitters or provide transportation.
3. To maximize progress, it is important that your child be prepared for the therapy by being well fed and well rested. Therapy sessions should be scheduled around naps and mealtimes.
4. The session should take place in a distraction-free, quiet environment. The TV must be off, any pets kept out of the treatment area and siblings do not present where possible.
5. When scheduled appointments have been made and agreed upon by you and your specialist, it is important to keep the appointments. The specialist has set aside this specific time to work with your child. We are only able to service your child through Regional Center until your child reaches the age of 3, so each treatment session is important to your child's progress.
6. It is important to schedule your child's medical appointments and your personal appointments around the specialist's scheduled sessions wherever possible, so as not to interfere with the therapy and your child's progress.
7. If you have an emergency and cannot keep the scheduled visit, please contact the specialist/specialists immediately and if you cannot reach the specialist, please call a member of our Case Management Department at (818) 760-0501.

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WHAT ECA EXPECTS FROM YOU

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8. Please note: We have a 24-hour cancellation policy. If you cannot cancel within 24 hours, let the specialist know as soon as you can prior to the scheduled visit to prevent the specialist from driving long distances to get to your home.
9. As there are many children in need of our services, we often have a waiting list of children to be serviced. Thus, non-emergency cancellations are frowned upon. A history of cancellations or not being there for the scheduled appointments (no show) will result in a cancellation of our services. Three non-emergency cancellations within a 1-2-month period or two no-shows in any one-month period will result in a cancellation of our services.
10. Please keep in good communication with your specialist in terms of any planned vacations/holidays and other appointments so that the treatment sessions can be scheduled around those times.
11. Inform the specialist 24 hours prior to the scheduled appointment if your child has chicken pox, mumps, pink eye, or any other contagious illness so the appointment can be rescheduled.
12. If your child is hospitalized, Every Child Achieves should be notified, if possible, prior to admittance or on the day of admittance, if possible, as to the nature of the illness and what hospital your child is in.
13. Upon release from the hospital, please let your specialist know when your child is able to receive services again. A Doctor's note advising of such is required in most cases with any therapy restrictions noted.
14. Please inform the specialist/specialists if you yourself have developed an illness or if any situation has arisen that could possibly affect your own ability to participate in the program as you would like to.
15. To ensure the most progress for your child, please follow through with the specialist's recommendations of activities to do with your child (home program). This is a requirement of Every Child Achieves as well as Regional Center due to the fact that a teamwork approach is what will help your child achieve better and faster results.

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WHAT ECA EXPECTS FROM YOU

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16. At the end of each session, you or a designated adult must sign the specialist's electronic visit note for the time that the specialist was treating your child.

If you have any concerns about your services, your specialist and/or with the therapy he/she is providing, please feel free to contact our Case Management Team, at (818) 760-0501, to discuss modifying services and/or implementing changes.



RECOMMENDATIONS

The best advocate for your child is you, the parent/guardian. Children with special needs will be involved with different organizations and receive professional services, some possibly for many years. Therefore, it is very important for you to keep an accurate record of all of your child's medical and therapy-related information organized in one place.

This includes:

- Contact Information (Names of Professionals caring for your child along with credentials, addresses, telephone numbers, etc.)
- Lists of appointments and with who, preferably by date.
- All copies of assessments done for the child.
- Documentation of medical diagnosis and letters
- List of prescriptions
- Authorizations for services, and any documents related to services the child is receiving.
- Information pertaining to the benefits the child is receiving.
- Vaccination records
- List of special dietary needs or special medical recommendations
- Information of support groups along with contact names and telephone numbers
- Receipts of medical equipment, orthopedic or any other type of objects or devices that your child has obtained or must have.

It is important to keep all documents in one organized place for future use and reference. A three-ring binder or expandable file folder would work well. This will help you better understand your child's situation and give you better support. You will also be able to provide accurate and up-to-date information to the professionals who serve your child.



Take a minute to play, sing, read
and laugh with your child.

