

Early Intervention Guidebook



We're creating a more equitable world so people with developmental disabilities can choose their path. We do this by reimagining how care and support can be better connected to fill gaps in human services across an individual's lifespan.





WELCOME

Welcome to the Easterseals Northern California Early Intervention Program. This handbook is provided to you as a resource, giving you information about your rights and responsibilities while receiving services from us and providing an overview of our program. We believe that the partnership between you and the Easterseals Northern California team is essential to meet the needs of your loved one.

OUR PURPOSE AND VALUES

At Easterseals Northern California (ESNorCal), we're creating a more equitable world so people with developmental disabilities or delays can choose their path. We do this by reimagining how care and support can be better connected to fill gaps in human services across an individual's lifespan.

Values shape the culture and define the character of Easterseals Northern California. Values guide how we, as an organization, behave and are the standards by which we make decisions. As an organization, our values are:

BOLD

**EQUITY-
INFORMED**

**COMMUNITY-
CENTERED**

**WELLBEING-
DRIVEN**



WHO IS A CAREGIVER?

We use the word "caregiver" for anyone who provides regular parenting and care to someone. For example, a caregiver might be a grandparent, aunt or legal guardian.

OUR PROMISE TO YOU

We will provide exceptional, individualized, family-centered services to empower children and adults with intellectual or developmental disabilities, and children who are at risk for developmental delays, to achieve their goals and live independent, fulfilling lives. Our services are voluntary and at any time you can refuse, decline or withdraw from them.

ANTI-DISCRIMINATION STATEMENT

Easterseals Northern California believes that everyone should be treated equally. We provide the same level of care to our families regardless of their race, gender expression, religion, national origin, sex, sexual orientation or any other factor that makes them uniquely themselves.



Set aside quiet time to review the handbook. The information in this handbook is important. Please take time to read all of the information.

DO YOU HAVE QUESTIONS?

If you have any questions, please contact a member of the supervision team. We want to make sure all families, caregivers and the community in a child's life understand how Easterseals Northern California can improve the lives of people with disabilities. Contact information can be found at the end of this handbook.

WHAT'S NEXT?

STEP 1: Review the contents of this handbook.

STEP 2: Review, sign, date and return the following forms.

- Consent to Services
- Receipt of this Early Intervention Handbook

IMPORTANT:

Throughout this handbook, you will see "Tip" sections. Tips offered in the handbook include helpful information and proven parenting strategies.

TABLE OF CONTENTS

Welcome 1

What's Next? 2

Our Child-Centered and Family-Involved Approach 4

An Introduction to Our Clinical Services 7

An Introduction to Early Intervention 11

Early Intervention Assessment & Treatment Plan Development 12

Your Child's Treatment Path with Esnorcal-Regional Center
as Funding Source 13

Your Child's Treatment Team 14

An In-Depth Look at Treatment Sessions 16

Safety Comes First..... 22

General Information 23

Your Rights and Responsibilities 24

Common Terms Used During Treatment Sessions 28



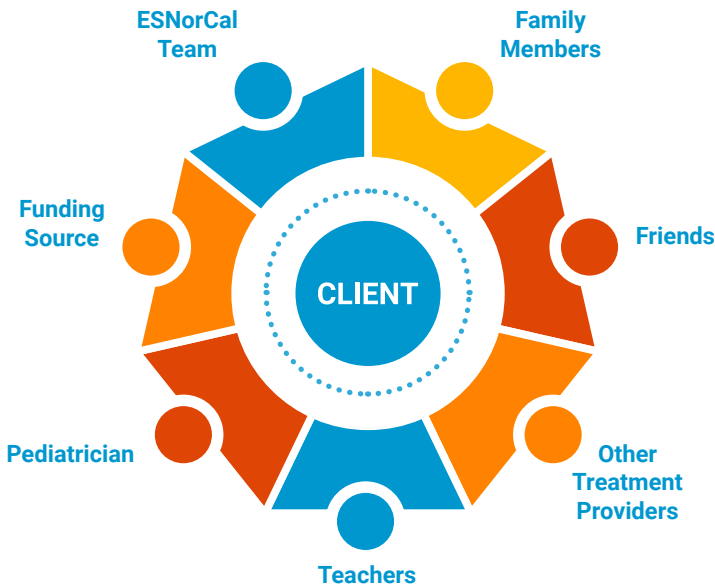
OUR CHILD-CENTERED AND FAMILY-INVOLVED APPROACH

We believe in a family-centered philosophy

Each family, child and caregiver is an important member of the treatment team.

You know your child best, so we try to recognize your knowledge and experience. This will help us reach better outcomes for your loved one.

