



Grandview Kids

#TeamGrandview

Getting Started with Fee-For-Service

Every child and youth living life at their full potential
www.grandviewkids.ca

What's Inside:

- 1 Welcome
To Grandview**
- 2 #TeamGrandview**
- 3 Getting
Started at
Grandview**
- 4 Payment
Policies**
- 5 Attendance
And Cancellations**
- 6 In case of
Illness**
- 7 Privacy and
Code of Ethics**
- 8 Other
Housekeeping**



Welcome to Grandview

Since 1953 families have trusted the expertise and experience of the team at Grandview Children's Centre with the well-being and development of their children and youth. We take great pride in our 65+ year history as a family-oriented, not-for-profit centre serving the needs of children/ youth and their families in Durham Region.

Families asked for evidenced based services provided by clinicians, who have a true passion for working with children; that is exactly what you will receive at Grandview.

We look forward to welcoming you and your child to our centre where you will join thousands of Grandview families whose children are reaching milestones, and crushing goals through the collaboration and guidance of #TeamGrandview, all working together in a positive, warm, and welcoming environment.

Grandview Service Navigators will assist you to ensure you are accessing all of the programs you are eligible to be receiving when you call.

We look forward to welcoming you to Grandview Children's Centre as your therapy and care provider of choice.

Service Navigation Team: (905) 728-1673 ext. 2533



#TeamGrandview

#TeamGrandview offers a range of services to help your child reach their full potential. Your child may benefit from the expertise and experience of various clinicians. This may include Occupational Therapists, Physiotherapists, Speech-Language Pathologists, Behavioural Consultants (BCBA) and various trained assistants. You may purchase services from one or all of our service providers.

If you are currently receiving publicly funded and delivered services with us (Grandview's historic services – no fees), we are more than happy to discuss how we can integrate those services with fee-for-service options to provide your child/youth with the best possible treatment.

Parents and caregivers are an important member of #TeamGrandview. Parent and caregiver involvement in therapy and services greatly benefit children and youth in many ways. Parents and caregivers attend and participate in many of our therapy sessions. We offer a range of options to best suit your child, youth or family's needs and schedule.

Service Navigation Team: (905) 728-1673 ext. 2533



Getting Started with #TeamGrandview

Exploring your Options

If you are interested in purchasing any of Grandview's fee-for-service programs, the first step is to call our **Service Navigation team at 905 728 1673 ext. 2533.**

Getting Registered

A Service Navigator will guide you through our various programs, answer any questions you may have, and will discuss the most suitable options for your family and child's individual needs and goals.

Service Navigation Team: (905) 728-1673 ext. 2533

Payment Policies

Arranging Payment

All payments can be made online through My Community Hub. When you call Service Navigation, you will be directed to this secure website to pay for your service. If you have any questions in regards to making payments, you may contact Service Navigation at **905-728-1673 ext. 2533**.

Ontario Autism Program Childhood Budget

We can also accept direct payments from the Ministry of Children, Community and Social Services if you select the option of having your Ontario Autism Program Childhood Budget deposited directly to us to manage with you.

Receipts

Grandview will provide a detailed receipt at the conclusion of your child/youth's service to support any required reporting to the Ministry, insurance/benefit claims or personal income tax requirements. If you require insurance/benefit claims or income tax receipts prior to the end of service please contact the Business Office to arrange.

Refund Policy

Refunds will only be issued if the request is received in writing (or email) **TWO (2) weeks prior to the start of the program**. There will be a 5% service charge to process your request.

Adding consecutive services to current block of treatment

If you wish to continue services past your current treatment block; you will need to ***confirm with the therapist and have paid for the next block of services*** by the ***HALFWAY*** mark of your current treatment block; i.e. for a 12 week block – by week 6. No exceptions will be made.

Grandview Business Office: (905) 728-1673 ext. 2422

Attendance and Cancellations

Attendance

Attendance is a critical component for each one of our programs. It is therefore important that you and/or your child/youth attend all scheduled appointments with our Grandview staff. We suggest that you plan to arrive 5-10 minutes early for each session.

Client Cancellations

We understand that families are busy and circumstances may necessitate the cancelling of an appointment. Please contact central scheduling as soon as possible if a cancellation is required.

The following cancellation policy applies to all Fee -For-Service programs:

- **Cancellations can only be made by calling the Central Scheduling number. Do not send text messages or send via social media platforms.**
- Cancellations with **less than 24 hours' notice** are considered missed appointments. Refunds or the rescheduling of the appointment will not be provided. (Failed COVID screens do not apply, see below)
- Cancellations of group sessions cannot be refunded or rescheduled regardless of circumstance or timing.
- **One missed appointment** (or in the case of multiple appointments in the week, one week's worth of appointments) that is cancelled with 24 hours notice of individual sessions may be rescheduled within the treatment period. (Failed COVID screens do not apply), (Includes Autism Services, Speech-Language Services, and Occupational Therapy)
- **If your family fails the COVID Screen:** A phone consultation with parents will be offered by the clinician in the time slot of your missed appointment; to book this appointment, please advise Central Scheduling when you call to cancel your session.

