



Purchased Services

*Welcoming you to Grandview Kids
as your provider of choice*



Grandview Kids





What's inside

#TeamGrandview	3
Behavioural Services	3
• Pathway 1: Foundational Applied Skills Training (FAST) Program	4
• Pathway 2: Mediator Model	5
Other Purchased Clinical Services	
• Speech-Language Pathology	6
• Occupational Therapy (OT)	7
• Physiotherapy (PT)	8
Payment policies	9
Attendance and cancellations	10
In case of illness	11
Privacy and ethics	12
Important things to know before your first visit	13

Welcome to Grandview Kids

Since 1953, caregivers and families have trusted the expertise of the Grandview Kids team. We take great pride in our 65+ year history as a family-oriented 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 Kids. We offer a variety of Purchased Services to address a child's unique needs. These include behavioural services and other clinical services, such as Speech-Language Pathology, Occupational Therapy and Physiotherapy.

We look forward to welcoming your family to Grandview Kids as your provider of choice. Together, we will explore and discover pathways of possibility for your child and family.



To get started, please call Service Navigation at (905) 728-1673 ext. 2533. The team will help you understand your options and eligibility.



#TeamGrandview

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

We offer purchased services within two areas:

1. Behavioural Services

- Pathway 1: Foundational Applied Skills Training (FAST) Program
- Pathway 2: Mediator Model

2. Other Purchased Services

- Occupational Therapy (OT)
- Physiotherapy (PT)
- Speech-Language Pathology (SLP)

Each program offering is explained in more detail in the following pages of this guide.

If you are currently receiving publicly funded services with us (Grandview Kids' historic services – no fees), we are more than happy to discuss how we can integrate those services with Purchased Service options to provide you with the best possible treatment.

Our Purchased Services offerings are separate from the long-standing, historically available programs at Grandview Kids, and in no way impact wait time for those programs, which all continue to run.

Parents and caregivers are an important members of #TeamGrandview. Parent and caregiver involvement in therapy and services greatly benefit children and youth in many ways, which is why they attend and participate in many of our therapy sessions.



We offer a range of options to best suit your needs and schedule. Please call Service Navigation at (905) 728-1673 ext. 2533 for more information.

Behavioural Services

Behavioural services utilize the principles of applied behaviour analysis (ABA) to target a broad range of goals within a number of learning domains, such as behaviour modification, communication, activities of daily living, pre-academic skills and emotional regulation.

STEP 1: Consultation with Service Navigator

As spots become available, a Service Navigator will discuss the various service pathways available at Grandview Kids to assist you in deciding which option to purchase. If you are considering one of our Behavioural Services, a phone interview with a Behaviour Consultant (BC) will be scheduled.

STEP 2: Parent/caregiver interview (phone call)

During a 30 to 45-minute phone call, a Behaviour Consultant (Board Certified Behaviour Analyst, BCBA) will conduct a parent/caregiver interview to get a better picture of the child's strengths and needs. At the end of the phone call, the Behaviour Consultant may make a recommendation regarding which service pathway may best fit your needs. This may include our Functional Applied Skills Training (FAST) Program or Mediator Model. Review each program in more detail on page 4. Should you wish to proceed to purchase one of these services, the Behaviour Consultant will refer you back to the Service Navigator you spoke with in Step 1.



Behavioural Services – Pathway 1: Foundational Applied Skills Training (FAST) Program



Foundational skills across learning domains are targeted in this model, with a focus on primary goal areas, which will be determined during the parent/caregiver interview and assessment (described on page 3).

Assessment

The assessment will take place during Week 1 of the child's 12-week "block." The assessment is conducted by a BCBA and Autism Therapy Assistant (ATA), with consultation/support from an Occupational Therapist (OT) and Speech-Language Pathologist (SLP), if required. The team will use a variety of procedures, including parent report, direct observation of the child, interaction with the child and completion of relevant formal assessment tools.

Treatment

The child will attend 1:1 in-person sessions with an ATA under the supervision of a BCBA, with consultation from an OT and/or SLP, as needed. Each session is 2.5 hours in length. The therapist uses additional time to prepare for the session, complete data and documentation requirements, and consult with relevant members of the team (approximately 60-75 minutes per week).

Pricing

You may purchase 2-5 sessions per week, in blocks of 12 weeks.

- Each 12 week block of 2 sessions/ week = \$ 8,000
- Each 12 week block of 3 sessions /week = \$ 12,000
- Each 12 week block of 4 sessions / week = \$ 16,000
- Each 12 week block of 5 sessions / week = \$ 20,000
- Additional meeting requests with Behaviour Consultant = \$125 per hour



Behavioural Services – Pathway 2: Mediator Model



In the Mediator Model pathway, **parents or caregivers** observe and participate in the child's treatment sessions, and receive training to support the child's goal attainment through additional practice at home.

Service Planning Assessment

The assessment appointment occurs after the parent/caregiver interview outlined on page 3. The 60 to 90-minute in-person assessment is conducted by a BCBA, with consultation/support from OT and SLP, if required. During the appointment, a variety of procedures will be used, which may include parent report, direct observation of the child, interaction with the child, and completion of relevant formal assessment tools. At the end of the appointment, the clinician will summarize their recommendations regarding broad goal areas to address, as well as service options for the child.