In order for treatment to work well, caregivers and others who are close to the family need to participate in treatment.



All caregivers should understand all treatments. It is helpful for everyone involved in your child's care to understand all the treatments being delivered. If your child gets medical or educational services from several providers, let us know what other services are being received.

COLLABORATIVE APPROACH

How do we serve families better? We encourage practitioners from different professional disciplines to work together and share their skills. Through this collaboration, we are able to help families reach the goals that they desire. Besides input from the ESNorCal team, we may ask other professionals in a family's life, like a daycare provider or pediatrician, for their suggestions. Professionals, family members, friends and the child's family all share valuable information. We want to hear about the child from all the important people in their life.

CHILD'S VOICE

Every child has a voice. Our young children may not be able to say directly what they want and need. Others may communicate through their behavior, but not with words. No matter how a child expresses their wants and needs, we believe it is very important to listen to the child's voice. As a child goes through assessment and treatment, the ESNorCal treatment team will always listen to the child's voice.



tip

Don't go it alone! Join a caregiver support group online or in person. Reach out to friends, family or your religious community for support.

key terms

Responsible Adult

A person who is a guardian or any individual who is:

- 18 years old or older
- Capable of providing care for the child in the caregiver's absence
- Approved by the caregiver to provide care for the child in the caregiver's absence

Guardian

Someone who is authorized to make medical decisions for a child or on behalf of a child. This could be a caregiver. It may also be another person responsible for the child's medication decisions — like a grandparent or legal guardian.

SIBLINGS, FRIENDS AND PEERS

At ESNorCal we believe brothers and sisters, friends and peers also matter. We may involve siblings, friends and others who are important in a child's life in treatment. Our practitioners will ensure treatment sessions include appropriate people who will benefit the family. It is important for ESNorCal practitioners to be able to focus attention on the treatment of the child, family and caregiver. For that reason, a responsible adult must supervise the child's siblings and peers at each session.

INDIVIDUALIZED TREATMENT AND FAMILIES

We try hard to create a unique treatment plan to serve the needs of the family. Sessions are focused on not only improving the child's skills, but also on empowering the family and caregivers. We encourage families and caregivers to be active participants during the entire treatment process. This includes each and every session. Our evidence-based treatment is based on the Family Guided Routines Based Intervention model, which encourages families to address goals within their daily routines.



FAMILY COACHING

Practitioners who are assigned to the family's case will work with the child, family and caregivers. Caregivers are expected to fully participate in weekly sessions. Practitioners will offer training and coaching on how families and caregivers can work on treatment during and outside of sessions. Participation may include coaching on how to facilitate development by integrating strategies into the family's daily routine and strengthening the relationships between the child and caregiver.

AN INTRODUCTION TO OUR CLINICAL SERVICES



WHO IS EASTERSEALS NORTHERN CALIFORNIA?

Easterseals Northern California (ESNorCal) is an affiliate of Easterseals, Inc. We have proudly served thousands of individuals and families in many Northern California counties since 1927. Our services include behavioral health, early intervention, and adult day programming. All of ESNorCal's service lines have been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International for their quality.

WHAT FUNDING SOURCES DO WE ACCEPT?

ESNorCal partners with the California regional centers and other funding sources. Together with these partners, we provide treatment services.

For a complete list of services that we offer, please visit esnorcal.org.

key terms

Early Intervention

Early Intervention (EI) is a play-based, inter-disciplinary, and family-centered model for children aged 0-5 diagnosed with or showing signs or risk of a developmental delay.

Family

The family of a child who received necessary treatment services from ESNorCal.

Evidence-Based Therapies

Treatments that are:

- Shown to be effective
- Part of well-designed research

Funding Source

The organization that is responsible for some or all of the payment for services which are provided through ESNorCal.

WHAT IS THE NATURE OF THE SERVICES?

Everyone is unique. That's why families at ESNorCal receive services that are personalized and designed specially to meet their particular needs. A treatment team is assigned to each family. This team is responsible for creating each family's treatment plan.

ESNorCal teams include professionals called practitioners. These practitioners are specialists in working with individuals 0-5. The early intervention supervisor or program director is responsible for addressing your concerns or questions, and may occasionally visit a session.

Every practitioner at ESNorCal has advanced training and/or is certified according to the laws and regulations for providing early intervention services.

TYPES OF SERVICES

There are two types of early intervention services offered to Regional Center families that can be conducted in-person or virtually:

- Direct Infant Development Services 1 to 1
- Learning Focus Groups 1 to 3
- Eligibility Assessments
- Infant Massage

key terms

Early Intervention Supervisor

Oversees the practitioner/early interventionist.

Early Interventionist

Any individual who provides EI services to ESNorCal families.