Grandview Cancellations

In the event Grandview needs to cancel and reschedule an appointment, we will:

- Provide as much advance notice as possible
- Reschedule the appointment as soon as possible.
- Although all attempts will be made, please note that we cannot guarantee the time slot or clinician for this appointment

Central Scheduling: (905) 728-1673 ext. 2292

In case of Illness

**** Please conduct the COVID screening prior to all appointments, if your results are POSITIVE for any of the questions, please call and cancel your appointment. Please see the previous page for your options when an appointment is missed due to a Failed COVID screen – [Please click the link to complete a COVID SCREEN](#).**

Illness

The health of our patients, clients and staff is of the utmost importance to us. If your child/youth is ill, please cancel your appointment as soon as possible. If your child/youth appears to be ill during an appointment or session, we will contact you immediately for pick-up. We cannot issue a refund under these circumstances.

When to Cancel

Please contact us to cancel if your child/youth has any of the following symptoms:

- Diarrhea or a change in normal bowel patterns in the last 24 hours
- Vomiting
- Fever over 38 degrees Celsius or 100.4 degrees Fahrenheit
- Undiagnosed skin rash
- Pink eye or any other infections
- Flu-like symptoms

Please contact us to discuss if your child/youth has any of the following symptoms:

- New or worsening cough
- Green, yellow or brown mucus coming out of the nose, mouth or eyes
- Lethargy, tiredness or inability to sleep
- Skin rash
- Unusual behaviour or irritability
- Other illnesses not listed

To report or discuss a cancellation, please contact Central Scheduling as soon as possible.

Central Scheduling: (905) 728-1673 ext. 2292

Privacy and Code of Ethics

Privacy

Ontario's Personal Health Information Protection Act (PHIPA) has been in effect since 2004. The Act states the legal requirements for the collection, use and disclosure of your personal health information. We are committed to adhering to the policy and will only disclose personal health information within the guidelines of PHIPA or as required by other applicable laws.

If you have any questions regarding our privacy policies, please contact our Privacy Officer at (905) 728-1673 ext. 2400

Responsible and Ethical Conduct

Behaviour clinicians (BCBA) follow the Behaviour Analyst Certification Board, Inc. (BACB) code of ethics. You may notify the BACB of any concerns or complaints. The applicable code can be found at www.bacb.com/ethics.

Occupational Therapists, Physiotherapists and Speech-Language Pathologists belong to regulatory colleges. These colleges have standards of professional practice and may be contacted should there be any concerns.

The applicable codes of ethics can be found at:

- Occupational Therapists - <https://www.coto.org/resources/code-of-ethics>
- Physiotherapists - <https://www.collegept.org/rules-and-resources/ethics>
- Speech-Language Pathologists - <http://www.caslpo.com/public-protection>

Privacy Officer: (905) 728-1673 ext. 2400

Other Housekeeping

Communication

All clients may be required to complete a communication consent form which outlines how we will communicate with you about your child/youth's treatment or your family's service.

Medication

When prearranged and with appropriate consent, Grandview staff may administer medication as follows:

- Inhaled or oral prescription medication
- Epi-pens

We are not able to administer other injectable or non-prescription medication.

Late Pick-up

In the event of exceptional circumstances please let us know as soon as possible if you will be late in picking up your child. A late fee may be applicable. Grandview does not provide child-minding services.

Program or Service Concerns

We take your concerns seriously. Please contact us should you have any questions or concerns with your service, program or team at Grandview. Please first speak with your clinician to resolve the concern. If required, staff can forward you to a Manager, Director or the CEO if necessary.

Main Switchboard: (905) 728-1673

Other Housekeeping

Hours of service

Please visit our website for up to date hours of service, opening and closing hours.

Centre closures

Grandview Children's Centre is closed between Christmas and New Year's and on all statutory/civic holidays. Appointments will not be available during these times.

Any weather related closures will be posted on our website and on our social media feeds. Please check our website at www.grandviewkids.ca in case of inclement weather.

Workplace Safety for Off-site Service Delivery

A pre-inspection is performed of all work environments as per Ministry of Labour requirements. This includes homes, daycare centres and any other locations. For home based meeting or services, please ensure:

- Entrances and walkways are cleared
- Emergency phone is available
- A washroom is available and accessible
- A smoke free environment
- Pets are kept in another room
- Accessible safe parking
- All other adequate safety and security measurements are in place

If Grandview staff feel that the environment is unsafe or unsecure, the appointment will be cancelled. We cannot issue a refund under these circumstances.

Main Switchboard: (905) 728-1673



Grandview Kids

Grandview Children's Centre

600 Townline Road South

Oshawa, ON L1H0C8

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@GrandviewKids

