



**Grandview Kids**

# Parent/ Caregiver Guide

**Fee-For-Service**

*Every child and youth living life at their full potential*  
[www.grandviewkids.ca](http://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-centred not-for-profit serving the needs of children, youth and their families in Durham Region.

We are delighted to be able to offer you a range of programs and services that reflect feedback from our families and innovative and creative program design by our staff. Families asked for evidence-based services provided by clinicians with a focus in paediatrics who have a true passion for working with children; that is exactly what you will receive at Grandview. In this guide you will find details to help you to getting registered at Grandview.

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

Our Fee-For-Service programs are separate from the long standing historically available programs at Grandview and in no way impact wait time or wait list to those programs that all continue to run. 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 thank you for selecting Grandview as your therapy and care provider of choice.



# #TeamGrandview

## Parent/Caregiver Participation

You know your child/youth best.

Parents and caregivers are an important member of their child/youth's team. Parent and caregiver involvement in therapy and services greatly benefits children and youth in many ways.

Parents and Caregivers:

- are their child's first and best teacher
- are with their child everyday
- are motivated to help their child
- can help their child practice new skills in a variety of places
- can provide regular and repeated practice to learn new skills/make desired changes

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.

## Integration of Services

Your child may benefit from the expertise and experience of various clinicians. This may include Occupational Therapists, Physiotherapists, Speech-Language Pathologists, Behavioural Consultants (BCBA), Autism Therapy Assistants and others. You may purchase services from one or all of our service providers.

If you are also currently receiving publicly funded, publically delivered (for example 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.



# Getting Started at Grandview

## Exploring your Options

Grandview's expertise is paediatrics. Our evidence-based services are provided by clinicians with a focus on and a passion for working with children. We offer a wide range of Fee-For-Service programs for children, youth and their families.

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

Payment can be made by credit card. At registration, our Service Navigators will discuss available payment options with you.

## 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.

**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. To report or discuss a cancellation, please let us know as soon as possible by contacting: **Central Scheduling at (905)-728-1673 ext. 2292**

## Grandview Cancellations

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

- Provide as much advance notice as possible
- Reschedule the appointment as soon as possible.

**Upon registration, our team will review the details of these policies with you in our Fee-For-Service Authorization Agreement.**

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

# In case of Illness

## Illness

The health of our clients, their families, 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

**Contact Central Scheduling as soon as possible to report or discuss a cancellation.**

**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](http://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 Chief Executive Officers (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](http://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 will reschedule the appointment or group as soon as possible.

**Main Switchboard: (905) 728-1673**



**Grandview Children's Centre**

600 Townline Road South  
Oshawa, ON L1H 0C8  
(905) 728-1673

**Key Contact Extensions**

Cancellations: ext. 2292  
Registration/Payments: ext. 2533  
Receipts: ext. 2422

[www.grandviewkids.ca](http://www.grandviewkids.ca)

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