



Dear parents of _____

Following your recent IFSP meeting, FRA was assigned as the agency to provide services for your child and family. We are looking forward to partnering with you to encourage your child's development in his or her areas of need.

The Practitioner (s) listed below will contact you directly, if they have not done so already to schedule the following services for your child

Practitioners Name	Discipline	Phone number
Practitioners Name	Discipline	Phone number
Practitioners Name	Discipline	Phone number
Practitioners Name	Discipline	Phone number
Practitioners Name	Discipline	Phone number

Please read this information and keep it handy for future reference. You can also find this on our website at www.frainc.org under Services & Programs, click on Our Children's Services and on the left click "Early Intervention Welcome Packet"

- Facts and Information about FRA
- FRA Policies regarding Scheduling Appointments, Cancellations and Make-ups
- FRA Conflict Resolution Procedures
- FRA Health Guidelines

Please do not hesitate to call if we can be of further assistance. You can reach me, the early intervention coordinator, at 732-747-5310 ext 115, or Sue Levine, the Early Intervention Administrator and Social Worker at ext 117.

Again, we look forward to working with you!
Sincerely,

Vicky Butler - Early Intervention Coordinator

ALL ABOUT FRA AND EARLY INTERVENTION SERVICES

- Founded in 1979, Family Resource Associates (FRA) is a private, non-profit agency located in Red Bank, helping children, adolescents and people of all ages with developmental delays and disabilities to reach their fullest potential.
- FRA maintains a fine staff of over 40 highly qualified, caring professionals who are fully licensed and meet the highest standards for their professions. The early intervention staff includes speech, physical, and occupational therapists, a social worker, early childhood special educators, and behavior specialists.
- Our early intervention program provides home and community based services to nearly 200 children in Monmouth County each week.
- Our early intervention professionals are specialists with extensive training and experience with children aged birth to 3. Their goal is to teach you, the parent or caregiver, so you can teach your child through everyday experiences and activities.
- Among our early intervention therapists, we also have specialists who work with children with hearing loss. They are skilled with children with cochlear implants, and utilize various strategies to promote the development of speech.
- The experienced therapists in our early intervention program also provide services to children with a diagnosis on the autism spectrum, using strategies designed specifically to enhance the skills of these little ones. All of our autism therapists have received specialized training.
- In addition to providing home-based early intervention for infants, FRA also provides therapeutic recreation programs including a specialized Gymboree class for children aged birth to 3.
- Because FRA is committed to supporting the entire family, parent and sibling support groups are also available for families with children with learning or behavioral challenges of any age.
- Our goal is to maximize every child's learning potential by working hand in hand with parents to educate and teach new skills.



Important information about your child's Early Intervention Services

- Agency conflict resolution procedures
- FRA health guidelines
- FRA policies regarding scheduling of appointments, cancellations & make ups
- FRA holiday schedule
- FRA inclement weather notice

These materials are also available on our website at

www.frainc.org

210 Newman Springs Road, Red Bank, NJ 07701

732-747-5310

www.frainc.org



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GUIDELINES FOR CHILDREN WHO MAY BE SICK

Taken from Family Resource Associates, Inc.
Program Policies and Procedures

Please cancel your child's therapy services if he/she has these symptoms:

1. Any known communicable disease – covid, RSV, chicken pox, measles, mumps, strep throat, conjunctivitis (pink eye), coxsackie virus, fifth's disease and all other flu-like symptoms and viruses
2. Fever over 100.4° F rectally, 100° F orally, or 99.6° axillary. Individual should be fever free, without the use of fever reducing medications for at least 24 hours before resuming services
3. Diarrhea – This means more than one abnormally loose stool. If a child has just one loose stool, he may have diarrhea. Observe for additional loose stools or other symptoms. Individual should be symptom free for at least 24 hours
4. Severe coughing – high pitched croupy or whooping sounds after coughs
5. Excessive drainage from nose – purulent (greenish color), runny nose, (unless diagnosed as allergy – please provide a note from the doctor for your child's records)
6. Conjunctivitis (pink eye) - redness of eyelid lining, irritation, tears, followed by swelling and discharge of pus
7. Unusual spots or rashes
8. Sore throats or trouble swallowing
9. Infected skin patches crusty, bright yellow, dry or gummy areas of skin
10. Vomiting – no vomiting for 24 hours from your child or any family member. Individual should be symptom free for at least 24 hours.
11. Difficult or rapid breathing
12. Yellowish skin or eyes – except when yellow skin is caused by child eating many yellow or orange vegetables
13. Headache and stiff neck
14. Gray or yellow stool from individual or family member
15. Unusual behavior: cranky or less active than usual; excessive crying, individual is in general discomfort or just seems unwell
16. Loss of appetite - persistent
17. Severe itching of body or scalp
18. Unusually dark, tea colored urine

If you or any family members have any of these symptoms: **Do not have a practitioner come for a scheduled home visit.** Please cancel the session if **you or another family member is contagious.** Alternatively, the service may be able to be provided via telehealth.

If you have any questions, please call FRA at (732) 747-5310 ext. 115 or 117

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FRA PROGRAM POLICIES AND PROCEDURES
EARLY CHILDHOOD DEVELOPMENT PROGRAM
IV. DELIVERY OF QUALITY DIRECT SERVICES
A. Procedural Safeguards

AGENCY CONFLICT RESOLUTION PROCEDURES

At FRA, we pride ourselves on providing quality services to our families. We hope that you will continue to be satisfied and comfortable with the services you receive here. Your satisfaction is important to us!

If you are at any time concerned about your services through FRA, please refer to the agency conflict resolution procedures below. Please be assured that your concerns will be kept confidential and will in no way jeopardize the services you receive through the early intervention system at FRA.

The steps to take for conflict resolution are as follows:

- a. Discuss the problem with the practitioner servicing your family.
- b. If you are uncomfortable speaking to the practitioner or if the problem is not resolved, contact our agency social worker and program supervisor, Sue Levine, at 732-747-5310 ext 117.
- c. If unresolved, contact the Executive Director, Nancy Phalanukorn, at 732-747-5310 ext 112.
- d. If unresolved, discuss with the Board of Trustees Chairperson, to be addressed at a special meeting regarding your conflict.
- e. You may also contact your service coordinator at Special Child Health Services at any time (main number is 732-224-6950) who can call the agency on your behalf to present your concerns and assist with the resolution of the problem.
- f. If still unresolved, please refer to the State's *Family Rights in Early Intervention Services* packet which you received upon entrance into the early intervention system. These can be viewed on the web at www.thefamilymatterswebsite.org and by scrolling down to NJEIS PROCEDURAL SAFEGUARDS DOCUMENTS and by clicking on "Family Rights Handbook". Our Mid-Jersey Regional Early Intervention Collaborative provides technical assistance to families and Early Intervention programs, and ensures the protection of the families rights. The Mid-Jersey R.E.I.C. can be reached at 732-937-5437 and the Procedural Safeguards Office can be contacted at 877-258-6585

Should you have billing questions for infant program services, please contact your service coordinator at Special Child Health Services or the billing company, PCG, at 1-844-378-2936.

We hope the above information clarifies our procedures. If you have any further questions, please feel free to contact the office.

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VI. SERVICE DELIVERY FOR THE INFANT INTERVENTION PROGRAM

A. SCHEDULING / CANCELLATIONS

FRA shall ensure that our service delivery will be implemented as identified in the child's IFSP, to the best of our ability, following the NJ EIS Policies and Procedures 14 and 16 and the FRA agency policies below. FRA respects and values each member of the team for their time and dedication as well as the family's dedication to serving/helping the child and family.

Families will be provided with an annual calendar of scheduled closings including holidays, in-service trainings and other planned closings.