Program Director

Oversees early intervention supervisors and the program as a whole.

Sessions

The time during which a family received services from ESNorCal.

Services

Any clinical service (direct or indirect) provided to families.



CAN I GET INTERPRETER SERVICES?

Yes! We work with your funding source to provide interpreter services.

PRACTITIONER BACKGROUND CHECK REQUIREMENTS

As a direct care services provider, we must take measures to ensure family safety. ESNorCal recognizes this fact. To work at ESNorCal, employees are fingerprinted, which is part of the guidelines of the California Department of Social Services. The U.S. Department of Justice will notify ESNorCal if any violations occur. This is in effect during the entire time that a practitioner has a job with ESNorCal. In addition, ESNorCal performs routine screening of all employees to ensure that new hires and existing employees are not on any state or federal exclusion lists.





EXCELLENCE AND HIGH STANDARDS

We are committed to excellence and high standards of clinical care for our families. Our clinical practitioners are experienced in working with children with delays or disabilities.

ESNorCal follows all laws and regulations required for each of our practitioners' positions. In addition, we require all practitioners to participate in ongoing training about:

- The latest research in the field
- Up-to-date treatment approaches
- Cultural awareness and understanding of the diverse populations that ESNorCal serves

Practitioners also receive direct training through supervision and observation during sessions. Further, our tuition reimbursement program affords practitioners the opportunity to attend additional training programs outside of ESNorCal-required training.

INNOVATION

One of our core values is innovation, or to try out new ways of working.

We do this in order to continuously improve our quality of care. We also do this so that our families will be satisfied. Throughout treatment we may ask you to use one of our apps. For example, we have smartphone and tablet apps. These apps can help you and your loved one who is receiving services stay informed about treatment.

ESNorCal believes that well-being is important for the whole family. Good well-being is associated with better mood and the ability to learn new things. A well-being scale will be administered at the beginning of treatment and every six months until discharge. These scales will help the practitioners identify ways to support the family to be successful throughout treatment with ESNorCal.

PHOTOGRAPHY AND VIDEO RECORDING

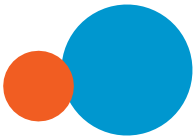
When it is possible, ESNorCal uses technology to raise the level of care that we offer to families. This means using video or photography during treatment – or both, if necessary. They are important tools to improve the quality of care. Video and photography enable practitioners to train and share information with families or caregivers. We strive to use every available and appropriate way to improve services and achieve treatment goals. Your consent to photograph and video record treatment is an important step to help us accomplish this goal. However, this is voluntary. You may decline to sign this consent or have the right to revoke consent at any time without impact on treatment, payment or eligibility for benefits. ***(Please see the form called Consent to Photography/Video Recording Authorization to Use/Disclose Photograph(s).)***

AN INTRODUCTION TO EARLY INTERVENTION

OUR SPECIALITY

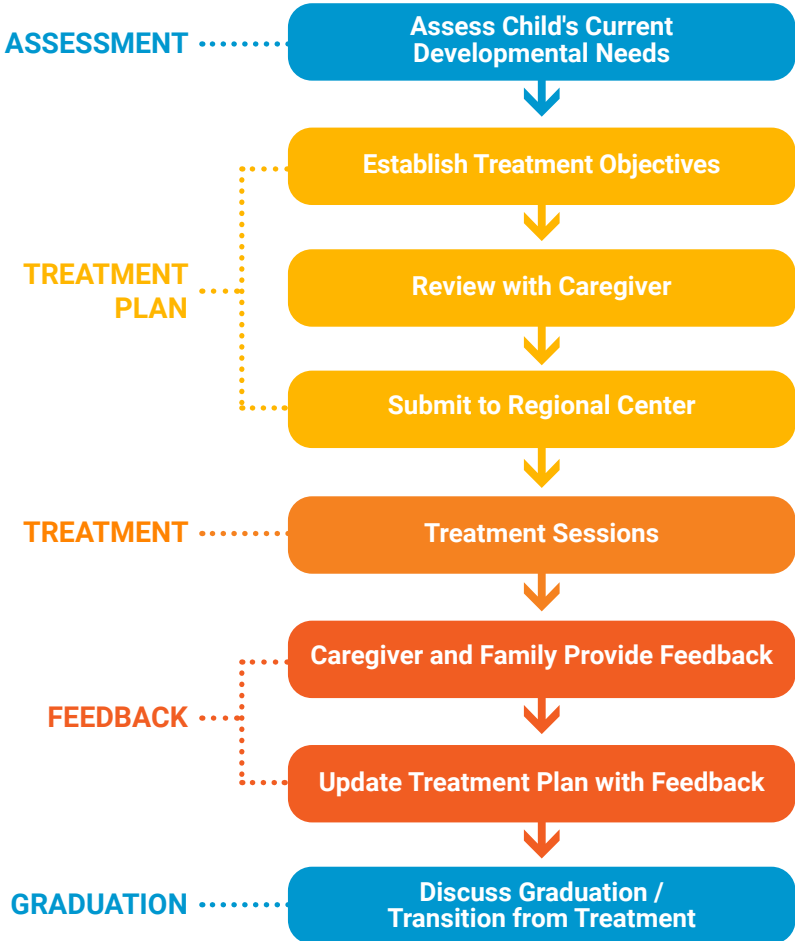
Our early intervention services offer a comprehensive, research-based treatment program for children from birth to five years of age diagnosed with or showing signs of developmental delay, or who may be considered high risk of having a developmental delay. We use a collaborative and family-centered model of early intervention providers. All services are provided in the child's natural environment, including the child's home, family daycare, childcare center, or other community-based site, including one of ESNorCal's clinical offices, when necessary and approved by the regional center coordinator.



