



FREQUENTLY ASKED QUESTIONS:

1. Why are there so many Infants and Toddlers offices? And how do I know which one is mine?

The Montgomery County Infants and Toddlers Program (MCITP) serves more than 3000 children each year. In order to do this, our services and Providers are divided by region. There are five different regions in the county: Down, East, Mid, Up, and Emory Grove. Your child's Service Providers come from the program office nearest to your home. See the list of contact information in the opening section for each site's address and phone number.

2. Who do I call if my child is sick?

You should call the Service Provider who is scheduled to come to your home that day. You can call the general number of your regional (or site) office to leave a message for your provider. See the cancellation policy and list of contact information in the opening section of this binder.

3. I'm looking at the calendar in section 3—why do Service Providers have so many days off?

There are a couple of reasons! The MCITP Service Providers are employees of the Montgomery County Public School System. Their professional calendar follows the public school calendar. In addition to school holidays, service providers have scheduled In-Service days. MCITP is committed to providing high quality services to your child and family. To do that, we must provide the highest quality professional development and support to our staff. We plan for several trainings and In-Service days a year to support our program staff.

4. Everybody uses so many acronyms. I never know what they are talking about. What does it all mean?

Acronyms are everywhere! But the answers are at your fingertips! Check out the acronym definitions list in section 5a.

5. I want to talk to other parents. How can I connect?

There are many ways! The MCITP Family Support Network website (mcitpfamilysupportnetwork.ning.com) connects you to other MCITP families, offers a real-time calendar of local events, and hosts an online discussion board just for MCITP families. Families who register receive a weekly e-bulletin with event and community updates. For all the information, see the website flyer in section 5c of this binder. You can also contact the Parent to Parent (P2P) network! P2P provides parents of special needs children as mentors to other

parents raising children with similar issues. See section 5e of your binder for the P2P flyer!

6. What's the Family Support Network (FSN) for?

The FSN is here to help you! The Family Support Network is staffed by parents whose children have been in MCITP, just like yours. They are here to help you find the resources and information you need to support your child and family's needs. You will meet the FSN staff, Amy Kealiher and Cristina Benitez, at MCITP-sponsored family events or you may reach them by phone, email, and on the FSN website. For all the information, check out the flyer in section 5b.

7. Does my child need to be screened for lead?

In section 4c, you will find the lead screening form. On the back of that form are directions on determining if your child needs to be screened for lead.

8. Why do I need to keep all of my child's Family Visit Notes?

The Family Visit Notes that your service providers leave for you have all the tips and suggestions for your child's week. Not only are these important for you to review and use during the week, but they also contain information that may be helpful to other developmental, educational, or medical professionals supporting your child.

9. Why should I consider keeping copies of all my child's medical records in one place?

*Keeping your child's medical records organized and in one binder can be a huge help for doctors, specialists, therapists, and your Infants and Toddlers service providers. It also helps you! You don't have to worry about finding specifically requested records, forgetting important information, or remembering every little detail of your child's medical history. Doctor appointments can be stressful for both parents and children. Having all the necessary information at your fingertips can lessen your stress, allowing you to be more focused and ready when those important times come. **Be sure and ask your child's doctors and therapists for copies of their records at the end of your visits.** This way, you can keep everything current and in date order. We have provided several sections with dividers in this binder to help you organize and structure your child's medical history. See sections 6 – 7 for all the details.*

10. How do I access social opportunities for my child, like playdates?

The Family Support Network Website! Check out the calendar of local events to find out what fun is coming up! Or you can connect with other MCITP families and start your own playgroup. See section 5c of this binder for the website flyer. Also be sure to talk with your Service Coordinator to identify more opportunities for your child to have regular playtime with peers. You may also want to check out the Parent Resource Centers (PRCs) throughout the county. These centers provide a play-based setting for parents and children to interact and learn together at a sliding-scale fee. See page 5 of the Community Resources List in section 5d of this binder for more information on the PRCs.

11. I have questions or concerns about the MCITP services my child is receiving, who do I contact?

Your Service Coordinator is your first point of contact for any questions or concerns you may have about your child's services. He or she will answer your questions and help you navigate the MCITP program. If you need additional help, you may also contact your family's assigned site office or the Family Support Network staff for support. See the list of contact information in the opening section for each site's address and phone number.

12. My child is all set for MCITP services, but how do I access help for myself as a parent?

No matter what a child's challenges are, most parents experience all kinds of emotions, from feeling joy to feeling overwhelmed. Talk with your Service Coordinator if you feel you may need counseling or support resources such as respite care. See page 2 & 3 of the Community Resource List in section 5d of this binder for additional resources that may help. MCITP also offers many parent education opportunities throughout the year. Check the calendar on the MCITP Family Support Website for upcoming opportunities. See the website flyer in section 5b of this binder.

13. How can I give back to MCITP and help other families?

MCITP's Family Advisory Board (FAB) is a parent-led group that advises MCITP about how the program can best serve participating families. The FAB advocates on behalf of MCITP at the state level, as well as provides support to current MCITP families through various social activities. Contact the Family Support Network staff to learn more about FAB and other volunteer opportunities. Also, be sure to log on to the MCITP Family Support Network Website to connect with other families and participate in online discussions—sometimes a word of encouragement from someone who “understands” is all it takes! See section 5b and 5c of this binder.