Take A Minute... **Relationships MATTER!**

Social and emotional development describes the ability to experience and express feelings, form relationships, and explore the world. Social and emotional development is the foundation for all other learning and development throughout life. This is true for all children, including those with disabilities and delays. All families, with support, can help their child learn how to make friends, show strong emotions in healthy ways, and handle conflicts peacefully.

These are examples of social and emotional skills. Your relationship with your child matters because positive relationships change your child's brain for the better. Every single day, everywhere you are, positive parent/ child interactions help strengthen your bond, giving your child what they need to learn and grow.

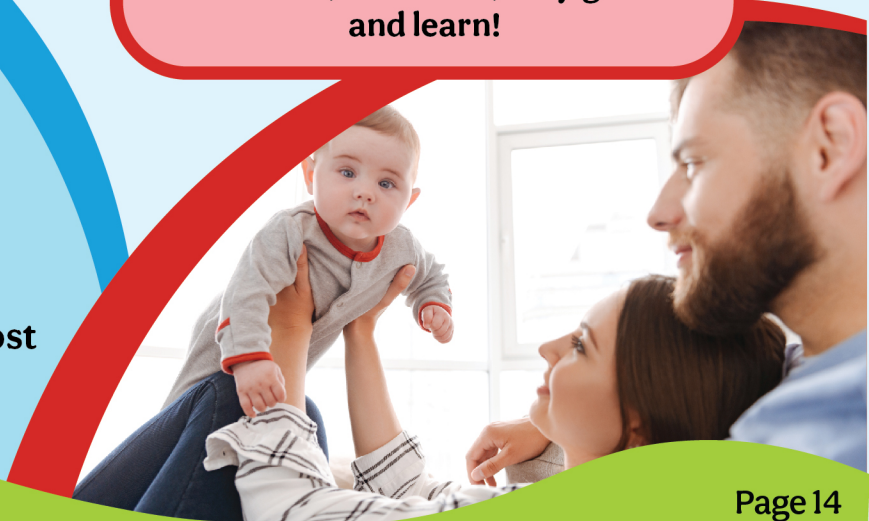


We understand that parenting is not always easy! Parents with young children who have delays or disabilities may need extra support. Behavior, communication, and physical challenges can make parenting especially difficult. Your Early Start Team is here to help you! You can strengthen the bond and connection you have with your child every day, during your daily routines. We will help you learn how!

For more information on social and emotional development, watch this video at:
<http://earlystartneighborhood.ning.com/ssip-resources/TaMvideo>

YOU are the most important person in your child's life! That is why the relationship between you and your child is an important focus of early intervention. Early Start services are designed to empower **YOU** so that you can better address your child's unique needs. Your service providers will provide ideas and supports that you can help your child learn the skills that **YOU** think are most important!

When your child feels safe, secure,
nurtured, and loved, they grow
and learn!





“Take A Minute...Relationships Matter!”

You and Your Child	Ideas and Tips
How do you know when your child is happy, sad, frustrated, scared, or mad?	Watch your child so that you can start to recognize their cues. They may use body movements, facial expressions, and sounds to show you how they feel. Imagine how your child experiences things.
How do you respond to your child's feelings?	Validate your child's feelings, and label them with simple words. For example, "I can see that you are frustrated because you cannot reach your toy." If your child is happy, keep doing what you're doing. If your child is upset, take a moment to comfort them.
How do you help your baby or young child learn to calm down?	Remember to stay calm yourself. Try different ways to calm your child, such as holding them, rocking them, getting them a special toy or blanket, singing, or playing soothing music. Think of healthy ways to handle feelings: take deep breaths, count to four, blow bubbles, sing a song, or do a silly dance with your child. Ask if your child wants a hug.
How do you show your child that they are important and loved?	Take time to connect with your child: smile, talk and listen to them, read, sing, and play with them, enjoy a meal together. Turn off electronics more often so that you can focus on your relationship with your child.
How do you encourage the behavior you want to see from your child?	Keep in mind that if your child is tired, thirsty, hungry, or uncomfortable, they will not be on their best behavior. Take care of them before you try to teach them a new behavior.
Do you have any concerns or questions about your child?	Talk to your Early Start Team. We are here to help!