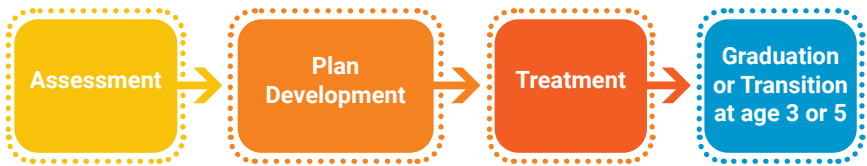


EARLY INTERVENTION ASSESSMENT & TREATMENT PLAN DEVELOPMENT

As part of your child's EI treatment plan, we will perform assessments over several appointments with you and your child in order to better understand their current medical needs. You are a very important part of this process and we will ask for your feedback about your child and their treatment plan, and also talk to you about when your child will graduate or transition from EI treatment.



YOUR CHILD'S TREATMENT PATH WITH ESNORCAL-REGIONAL CENTER AS FUNDING SOURCE



WHAT IS TREATMENT?

- Short-term opportunity to address needs outlined by the initial assessment
- Intended for gaining skills and resources that are needed in order to manage developmental delays in all domains (cognitive, language, motor, social or adaptive skills)
- An important time for families to build their skills
- Different for every family who comes to ESNorCal for treatment

TREATMENT

The first treatment period typically lasts until the child's 3rd or 5th birthday, when they are either moved to another program or discharged from ESNorCal treatment.

During treatment, the practitioner working with your child will follow the treatment plan developed during the assessment.

If you are concerned about the treatment plan at any time or if your child is not making progress, please talk directly with the early intervention supervisor or program director.

PROGRESS REPORTING

Every 6 months we monitor progress informally or through formal assessment measures. At this time, we look at how much progress your child has made. We will talk about when graduation from treatment or transition to another type of treatment may occur.

YOUR CHILD'S TREATMENT TEAM

ESNorCal uses a tiered Practitioner Treatment Team approach, an industry best practice. We encourage you to interact with all members of your child's treatment team.

YOUR CHILD'S PRACTITIONERS

Early Interventionist/Practitioner

- Provides direct treatment based on your child's treatment plan

Early Intervention Supervisor

- Supervises the clinical work
- Oversees all practitioners who are on the team

Program Director

- Supervises early intervention supervisors
- Oversees the early intervention program as a whole

ESNORCAL CLINICAL LEADERSHIP

- Oversees service delivery quality and manages employees
- Oversees program operations and clinical quality
- Oversees a region's office and services
- Provides clinical consultation for high needs cases
- Acts as an escalation point for any concerns or questions



DISCHARGE

Being discharged means leaving the program. Planning for the discharge process starts as soon as the family begins receiving services. A child graduates or is discharged when he or she reaches the age of three or five.

In some cases, however, we may need to discharge a family for other reasons, such as not following ESNorCal or funding source policies and requirements. We also may discharge or transfer to another vendor if treatment is not progressing as recommended. Discharge is not confirmed without funding source approval.

Here are some examples of why a family may be discharged for other reasons:

- Attends/participates in sessions inconsistently and/or cancels too many sessions
- Often arrives late to treatment sessions or leaves sessions early
- Is unresponsive to contact attempts (by phone, email, etc.)
- Does not provide needed documentation related to consent, custody or other issues that affect our ability to provide treatment
- Refuses clinically recommended treatment
- Tells ESNorCal that they do not want services anymore
- Moves to a home that is not in ESNorCal's or the funding source's coverage area, and can no longer access services provided within the coverage area

ESNorCal works with families and caregivers as much as possible to take care of any issues before any family is discharged. When it is possible and is recommended, ESNorCal may work with the regional center to connect a family to another vendor for treatment.