1. Cancellations By Practitioners

- a. If the therapist cannot keep a scheduled appointment, the family should be given a minimum of 24 hours' notice of the cancellation unless prevented by an emergency.
- b. FRA practitioners have accrued paid sick time. In the case of illness, therapists shall give families as much notice as possible to cancel the appointment.
- c. The annual holiday calendar shall be shared with families upon enrollment and annually thereafter via access to the agency website. Scheduled holidays do not need to be made up when the family is apprised in advance.
- d. EIPs/practitioners must offer a "make-up" early intervention service to a family when the missed service is the result of a system reason, including practitioner cancellations.
- e. The EIP/practitioner is responsible to provide the "make-up" service prior to the end of the currently authorized IFSP.
- f. A parent may decline some or all of make-up services. Once declined, a make-up service is not required to be provided by the NJEIS system. The decline by the parent must be put into log notes.
- g. When the make-up takes place, the practitioner should document in the progress note in the EIMS the date of the missed session for which this is a makeup. Cancellations must be entered into the EIMS and the reason for the missed session.

Chronic cancellations occur when 20% or more of the planned sessions are cancelled by the assigned practitioner within 3 months. The practitioner is responsible for contacting the EI administrator to provide documentation for their cancellations and their plans to make up the missed services. (See Policy 14 IV 1, V, VI, VII)

2. Cancellations by Families

- a. Parents must call/text to cancel any scheduled practitioner when their child is ill (or if there is significant illness in the home), especially with any communicable illness. Phone calls/texts should be made the evening before or in the early morning, between 7:00 - 8:00 a.m., via therapists' cell phones. If unable to reach the scheduled provider, parents may call the office as soon as possible. Home-based appointments can be kept at the discretion of the provider after discussion of the specific health issue. Center-based appointments, especially in groups, are to be canceled so as not to infect others.
- b. While we are not required to make up a session cancelled by the parent/guardian due to the child's illness or family vacation, a service missed due to an extreme weather event, a last-minute family cancellation within 3 hours, or a State, federal or religious holiday, practitioners can do so but they should occur within 14 calendar days of the date of cancellation (State Policy 14 IV)
- c. Practitioners must fully document the reasons for the cancellation by the family in the EIMS service log marked family cancel, or in contact log including information on who cancelled, the reason for the cancellation, date of missed service and communication with the parent regarding the cancellation and attempts to make up the service . (State Policy 14 V)
- d. Chronic cancellations by families is a reason to hold a periodic IFSP review with the parent.

2. Scheduling Makeups

- a. It is critical to attend to the end dates of the IFSP and the authorization period to schedule make up sessions. There is no flexibility to schedule make-up sessions beyond the authorization period as we cannot bill for these services after these dates unless the Procedural Safeguards Office (PSO) has evaluated the situation and provided authorization to do so. (State Policy 14 II F, III C)

3. Frequent Cancellations by Families

- a. Appointments that are frequently missed will be reported to the Program Director who will contact SCHS/SC in an effort to determine any conditions that may warrant further attention, or a change in services or a change in therapists.
- b. A parent is considered to have reached chronic cancellation status when planned IFSP services are cancelled 50% or more of the time over 3 months (12 consecutive weeks), with or without advanced notice to the practitioner and/or their assigned EIP. Practitioners must document contacts with the family and reasons for cancellations. (NJEIS Policy 14 VIII)

- c. Families who have frequently missed appointments, will be contacted by mail by SCHS/SC if neither SCHS nor the practitioners are able to reach the family after three documented attempts by phone. Services will not be restarted until there is clarification as to the problem and any resolution so that the family can maintain regular appointments.
- d. The service coordinator is responsible to schedule an IFSP meeting to review the IFSP and update the family's concerns, priorities, and routines and to collaboratively plan solutions for those barriers limiting the family's participation in the planned IFSP services.
- e. Once the problem is resolved and approval given to reactivate services, the provider is to phone the family in advance to confirm the appointment before going to the home by calling the family directly and/or checking in with the office if there is no response by phone.
- f. The EIP may not terminate their status as the EIP of record nor return the child and their services to the Statewide Broadcast System prior to an IFSP meeting to address the needs of child and parent. (NJEIS Policy 14 VII 8)

4. Punctuality of Practitioners

- a. Therapists will always attempt to maintain a punctual schedule. We appreciate your help in maintaining our schedule by not delaying our departure.
- b. Due to extenuating circumstances or unexpected traveling conditions, **a half hour leeway** must be allowed for staff arrival. However, therapists will also contact families as soon as possible to inform them of the delay. All attempts will be made to contact families if a later time needs to be scheduled.
- c. Parents should not schedule other appointments too close to the end of the session, if possible and should inform the therapist in advance of any closely scheduled appointment to assure the full session, or for them to make other arrangements if necessary.