REMEMBER: You are your child's first teacher! Children learn the most from what other people do ... especially you! Give yourself a break when you are having a hard time remaining calm. Be sure your child is safe and give yourself a minute to calm down. You might say "I need some time to think about how I can help you." Take care of your own emotional wellness. If you have stress, depression, or anxiety, it affects your child. Get the help and support you need.

Developed with the support of the California Interagency Coordinating Council (ICC) on Early Intervention and the Early Start Comprehensive System of Personnel Development. Early Start is implemented by the Department of Developmental Services



THERAPY BOARD

Contact Information

Did You Know?

The California Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board licenses and regulates your Speech and Language Pathologist and Speech and Language Pathology Assistant.

Visit the Board's website at www.speechandhearing.ca.gov for more information on:

- Verifying a license
- What to expect when you receive care
- Your rights as a patient
- How to file a complaint

Board Contact Information
2005 Evergreen Street, Suite 2100
Sacramento, CA 95815
1-916-263-2666

Did You Know?

The Physical Therapy Board of California licenses and regulates your Physical Therapist and Physical Therapist Assistant

*A Physical Therapy Aide, while regulated by the Board, is not licensed.

Visit the Board's website at www.ptbc.ca.gov for more information on:

- Verifying a license
- What to expect when you receive care
- Your rights as a patient
- How to file a complaint

Board Contact Information
2005 Evergreen Street, Suite 1350
Sacramento, CA 95815
1-800-832-2251

Did You Know?

The California Board of Occupational Therapy licenses and regulates your Occupational Therapist and Occupational Therapist Assistant.

Visit the Board's website at www.bot.ca.gov for more information on:

- Verifying a license
- What to expect when you receive care
- Your rights as a patient
- How to file a complaint

Board Contact Information
2005 Evergreen Street, Suite 2250
Sacramento, CA 95815
1-916-263-2294



WE CARE ABOUT YOUR PRIVACY

Protecting the Confidentiality and Security of Your Personal Information

Keeping your information confidential and secure is of the utmost importance to us. We maintain physical, electronic, and procedural safeguards to guard your personal information following the guidelines provided by DDS and your local Regional Center.

For a copy of your Regional Center PRIVACY POLICY & TERMS AND CONDITIONS OF USE please visit your local Regional Center website or contact your Case Service Coordinator.

For your convenience, we have provided links to the Privacy Practices Policy below for the following regional centers:

North Los Angeles Regional Center

<https://www.nlacrc.org/service-providers/advanced-components/privacy-policy-terms-and-conditions-of-use>

Lanterman Regional Center

https://lanterman.org/privacy_policy#.YPHbaOhKiUk

Westside Regional Center

<https://westsiderc.org/privacy-policy/>

TRI County Regional Center

<https://www.tri-counties.org/transparency-public-information/hipaa/privacy-practices/>



INFORMATION RESOURCE GUIDE

Autism Speaks 100 Day Kit (download) www.autismspeaks.org/family-services/tool-kits/100-day-kit

California Children's Services (CCS) Main Office 1-800-288-4584

Cerebral Palsy Association 1-800-872-5827

Cerebral Palsy Association (services all of Southern California) 1-818-782-2211

Child Abuse Hotline 1-800-540-4000

Family Resource Centers:

North LA RC - San Fernando Valley 1-818-374-9107

North LA RC - Santa Clarita Office 1-661-294-9715

North LA RC - Lancaster/Palmdale Office 1-661-945-9598

Frank D. Lanterman RC 1-213-252-5600

Westside RC 1-310-258-4063

Tri-Counties RC 1-805-351-9643

East LA RC 1-626-300-9171

San Gabriel Pomona RC (Parent's Place) 1-626-919-1091

South Central Regional Center 1-213-744-7000

Disability Rights California 1-800-776-5746

Down Syndrome (National Association) 1-630-325-9112

Down Syndrome Association of Los Angeles 1-818-786-0001

Information and Referral Help Line (Los Angeles County) 211 or 1-800-339-6993

Social Security Benefits 1-800-772-1213

Suicide Hotline 1-800-448-3000

WIC (Woman, Infant and Children) Program 1-888-942-9675