



Guidelines for Services

As you and your child begin receiving services with the staff of the First EI Program, please review the guidelines that we have developed that will ensure a positive working relationship between you and the Program:

The staff of the First Early Intervention Program will:

- Be on time for all appointments or call if going to be later than 10 minutes after scheduled appointment;
- Will return all calls within 48 hours when working;
- Clean hands before working with your child by using hand gel or soap and water;
- Adhere to the sick and non-smoking policies;
- Will dress appropriately and safely for working with your child;
- Will call to cancel when necessary; and
- Clean toys prior to use with your child.

We ask the families receiving Early Intervention services to:

- Provide a safe environment to interact with your child;
- Participate in sessions so that you can carryover suggestions and have questions answered regarding your child's development;
- Provide a place to park and have clear access to your home;
- Adhere to sick and non-smoking policies;
- Remove your pets from the treatment area;
- Call to cancel as soon as you know you will not be able to attend session; and
- Return phone call as quickly as possible.