



## Frequently Asked Questions About Chesapeake Early Intervention Services

### Infant & Toddler Connection of Chesapeake

A division of Chesapeake Integrated Behavioral Healthcare

#### **Is the Infant & Toddler Connection of Chesapeake (ITCC) continuing to take referrals for early intervention services during COVID-19 pandemic?**

*Yes, our Program continues to accept referrals via telephone (757) 547-8929 or via fax (757) 547-3477.*

#### **When will I hear from someone regarding my child's referral status during this pandemic?**

*You should hear by telephone from our Central Point of Entry staff person or other designated ITCC staff person within 5 business days of making a referral to our local early intervention program.*

#### **How will an intake visit be completed with ITCC staff during COVID-19 pandemic?**

*ITCC staff will offer newly referred families the option of completing an intake visit via videoconferencing and ITCC staff will be able to accept a parent or guardian's verbal consent to complete early intervention paperwork and consent forms. If a family does not wish to proceed with videoconferencing at this time, ITCC can arrange to contact the family as soon as home visits resume.*

#### **How do I contact my Service Coordinator?**

*Please call or text your service coordinator at their designated City cell # previously provided to you, or please call (757) 547-8929 and one of our ITCC staff will assist you to make the connection to your service coordinator.*

#### **The EI Service Coordinator completed an intake visit with me and my child before "stay at home" mandates went into effect. Now, when will my child be assessed by the early intervention team?**

*ITCC supervisor and staff are working on establishing a protocol to be able to offer families assessments through video conference on laptop, computer or smart phone. This is optional! Families may choose to wait until the EI Team can complete a face to face assessment with parent(s) and child in families' homes after the COVID-19 pandemic abates and personal visits can resume.*

#### **How will my child receive ongoing early intervention services with his or her therapist during the pandemic?**

*Your child's early intervention therapist and/or developmental specialist has the capability to provide telehealth visits to you and your child during the COVID-19 pandemic. Families may choose to have telehealth visits during this time period with their therapy providers or they may choose to put services on temporary hold during the pandemic. This will not jeopardize a child's enrolled status with the local early intervention system. Your child's service coordinator will continue to contact you at least monthly to check in on your family's status. Please do not hesitate to let your service coordinator and early intervention developmental service provider know how we can best provide services to you and your child during this stressful time. We are all just a phone call, text message or videoconference away!*