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To: Early Intervention Families
Child & Family Connections Staff
Early Intervention Providers

From: Heather Hofferkamp, Interim Bureau Chief *HMA*
Bureau of Early Intervention

Date: April 20, 2022

RE: Early Intervention (EI) Live Video Visit Fundamentals

This memo serves as notification to all parties that Live Video Visit (LVV) participants **must adhere to basic safety, professional and confidentiality standards during the provision of service**. This includes but is not limited to restricting the delivery of services by a provider while driving a vehicle, socializing in a public setting, caring for one's own children or family member, imbibing alcoholic beverages in a social setting, completing your daily grooming/personal care routine and/or having persons who are not part of the team present during a session. Please note that these scenarios have been reported by multiple team members. Professional standards must be adhered to, whether services are being delivered in person or over LVV.

LVV providers should always use a private space and limit the number of people who participate in a session. For providers, this means that they should secure the **room** from which they are conducting LVV sessions. Use headsets to limit audio being heard by others and if necessary, position screens out of the line of sight of others.

To ensure this dangerous trend does not continue for those who have decided to take advantage of this service-driving while conducting an LVV session is not appropriate. While virtual visits can make things easier on busy schedules, stakeholders should never operate a vehicle while using their phones. When someone is distracted while operating a vehicle, they are not only putting their own life at risk but also others around them. Texting and driving is dangerous but trying to focus on a LVV rather than the road also presents a clear danger. This was never the intention when video sessions were implemented.

If parents or providers witness someone driving during a session, they should end the session until the participant can safely park their car, even if this requires rescheduling the appointment for a different time. **Safety should always be the first priority.**

Please keep in mind that families deserve quality and secure engagement from their providers. Our providers have a responsibility to deliver services in a manner that supports comfort, attentiveness, and confidentiality from everyone involved.

Reports of services occurring outside of the parameters of professional conduct will be investigated and can result in a refund, the initiation of a Corrective Action Plan and could lead to the inactivation of EI credentialing and/or enrollment.

Please, keep your safety, the family's right to privacy and the commitment to best practice in the forefront of your mind when scheduling appointments and engaging in LVV sessions. If you would like to access additional resources regarding LVV, please see the [Live Video Visit Resource Compilation – 04-21-22](#).