



# C.H.T.Services,Inc.

2901 Campus Road, Brooklyn, NY 11210  
**Phone:** (718)874-6226 Ext. 101. **Fax:** (718)74-0041  
**www:** chtservices.com

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Child's Name:

\_\_\_\_\_  
EI#:

\_\_\_\_\_  
Services:

\_\_\_\_\_  
Therapist's Name:

\_\_\_\_\_  
Therapist's Phone#:

*Dear Parent/Caregiver:*

*A NYS certified/licensed professional contracted with C.H.T.Services, Inc. will be providing services for your child, through the Early Intervention Program. Early Intervention services are provided where it is best for your child, and the therapist (s) will work within the schedule and routines that facilitate your child's development.*

*As an approved provider, your child's therapist will adhere to the guidelines established by federal, state, and local laws and regulations. In addition, he/she will also abide by the New York State Department of Health, Health and Safety Standards for Early Intervention Providers.*

*Please take the time to familiarize yourself with the important guidelines below as it relates to your child and his/her services:*

**In the event of illness:**

- If a medical emergency arises, the therapist and you, or your child's caregiver, should call 911 immediately for assistance.
- Therapists must have emergency contact numbers for medical assistance and an available phone to report emergency situations.
- If your child is sick with fever, vomiting, or diarrhea, EI services should not take place and the session can be rescheduled. Please advise your child's therapist in advance if your child is taking over-the-counter medications and the reason.
- If your child presents with routine, non-emergency illnesses, this should be cleared before therapy begins. In case of surgery, a doctor's note authorizing the resumption of services is required. If your child has a contagious disease, he/she should be cleared by the doctor before therapy begins.

### **Receiving Services:**

- Your child must be supervised at all times, and a parent or caregiver must be present during the delivery of service in the home and community.
- Your child's therapist will provide the services approved on your child's IFSP
- Your therapist is expected to call in advance, within a reasonable time, if a session must be canceled. We ask that you do the same.
- You must sign a log note for each session performed only after the note has been completed. This note must always include the date and time of session (s), as well as a brief report of goals for the session and the treatment performed. Please do not sign a blank session note nor should you sign without verifying the information written is true and correct.
- A progress note will be completed as required by the Early Intervention Program and you will be asked to sign your child's progress reports. You will receive a copy of the reports from each of your therapists.
- In most cases, if your child is receiving multiple services no more than three sessions can be provided in one day.
- If your child is receiving family training, please note that only one family training session can be performed per day.
- Make-up sessions may not be held on the same day as a regular therapy session. Make ups cannot be provided for family vacations, and make ups cannot be done in advance of a missed session.

*C.H.T.Services, Inc. is approved by New York State to provide early intervention services. We employ well-trained, professional staff dedicated to providing comprehensive support. Our team of contracted professionals receives ongoing support and training in their fields enabling them to help your child achieve his/her full potential. CHTS is committed to integrity and honesty in all business dealings. As part of our quality assurance program, we ask that you alert your ongoing service coordinator to any questions or concerns you have. A member of our administrative team can be reached at (718)874-6226. Periodically, you may be contacted via telephone or through a brief written satisfaction survey to provide feedback about your experience with C.H.T.Services, Inc. In addition, CHTS promotes full compliance with the requirements of the NYS Medicaid program. If you have any concerns or wish to report any activities which you have concerns about, please call CHTS Compliance Officer at (718)874-6226 Ext 101.*

We value and appreciate comments.

Sincerely,

The staff at C.H.T.Services,Inc.