Understand the plan. Understanding the treatment plan is important for your child's success. Just ask us if you don't understand part of the plan. Your child's supervising team is here to help you understand your child's treatment plan.



AN IN-DEPTH LOOK AT TREATMENT SESSIONS

TREATMENT SESSIONS

A responsible adult over the age of 18 must be present at all sessions.

A responsible adult must take care of:

- Feeding
- Bathroom routines
- Monitoring the health and safety of the child
- Monitoring the health and safety of any peer or sibling under their supervision
- The child's safety during an emergency or crisis situation

IMPORTANT: RESPONSIBLE ADULT REQUIRED

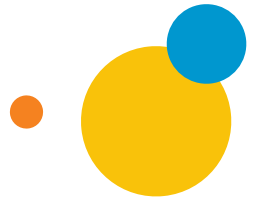
Your session will be cancelled if no responsible adult is present at any time during a session.

SCHEDULING A TREATMENT SESSION

We want the family to be satisfied. We will make every effort to work around the family's scheduling needs in the home, community, daycare, preschool, family homes, etc. However, because ESNorCal provides services to a large number of families, we can't always accommodate every scheduling preference. Please read our scheduling policy and let us know if you have any questions.



Keep phone numbers handy. Add the phone numbers for each of your child's supervising team members to your phone.



IN-BETWEEN SESSIONS

Your early intervention team will give you things to work on between sessions and throughout the treatment periods. Working on skills between sessions will make a big difference in your child's response to treatment.

Practice the skills your child is learning in treatment. Make them part of your child's everyday routine. For example, you can read picture books at home and have your child point to various pictures in the book if the treatment team is working on increasing your child's ability to identify objects.

IMPORTANT: PRACTICE, PRACTICE, PRACTICE!

Treatment is not a long-term solution but rather a short-term opportunity to obtain the skills and resources needed to increase progress in the areas of concern for your child. The more you help your child practice new skills, the more independent your child will become.

WORKING WITH YOUR CHILD BETWEEN SESSIONS

Set aside time to work on skills.

If you have other young children in the home, find someone who can watch them while you are interacting with your child receiving EI services.

Work in small amounts of time. Stop if you or your child get tired.

Take advantage of incidental opportunities. This is something that happens while you and your child are doing daily tasks. For example, perhaps your child is working on asking for items or requesting. If you know they want something, like a cookie, keep it just out of reach so they have the opportunity to ask for it when they want it.

Ask us if you run into a problem and aren't sure how to handle it! Your child's treatment team will help you find a solution that works for you and your child.



tip

Focus on the desired behavior. Explaining or trying to reason with an upset child is difficult. For many caregivers, this goes against how we would want to respond. For example, we tend to want to reason, explain and force. Instead, focus on the behavior you want to see. Simple prompts such as, "When you are calm, we will go to the park," can help.



TREATMENT SESSION SETTINGS AND LOCATIONS

One way that we can build a family's skills is to provide treatment services in the family's natural environment. ESNorCal may offer sessions at the family's home, community parks, daycare, preschool or family homes. When it is clinically appropriate and when it is safe and possible, we will hold sessions in community settings such as a park. The session location must be built into the family's treatment plan and align with the family's treatment goals.

TELEHEALTH

At times, ESNorCal provides services via telehealth in addition to in-person. Prior to engaging families in telehealth, a team member will provide instructions to the family on the equipment used in service delivery, including features, set-up, use, maintenance, safety considerations, infection control and troubleshooting. Further, if a family has questions about telehealth at ESNorCal, they can contact a member of the supervision team. If after normal operating hours, families and/or caregivers can expect a response within two business days.

TREATMENT SESSION SETTINGS AND ENVIRONMENT

We care about the safety of our families and staff. We reserve the right to evaluate any setting before approving it. We also reserve the right to re-evaluate to determine if the location is suitable at any time. The setting can be rejected at the sole discretion of the staff member if they feel an environment is unsafe, poses a health hazard or could subject the family or any staff member to any kind of harassment.

ESNorCal reserves the right to discontinue providing services in a home or in any other environment. In these cases, a supervisor or manager will directly address the problem with the family, caregivers or other responsible adult who can help resolve the safety issue.

SPECIAL COSTS

When a family or caregiver requests the participation of practitioners during a session in an activity or setting that is outside of the home or clinic, the family or caregiver is responsible for any cost required for the practitioner's participation (for example, a zoo or park entrance fee, etc.). This cost is to be paid at the time of the activity.

In addition, ESNorCal and practitioners are not financially responsible for any property damage incurred during the course of, or as a result of, treatment in the home or another setting.