Treatment

The parent/caregiver and child will **both** attend 45-minute treatment sessions, either in-person or virtually. The clinician uses additional time to prepare for the session and complete required data and documentation. You may purchase between 1-3 sessions per week, based on the recommendations from the Service Planning Assessment (see page 3). The sessions will be conducted primarily by an ATA and a Clinical Supervisor (i.e., BCBA, OT, SLP), as needed. Goals that were identified with parent/caregiver/client input during assessment will be targeted during these 1:1 sessions, with a maximum of two goals per treatment block.

Pricing

- Service Planning Assessment = \$ 375.00
- 1 session per week for each 12 week block (includes price of assessment) = \$ 2,000
- 2 sessions per week for each 12 week block (includes price of assessment) = \$ 4,000
- 3 sessions per week for each 12 week block (includes price of assessment) = \$ 6,000
- Additional meeting requests with Behaviour Consultant = \$125 per hour



Other Purchased Clinical Services

In addition to, or separate from, our Behavioural Services, you may wish to purchase Speech-Language Pathology (SLP), Occupational Therapy (OT), or Physiotherapy (PT) services.



Speech-Language Pathology

Speech-Language Pathologists (SLPs) and Speech and Language Therapy Assistants (SLTAs) target communication goals, using a variety of evidence-informed techniques and interventions. SLPs work closely with parents/caregivers to identify priority goals for treatment and develop an individualized 1:1 approach to meet these goals.

The team can address difficulties in the following areas in children up to age 8*:

- Social skills (interacting with others)
- Talking (using appropriate vocabulary, formulating phrases and sentences)
- Listening (understanding language)
- Speech production (articulation/ pronunciation of speech sounds)
- Fluency (speaking fluently without stuttering)
- Literacy (reading and writing)

** with the exception of clients finishing School-Based Rehabilitation Services (SBRS) services who request to continue purchasing service.*

Assessment

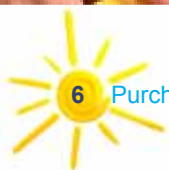
The 60 to 75-minute in-person assessment is conducted by SLP. During the appointment, a variety of procedures may be used, including parent report, direct observation of the child, interaction with the child, and completion of relevant formal assessment tools. At the end of the appointment, the SLP will summarize their recommendations and work with you to identify goals to address during treatment. Following the appointment, a brief written summary of the assessment results and goals will be sent to you.

Treatment

1:1 treatment sessions can be purchased to address the goals identified during the assessment. You may wish to schedule 1 to 4 sessions, which focus on teaching parents/caregivers strategies and activities to use at home to achieve the child's goals (coaching model). Alternatively, you may choose to purchase blocks of weekly therapy sessions to target goals. The SLP will recommend whether the treatment can be conducted by an SLP or SLTA.

Pricing

- Assessment / Consultation / Goal setting session with SLP = \$300.00
- Each 45-minute treatment session with SLP = \$135
- Each 45-minute treatment session with SLTA, (under the supervision of an SLP) = \$110.00



Other clinical services

Occupational Therapy

Occupational Therapists (OT) and OT Assistants (OTAs) use a variety of methods to help enable children to improve their ability to participate in and enjoy day-to-day activities. OTs work closely with parents/caregivers to identify priority goals for treatment, and develop an individualized 1:1 approach to meet these goals. The team can address the following areas:

- Productivity (work, play, participating at school)
- Fine motor development (using scissors, printing)
- Self-care (feeding, dressing, toileting, personal hygiene)
- Leisure activities (joining in family and community events, playing on sports teams.)

Assessment

The 60 to 75-minute in-person assessment is conducted by an OT. During the appointment, a variety of procedures may be used, including parent report, direct observation of the child, interaction with the child, and completion of relevant formal assessment tools. At the end of the appointment, the OT will summarize their recommendations and work with you to identify goals to address during treatment. Following the appointment, a brief written summary of the assessment results and goals will be sent to the parent/caregiver.

Treatment

Blocks of 1:1 treatment sessions can be scheduled to address the goals identified during the assessment. You may wish to purchase 1 to 4 sessions, which focus on teaching parents/caregivers strategies and activities to use at home to achieve the child's goals (coaching model). Alternatively, you may choose to purchase blocks of weekly therapy sessions to target goals. The OT will recommend whether the treatment can be conducted by an OT or OTA.

Pricing

- Assessment / Consultation / Goal setting with OT = \$250.00
- Each 45-minute treatment session with OT = \$125.00
- Each 45-minute treatment session with OTA, if appropriate (under supervision of OT) = \$110.00



Other clinical services



Physiotherapy

Physiotherapists (PT) and PT Assistants (PTAs) support gross motor skill development. PTs work closely with parents/caregiver to identify priority goals for treatment, and develop an individualized 1:1 approach to meet these goals.

