

## POLICIES AND PROCEDURES

Subject: Practitioner and Family Sick Policy

Responsible Party: Independent Contractors/Staff



### Purpose

To define when Innovative Interventions independent contractors, staff and families we serve need to cancel direct service sessions due to illness and to identify when “rescheduled sessions” and “make-up sessions” are applicable.

### Policy

- A. Families will be made aware of the Innovative Interventions: Practitioner and Family Sick Policy as described in the Innovative Interventions Welcome Packet and the First Visit Checklist completed by family and practitioner.
- B. Practitioners will inform families as soon as possible if they are experiencing symptoms of significant illness as described in the procedures below.
- C. Families will contact their practitioners to cancel sessions as soon as they, or their child, is displaying symptoms of illness as described in the procedures below.
- D. NJEIS – 14: Rescheduling, Make-Up or Compensation for Missed/Disrupted Early Intervention Services will be used to determine if services will be “rescheduled”, “Made-Up” or will require “Compensatory Services” per the authorization of the Procedural Safeguards Office (PSO).

## II. Procedures

- A. Families will be made aware of the Innovative Interventions: Practitioner and Family Sick Policy
  - 1. Families will receive the Innovative Interventions: Practitioner and Family Sick/Cancellation information as part of the Welcome Packet sent to families upon start of NJEIS services with Innovative Interventions.
  - 2. At the practitioners first visit with the family, as part of the *First Visit Checklist*, the practitioner will review this policy, specifically, the symptoms of illness that require cancellation of sessions.
  - 3. A parent signature will be obtained on the *First Visit Checklist: Acknowledgement of Receipt* after all points are reviewed and the family has opportunity to ask questions.
- B. Practitioners and families will notify the other entity as soon as possible, that an upcoming session will be canceled due to illness
  - 1. Practitioners will call, text, or email families as soon as they are aware that a session needs to be cancelled due to having symptoms of significant illness.
  - 2. Practitioners will document the missed session on the NJEIS Service Encounter Verification Log, using Service Status 2 – Practitioner Missed/ Canceled, noting ‘cancelled due to practitioner illness’.
  - 3. Practitioners will also document the missed session in the Early Intervention Electronic Management System (EIMS).

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4. Families should call, text, email practitioners as soon as a family member or child is displaying symptoms of significant illness.
  5. Practitioners will document the missed session on the NJEIS Service Encounter Verification Log, using Service Status 3 – Family Missed/ Canceled, noting ‘cancelled due to family/ child illness’.
  6. Practitioners will also document the cancelled session in the EIMS system.
- C.** Rescheduled or Make-up sessions for services/ sessions missed due to illness will be offered within the description of NJEIS – 14: Rescheduling, Make-Up or Compensation for Missed/Disrupted Early Intervention Services
1. If a family cancels services from an assigned NJEIS EIP provider agency and/or EIP practitioner the family and the practitioner will attempt to “reschedule” that session within the weekly, bi-weekly or monthly authorized service period.
  2. If the session is unable to be rescheduled in that period, the family is not entitled to any further “make-up” or compensation of service for that session. Once that weekly period (Sunday to Saturday) has expired, the practitioner is not required to complete a “make up” session for a family cancellation. The practitioner must document any communications with the parents regarding attempts to reschedule the service.
  3. If an EIP provider agency or EIP practitioner cancels or fails to provide a service in accordance with a current IFSP, or if there is a system delay, the agency must offer the family the opportunity to receive “make-up” sessions per Policy 14.
  4. Any “make-up” for a missed/disrupted service must be provided within the IFSP authorization effective dates and in accordance with the agreed upon length for the service in the IFSP.
  5. If a child shows any symptoms of significant illness, as described below, or is unable to participate in the family’s routine or the demands of a typical early intervention session due to illness, the session may be stopped and documented as ‘session canceled due to child illness’.
  6. Practitioners, families, and children that are ill will expose other children and families that they come in contact with to the illness. Some of the children seen through NJEIS have a compromised immune system and are at high risk for illness and infection
  7. Standard Precautions will be used by the Innovation Interventions practitioners as needed, to reduce the risk of passing illness and infection. Below are some examples of recommended practices:
    - a) Hand hygiene – hand washing at the beginning and throughout the session or use of hand sanitizer
    - b) Gloves – may be worn when a child has a diagnosis that compromises their immune system, or when a practitioner is concerned with that they will be in contact with body fluids, secretions, mucous membranes, or non- intact skin

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c) Expectation of cough etiquette – practitioners and families will cover their nose/ mouth when sneezing with a tissue or at minimum, the elbow of their sleeve

d) Environmental cleaning – routine cleaning of materials, toys, and surfaces by the practitioner and the family to ensure play areas are free from contaminants

**8.** Symptoms of Significant Illness:

- Fever: defined as having a temperature of 100° or higher if taken under the arm or 101° taken orally
- Fever and sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion
- Diarrhea: runny, watery stools or 2 or more loose stools within 4 hours
- Vomiting that is caused by gastroenteritis
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing
- Runny nose (other than clear), draining eyes or ears
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm, chicken pox, etc.

**9.** NJEIS services will not resume until 24 hours after the condition has returned to normal. Sessions may resume 24-48 hours after the first dose of an antibiotic

**10.** Sessions do not need to be canceled due to allergy related symptoms and non-communicable illnesses

**11.** Families may be required to provide documentation from the child's medical provider that the child's symptoms are not contagious and/ or that services can resume

### III. Related Policies/ Procedures/Documents

NJEIS – 14: [Rescheduling, Make-Up or Compensation for Missed/Disrupted Early Intervention Services](#)

Innovative Interventions: [First Visit Checklist](#)

Innovative Interventions: [First Visit Checklist – Acknowledgement of Receipt](#)