TRANSITION TO SCHOOL SETTINGS

ESNorCal practitioners may participate in any IFSP meetings but not IEP meetings. The family or caregiver may request reports from ESNorCal to share with preschools or other programs when needed.

IMPORTANT: LIMITS ON ESNORCAL'S PRESENCE

Allowing a child to attend or participate in any particular setting such as preschool, daycare, school, lesson or class cannot be dependent on ESNorCal's presence at that location.

SCHEDULING

We understand how busy life can get at times. You can work with your early interventionist directly to identify if there is flexibility in their schedule. If you have any questions about our policies, contact earlyinterventionreferrals@esnocal.org and the director will reach out..

Availability: When your child is able to have services outside of any legally mandated activities, such as school.

Preference: Any preference for schedule times will be considered based on clinical needs and treatment plan recommendations.

Declined Hours: Any scheduled hours offered to meet authorized treatment hours that are not accepted by the family and caregiver due to preference will count as declined hours. Just because hours are declined once does not mean they have to be declined in the future. If you initially decline hours but later on can accept the declined hours, you may do so.

Session Times: Each EI session is 1 to 1.25 hours long.

Schedule Changes: Contact your early interventionist to reschedule or cancel ASAP.





CANCELLATION POLICY

Continued progress to achieve treatment goals is important to ESNorCal. Depending on your funding source, progress may also be a requirement to continue receiving funding for treatment. Frequent cancellations can have a negative effect on our ability to help a family make progress. We understand that either the family or ESNorCal may need to cancel sessions on occasion. For example, a session may need to be cancelled due to illness. However, when the number of cancellations, for any reason, interferes with the treatment progress, ESNorCal will make a reasonable effort to work with the family or caregivers to find the most appropriate solution. We may also consult with the funding source regarding ending treatment if the cancellations are excessive or if they interfere with the progress of treatment.

WHAT TO DO IF YOU HAVE TO CANCEL A TREATMENT SESSION

WHAT TO DO IF YOU HAVE TO CANCEL A TREATMENT SESSION

Follow these guidelines when cancelling a session:

- Provide as much notice as possible. Keep in mind that 24 hours or more is required.
- Provide details regarding the cancellation(s) – the number of sessions, dates, time and reason.
- When asking for a make-up session, refer to the guidelines for make-up sessions.



IMPORTANT: SCHEDULE CHANGES

Sometimes ESNorCal needs to make a schedule change. When this happens, the practitioner, scheduler and/or manager will contact the caregiver.

WHEN A PRACTITIONER CANCELS A TREATMENT SESSION

We want to ensure cancellations on the part of the practitioner don't affect family treatment in an adverse way. We encourage families and caregivers to notify the assigned supervisor or manager of any unplanned gaps in treatment sessions, including a practitioner's tardiness.

MAKE-UP SESSION GUIDELINES

All make-up sessions are subject to the expectations of your specific funding source as well as the availability of the practitioners.

For family-initiated cancellations, ESNorCal will offer a make-up session only if the required advance notice is provided and practitioners are available. Keep in mind that 24 hours or more advance notice is required.

For ESNorCal practitioner-initiated cancellations, ESNorCal will make every effort to provide a make-up session when possible.





SAFETY COMES FIRST

ENSURING THE SAFETY OF FAMILIES AND PRACTITIONERS

We want to ensure the health and safety of all of our families and practitioners. Therefore, it's important to follow all policies, laws and regulations related to health and safety, including our sick policy, to reduce health and safety risks during treatment.

SICK POLICY

Caregivers must notify the program if their loved one shows signs of illness, unless there is documentation provided by a medical provider stating that their loved one is well enough to attend sessions. Your loved one should be free of symptoms for 24 hours before resuming scheduled in-person sessions. In-person sessions should be cancelled if your loved one is sent home or stays home from school, child care or has signs of illness without a doctor's note. In-person sessions can be rescheduled for telehealth or take place another day when your loved one is symptom-free and no longer contagious.

If anyone else in the family or home is experiencing any signs of illness, we ask that a safe distance be maintained between the individual and ESNorCal staff to prevent transmission of any illness.

If your loved one or anyone in the loved one's home has a highly contagious disease, such as, but not limited to, COVID-19, Pink Eye, Strep, Impetigo (skin infection), or Hand-Foot-Mouth Disease, sessions must be cancelled. A note from a medical provider may be requested by ESNorCal prior to resuming services.

If anyone in the home has head lice, please let us know and cancel sessions until it can be treated and nit-free.