Assessment

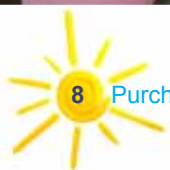
The 60 to 75-minute in-person assessment is conducted by a PT. During the appointment, a variety of procedures may be used, including, parent report, direct observation of the child, interaction with the child, and completion of relevant formal assessment tools. At the end of the appointment, the PT will summarize their recommendations and work with you to identify goals to address during treatment. Following the appointment, a brief written summary of the assessment results and goals will be sent to the parent/caregiver.

Treatment

Blocks of 1:1 treatment sessions can be scheduled to address the goals identified during the assessment. You may wish to purchase 1 to 4 sessions, which focus on teaching parents/caregivers strategies and activities to use at home to achieve the child's goals (coaching model). Alternatively, you may choose to purchase blocks of weekly therapy sessions to target goals. The PT will recommend whether the treatment can be conducted by a PT or PTA.

Pricing

- Assessment / Consultation / Goal Setting with PT = \$250.00
- Each 45-minute treatment session with PT = \$125.00
- Each 45-minute treatment session with PTA, if appropriate (under supervision of PT) = \$110.00



Payment policies

Arranging payment

When you are ready to confirm your sessions, please call Service Navigation at **(905) 728-1673 ext. 2635**. They will direct you on how to pay for your sessions.

Receipts

Grandview Kids will provide a detailed receipt at the conclusion of the 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 Grandview Kids Business Office to arrange at (905) 728-1673 ext. 2422.

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 block of treatment, you are asked to confirm and pay for the next treatment block **at least 6 weeks prior to the child's last scheduled session**. This will ensure that your child's treatment spot is not offered to another family.



For more information about Grandview Kids payment policies, please call our Business Office at (905) 728-1673 ext. 2422.



Attendance and cancellations



Attendance

Attendance is critical to the child's success in any of our programs. It is important that you and/or the child/youth attend all scheduled appointments with our Grandview Kids staff. We suggest that you plan to arrive 5-10 minutes early for each session.

Client/caregiver cancellations

We understand that families are busy and circumstances may require you to cancel appointments. If you need to cancel an appointment, please contact the Grandview Kids Central Scheduling team as soon as possible at (905) 728-1673 ext. 2292.

Client/caregiver cancellation policy

Cancellations can only be made by calling the Central Scheduling number. Do not send text messages or send notices 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-19 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 within 24 hours of individual sessions may be rescheduled within the treatment period. This includes Behavioural and other clinical services. (Failed COVID-19 screens do not apply; see below.)

If your family **fails the COVID-19 Screen**: A phone consultation with parents/caregivers 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 at (905) 728-1673 ext. 2292.

Cancellations by Grandview Kids

In the event Grandview Kids has to cancel or reschedule an appointment, we will:

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

Note: Although all attempts will be made, please note that we cannot guarantee the time slot or clinician for this appointment.



To cancel or change your Purchased Service appointment time, please call Central Scheduling at (905) 728-1673 ext. 2292.



In case of illness

IMPORTANT: Please conduct the [COVID-19 screening](#) prior to all appointments. If your results are **POSITIVE** for any of the questions, please call and cancel your appointment at (905) 728-1673 ext. 2292. In some situations, where appropriate, a phone consultation with parents/caregivers will be offered by the clinician in the time slot of your scheduled appointment.



Illness

The health of our clients, caregivers and staff is of the utmost importance to us. If the child/youth is ill, please cancel your appointment as soon as possible. If the client 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

If the child/youth has any of the following symptoms, please contact the Grandview Kids Central Scheduling team at (905) 728-1673 ext. 2292 to cancel your appointment. If the child/youth has any of the following symptoms, please contact the Grandview Kids Central Scheduling team at (905) 728-1673 ext. 2292 to cancel your appointment:

- 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 the 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 at (905) 728-1673 ext. 2292.



Privacy and 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. 2653.

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>

All Grandview Kids staff are bound by the Centre's [Ethical Framework](#) and [Privacy Policy](#). In addition, clients and families are entitled to Rights and Responsibilities, outlined [this policy](#).



Important things to know before your first visit



Communication

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

Medication

When prearranged and with appropriate consent, Grandview Kids 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.

Pick-up and drop-off for clients participating in the FAST pathway

It is important that you arrange to drop off and pick up the child at the scheduled times. Please note that a late drop off does not extend the duration of your child's appointment. A late fee will be applied when a child is picked up after the specified time (\$10 for each, five-minute interval). In the event of exceptional circumstances where you may be late picking up the child, please let us know as soon as possible by calling Central Scheduling at (905) 728-1673 ext. 2292. Grandview Kids 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 Kids.

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.

Hours of service

Grandview Kids is open Monday to Thursday from 7:30 a.m. to 9:30 p.m. and on Fridays 7:30 a.m. to 5:00 p.m. Some locations are open every other Saturday from 8:15 a.m. to 4:15 p.m. However, hours may vary, depending on program and location.

Centre closures

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





Grandview Kids

600 Townline Road South, Oshawa, ON L1H 0C8

Every child and youth living life at their full potential

Tel: 905-728-1673 or Toll-Free 1-800-304-6180 | www.grandviewkids.ca | 