
EARLY ABILITIES - PRESCHOOL SPEECH AND LANGUAGE PROGRAM AT THE GEORGE HULL CENTRE FOR CHILDREN AND FAMILIES.

You have now completed your assessment with a speech-language pathologist and further service has been recommended.

Our goal is to help your child develop the best possible speech and language skills. To do this, our clinicians work very closely with you, the parent and caregiver. You are our partner.

This means:

- We don't "treat" your child – we show *you* how *you* can help him or her. Our programs are designed to support you because you are your child's first teacher and you know your child best.
- When you know how to help your child, you can do this naturally whenever you are together – opportunities to increase your child's speech and language skills are everywhere. For example, during mealtime, bath time, when walking to the park or reading a book together. That way, your child is learning in real-life situations – the best way to learn.
- You come into the therapy room every time your child comes here and you learn how to help your child. Mostly, you are the one that helps your child's development, with guidance from us.
- We will ask you to carry on the therapy at home. We give you some strategies and activities to use with your child so he or she continues to learn whenever you are together.



WHAT WILL HAPPEN NEXT?

1. Your child will be placed on our Intervention List and you will receive a call or an email as soon as a spot is available. You will be given a date and time to attend one of our programs with your child. It could begin as soon as one week after you hear from us.
2. Our programs are usually 4-8 weeks long, once a week, and at the same time/day for approximately 45 minutes.

Our programs are offered at a few locations. Your program may not be at the same location that you went to for your assessment appointment. Please make sure that you check the address of your program. It is important to attend all sessions to get the best results. We will do our best to schedule your program at a good time for you, but this is not always possible.

CONTACT US

After today's appointment, if you need to make any changes, please contact our Administrative Clerk, **Dian Bent** at (416) 622-8833 ext 182.

- **Are you planning to be away at any time this year?** If your schedule changes, please let us know.
- **Are you moving?** If your contact details change. i.e., phone number, address, email, please tell us.

Again, thank you for attending our program. We look forward to working with you and your child.

PROGRAM LOCATIONS

- 81 The East Mall, Suite 203
- 200 Ronson Drive, George Hull EarlyON Centre
- 135 Queen's Plate Blvd, Suite 370
- 1900 Davenport Road, Davenport-Perth Neighbourhood and Community Health Centre
- 10 Neighbourhood Lane, Stonegate Community Health Centre



ATTENDANCE POLICY

Regular attendance is very important to your child's progress! You have provided consent to be a part of this program, but your participation is voluntary, and you can withdraw consent or decide to end services at any time. However, while you are bringing your child for service, this is our attendance policy:

- **You must call if you are not coming.** We ask for 24 hrs notice, but if that is not possible, you still need to call and let us know if you can't come.
- **If you cancel too many sessions, your clinician may decide to end the therapy.** If this happens and you are interested in starting therapy again, you can call 416-622-8833, ext 182. There may be a wait for therapy to start again.
- **If you miss 2 sessions and do not call to cancel, we will end the therapy.** If this happens and you are interested in starting therapy again, you can call 416-622-8833, ext 182. There may be a wait for therapy to start again.
- **If you arrive late,** we cannot make up the time.
- **IMPORTANT:** Please do not come to your appointment if you or your child are sick. Please call to cancel.

ADDITIONAL SUPPORTS AND SERVICES

The George Hull Centre is an accredited children's mental health centre. In addition to the Early Abilities Preschool Speech and Language Program, we offer many other services and programs that may be of interest to you and your family. These include registered and drop-in parent-child programs and parent education in our EarlyON Child and Family Centre; child care consultations through our Every Child Belongs program; and group programs, social work, family therapy and psychiatry in our Community Clinic. We have included some information about those services in this welcome package and you can find out more at www.georgehull.on.ca. If you are interested in participating in any other services or programs at the Centre, please do not hesitate to talk to us and we can help get you connected.

PRIVACY AND CONFIDENTIALITY

Our policy is to keep information about your child and family confidential. Confidentiality means that information about your child and family that you share with staff may be shared with supervisors or other staff on the team for the purposes of case consultation, clinical supervision or quality assurance but will not be shared with anyone else outside the Centre without your informed consent.

However, you should know that there are some circumstances in which we are required to disclose or share information because of legal or professional obligations. These are the circumstances:

- The George Hull Centre must obey subpoenas, court orders, and search warrants.
- The George Hull Centre has the legal duty to report suspected child abuse and neglect to a children's aid society.
- The George Hull Centre may at times share information with others in extreme situations such as threats of suicide or homicide or serious risk of harm to self or others.

As discussed in your assessment, the information you provided to Toronto Public Health Early Abilities, when you were put on the waitlist for speech and language services, is stored in a secure databased shared by all Early Abilities agencies. As a client of the George Hull Centre, this information and any additional information you provide during your involvement in our program is stored securely on the George Hull Centre's electronic database and will be accessed by Centre staff who are working with you and your family.



GEORGE HULL CENTRE CLIENT RIGHTS

As a client of The George Hull Centre, you have a right:

- To be treated with dignity, respect and without discrimination on the basis of race, religion, ethnicity, gender, sexual orientation or socio-economic status.
- To privacy and confidentiality, except when we are required to disclose or share information because of legal or professional obligations.
- To receive service in program spaces that are safe, clean and accessible.
- To make a complaint if you are dissatisfied with the service you are receiving.

QUESTIONS AND CONCERNS

If you have any questions about your child's program or speech and language development, please discuss them with your speech-language pathologist.

If you have any questions or concerns about the program or your experience with our service, please contact:

Anna Rupert, Program Manager
416-622-8833 ext 183

RESOURCES

Additional information and resources you and your family might find helpful:

Hearing Tests: If your child has not had a hearing test, please speak with your family doctor or paediatrician about a referral to have this done. For children who are over 3 years old, you may call the Canadian Hearing Society at 416-928-2504 where a referral is not needed and the service is free.

Community Children's Programs: It is great to have your child participate in children's programming to help the development of their speech and language skills, and to give them a chance to play with other children their age. Join us at the **George Hull EarlyON Child and Family Centre**. You can find a calendar with program descriptions, locations and times here:

<https://www.georgehullcentre.on.ca/earlyon-centre>

At this website, you can also find another **EarlyON Centre** close to where you live:

<https://www.toronto.ca/community-people/children-parenting/children-programs-activities/child-family-programs-and-groups/child-family-programs/>

Early Abilities Website: Connections to many Toronto Public Health and community programs.

<https://www1.toronto.ca/wps/portal/contentonly?vgnextoid=538f1291bfc30410VgnVCM10000071d60f89RCRD>

Early Abilities Resources Website: Here you will find information/handouts about communication and more resources in the community.

<https://www1.toronto.ca/wps/portal/contentonly?vgnextoid=e25f5d6c1487a410VgnVCM10000071d60f89RCRD>