IMPORTANT: SICK POLICY

ESNorCal requires all families and practitioners to strictly abide by the terms of the sick policy. Sessions will transition to virtual sessions, be cancelled or be rescheduled if there is a risk of spreading illness and/or infection.



RESPONSE TO UNSAFE FAMILY BEHAVIOR

With input from caregivers, practitioners develop treatment goals. They may also provide coaching on how to respond to unsafe and unhealthy behavior in the most effective way. If more support is needed, we'll refer for alternate or additional services.

If family behavior escalates to a point that makes practitioners feel unsafe, ESNorCal encourages practitioners to remove themselves from any perceived danger. In the event a family is in immediate danger to themselves or others, ESNorCal staff will call 911.

TRANSPORTATION GUIDELINES

ESNorCal practitioners are responsible for their own transportation. Our practitioners can neither provide transportation to families and caregivers nor can they accept transportation from families and caregivers.

GENERAL INFORMATION

HOLIDAYS

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

In addition to the above holidays, the Early Intervention Program is closed for two business days per year for staff training. Holidays are subject to change and will be communicated in advance.



YOUR RIGHTS AND RESPONSIBILITIES

WE ARE COMMITTED TO PROTECTING THE RIGHTS OF OUR FAMILIES AT ALL TIMES.

YOU HAVE THE FOLLOWING RIGHTS

- To receive services in a manner free from abuse, retaliation, humiliation, neglect and financial or other exploitation.
- To receive services voluntarily and of your own free will.
- To receive services that are sensitive to age, gender, sexual orientation, race, cultural or religious preference, health status and physical ability.
- To receive information that allows families or caregivers or any guardian to make informed consent before starting services.
- To refuse services offered after being notified of the benefits, alternatives and consequences.
- To be an informed participant by receiving information regarding services in a reasonably prompt and confidential manner.
- To access information and records in sufficient time to facilitate decision making, as outlined in the Notice of Privacy Practices. Our Notice of Privacy Practices is maintained at all times on our website, www.esnorcal.org.
- To have your records protected as required by applicable privacy law, as described in our Notice of Privacy Practices.
- To receive relevant information regarding the individuals providing services, to the extent permitted by organizational policies and applicable privacy laws.
- To be provided on request, an accurate and current set of professional credentials of practitioners working with the family.
- To be provided with information on how to lodge complaints about professional practices of practitioners through the applicable professional licensing/credential board.
- To be provided with access to or referral to self-help support services, advocacy services, and legal entities for appropriate representation, when applicable.
- To file a complaint without fear of retaliation or the imposition of any barrier to service.



PARTICIPATION IN LEGAL MATTERS

Sometimes families who come to ESNorCal for services are involved in legal matters such as divorce. While we understand that these situations can be stressful for families and caregivers, it is important to know that we will remain neutral and not participate in any legal matters or disputes, including those involving families, unless required by law.

MANDATED REPORTING LAWS IN CALIFORNIA

Child Abuse and Neglect Reporting Act (CANRA) requires any ESNorCal practitioner to report any suspected abuse or neglect of any child. This could include a client's siblings.

Elder Abuse and Dependent Adult Civil Protection Act requires any ESNorCal practitioner to report any suspected abuse or neglect of a dependent adult.

A dependent adult is anyone who, because of their physical or mental limitations, cannot care for themselves. This includes some adults with autism spectrum disorder (ASD).

CONSENT TO SERVICES

Obtaining valid, informed consent for services is a necessary step in providing services to our families. Families and caregivers must provide written consent for the services prior to receiving them, which is valid until the child ages out of services, moves from our geographical service location or the Individual Family Service Plan (IFSP) team determines services are no longer needed.

Because obtaining accurate and complete documentation is essential to starting and/or continuing services, it is the responsibility of the caregiver to:

- Provide current, accurate information and/or documentation.
- Notify ESNorCal about any custody or decision-making authority issues.
- Update ESNorCal with relevant information if it changes.
- Young children are not able to make their own treatment decisions. Under California law, family and/or other caregiver participation becomes part of all treatment plans. In addition, depending on the funding source of treatment, family or caregiver participation may be required for continued funding.



JOINT CUSTODY/DECISION-MAKING AUTHORITY

In cases involving joint custody and decision-making authority of a child, ESNorCal will assume either party with joint custody has independent authority to make medical decisions for the child and will primarily rely on the consent of the caregiver referring the child for treatment.

We will not suspend services due to the inability to contact a party holding joint custody. However, if ESNorCal is informed or otherwise reasonably believes that there is a disagreement related to medical decision-making between parties with joint medical decision-making authority, ESNorCal may suspend services for the party until the disagreements are resolved. ESNorCal may, in its sole discretion, require the caregiver or any other party who asserts joint decision-making authority to provide a certified copy of the document that establishes that party's decision-making authority, such as a court order regarding joint legal custody.