5. Inclement Weather

- a. Cancellations may occur due to bad weather affecting the driving conditions for home-based services. Therapists will contact families individually to determine if it is possible to maintain appointments on an individual basis.

For the protection of our staff, appointments are to be kept as long as the following safety standards are met:

- i. The storm is not intensifying
 - ii. The roadways are passable to the families' home including main roads and side streets in their neighborhood.
 - iii. The driveway/walkway into the home is passable, clear from ice and debris and poses no obvious potential hazard.
 - iv. The home must have a safe and clear access into the home, including sidewalks and stairs or an alternative is provided, such as using the garage entry that is clear and safe to walk through.
- b. Rescheduling the appointment will be worked out between the family and therapist. However, if the home is not passable and safe forcing the provider to cancel, that session may not be made up. Telehealth can be provided as an option if the family is in agreement.
- c. In cases of storms- or situations that have been determined to be "A State of Emergency", it is expected that all therapists will cancel face to face sessions (marked as therapist cancel in EIMS) and will be off the roads and not conducting any business for FRA.



Inclement Weather Notice

You will be contacted by your FRA therapist for **Cancellations** or **delayed services** due to severe weather, snow days, etc.

Home visits will be cancelled and made up as discussed with your home therapist.

A safety request

You must provide a **clear pathway** to your door or garage **for our therapists visiting your home** to avoid injury, etc. If your home and/or street remain impassable, appointments will be cancelled until conditions improve.

Please refer to your copy of the *"FRA Policies Regarding Scheduling of Appointments, Cancellations and Make Ups"* for further information.

Thank you.

www.FRAinc.org





What to expect during an early intervention visit:

Early Intervention providers use coaching during visits to help parents and other caregivers interact with their child in ways that support learning and development.

- At the beginning of the visit, you and your provider will talk about what you tried with your child since the last visit - what did and didn't work. Tell your provider about anything new since the last visit. Talk about what you want to focus on during today's visit.
- Your provider joins in what you and your child are already doing when he or she arrives, or you may begin an activity you have chosen to focus on during this visit. Your provider observes how you and your child play and interact during your daily routines and activities, shows you a strategy to use, then asks you to try it.
- Your provider helps you practice new ways to help your child meet his/her goals and you talk about how to include the strategies in your daily routines. Between visits, you can put into action strategies you came up with together.
- You and your provider discuss the activities and strategies practiced during the visit – what went well, what didn't, and what you can do the next time.
- Your provider shares information with you and helps you figure out what strategies will best help your child meet his/her goals.
- At the end of the visit, you and your provider create a plan of what you want to try with your child between visits and you schedule your next visit. Visits can be scheduled in your home or other community locations.

We would like to thank the Infant & Toddler Connection of Virginia for allowing us to use their materials





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PARENT PACKET CHECK LIST

Childs name (Please print)

I have been given a copy of the "Welcome Letter from FRA" with my Practitioner(s) contact information along with the following paperwork from FRA.

_____ All About FRA _____ Agency Conflict Resolution Procedures
_____ Guidelines for children who may be sick

Service Delivery For The Infant Intervention Program which includes:

_____ Missed services policy _____ Punctuality of Practitioners
_____ Inclement Weather _____ Holiday Schedule

Parent/Caregiver (Please print) _____ Date

Parent/Caregiver Signature

Practitioner Name (Please print) _____ Date

Practitioner Signature

*If you would like to opt out of receiving program information from FRA via email please initial here. _____