

Live Video Visits, Phone Consultations, and In-Person Early Intervention (EI) Services: What's Right for My Family?

You can receive EI services in three ways: live video visits, phone consultation, and in-person services. Live video visits are new to Illinois EI services. With new guidance from the Bureau of Early Intervention, here are some things to consider when deciding which option is best for your family.



Who Chooses the Way My Family Receives EI Services?

You will have a conversation with your service coordinator and providers to determine whether to receive in-person services. Your service coordinator will document your decisions.

What Should Be Considered When Deciding How to Receive EI Services?

To the maximum extent possible, you and the EI provider should discuss options for live video visits and/or phone consultations during COVID-19. Just as with in-person visits, you will receive coaching during live video visits and phone consultations. Keep in mind that all children under age 5 are NOT vaccinated.

What Safety Measures Are Required for In-Person Visits?

EI providers and families must:

- Adhere to the most recent Centers for Disease Control and Prevention (CDC) and Illinois Department of Public Health (IDPH) guidelines, whichever are most restrictive.
- Conduct prescreenings to determine risks for COVID-19.
- Review the local COVID positivity rate.
- **Wear masks throughout the visit**, unless the visit is outdoors and physical distancing can be maintained.
- Minimize the number of in-person contacts, to the extent possible.
- Limit the physical space used for in-person services.

How Will I Know My Rights During This Process?

Your rights are in your procedural safeguards, which will be given to you by your service coordinator. If you have questions about the process or your rights, you can contact:

- The Bureau of Early Intervention (217-782-1981, EIQuestions@Illinois.gov)
- Family Resource Center on Disabilities, if you live in Cook, DuPage, Grundy, Kane, Kendall, Lake, McHenry, or Will counties (312-939-3513, www.frcd.org)
- Family Matters, if you live anywhere else in the state (866-436-7842, www.fmptc.org).



For more information, visit the Illinois Early Intervention Clearinghouse at <https://eicclearinghouse.org>

Any opinions, findings, conclusions, or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Illinois Department of Human Services, Bureau of Early Intervention.