HOW TO AUTHORIZE ESNORCAL TO SHARE PROTECTED HEALTH INFORMATION (PHI) AND REQUEST RECORDS

It's our policy to only send records to families or caregivers unless we are authorized to send to other parties.

TO GET AUTHORIZATION FORMS:

Ask your EI treatment team via email, phone call or postal mail.

Families or caregivers may authorize ESNorCal to share PHI with an individual or entity by completing the Authorization to Disclose PHI Form.

Families or caregivers may fill out a request to obtain a copy of the child's records by completing the Authorization to Release Form.

Families or caregivers may revoke an authorization to disclose PHI except:

1. To the extent that we have already acted in reliance on the authorization, or
2. If (a) the authorization was obtained as a condition of obtaining insurance coverage and (b) other law provides the insurer with the right to contest a claim under the policy or the policy itself.

FILING A COMPLAINT OR GRIEVANCE

Families or caregivers may file a complaint at any time without fear of retaliation. When we receive a complaint, our staff works to remedy the concern and prevent an issue from happening again.

STEPS TO FOLLOW IF YOU HAVE A COMPLAINT OR GRIEVANCE

STEP
1

Ask to meet with a member of your loved one's supervising team to discuss your concerns. Usually this is the only step you need to take. We are committed to resolving issues quickly. If you are not satisfied after meeting with a supervisor or manager, please move on to the second step below.

STEP
2

If the discussion with a supervisor or manager does not resolve the issue, **talk to your Program Director or a member of ESNorCal's clinical leadership team** by emailing them at earlyinterventionreferrals@esnorcal.org.

STEP
3

If the issue is not resolved by the clinical leadership team, contact our Quality Department at Quality@catalight.org to **file a complaint or grievance**. You may also bypass steps 1 and 2 above and file a grievance at any time. Our Quality Department will work with you, your treatment team, and our leadership to resolve the issue in an unbiased and ethical manner.

You may also contact the Compliance Help Line at 1-833-44-PROTECT to report any concerns.

CALIFORNIA CONSUMER PRIVACY ACT DISCLOSURE

The California Consumer Privacy Act ("CCPA") creates privacy rights relating to the collection, sale, disclosure and deletion of consumers' personal information. The CCPA requires businesses to provide consumers, including job applicants and employees, with information about their rights, including a description of the categories of personal information to be collected and the purpose for which the information will be used. Our website provides information about the categories of information we collect and your rights as a California resident.



COMMON TERMS USED DURING TREATMENT SESSIONS

The following are definitions of commonly used terms found in this handbook.

ASSESSMENTS: Every six months, a development assessment will be administered by the early interventionist in order to monitor the child's progress and current developmental levels.

AVAILABILITY: When the family is able to have services.

CAREGIVER: A child's parent, guardian or legal representative.

CHILD: An individual who receives treatment services from ESNorCal.

EARLY INTERVENTION: The ESNorCal Early Intervention Program provides services to infants and toddlers (birth to age 5) with developmental delays or who are at risk for delay.

Early interventionists monitor a young child's developmental milestones and support the family and caregivers in providing developmentally appropriate activities, materials and environments to best support the child's overall development and well-being.


EVIDENCE-BASED THERAPIES: Treatments that are a) based on well-designed research and b) that have shown to be effective.

PRACTITIONER: Any professional who provides services to ESNorCal families.

PREFERENCE: Any preference for schedule times. These will be considered based on clinical needs and treatment plan recommendations.

REGIONAL CENTER: Early intervention services are funded through the local regional center. ESNorCal contracts with the regional centers to provide in-home services for all eligible families.

RESPONSIBLE ADULT: A person, other than the caregiver(s), who is: (1) 18 years of age or older; (2) capable of providing care for the child in the caregiver's absence; and (3) approved by the caregiver(s) to provide care for the child in the caregiver's absence.



SCHEDULE CHANGES: ESNorCal will periodically give you the opportunity to update your schedule preferences and availability.

SERVICES: Any clinical service (direct or indirect) provided to families.

SESSIONS: The scheduled time during which a family receives direct services from ESNorCal.

SESSION NOTE: At each session, practitioners will complete a session note and either leave the completed note with the family or email the completed session note at the end of the day.

SESSION TIMES: Schedules will be offered based on regions. Practitioners will work with the families to find a time that works best for the family and practitioner.





esnorcal.org



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HOURS

M-F 9:00am – 5:00pm

(Clinical hours may vary
by office and service)

*Easterseals Northern
California has been
awarded the highest level
of accreditation by CARF
International for its Early
intervention program.*



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