



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 them. 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 support your child's language development, you can do this naturally whenever you are together – opportunities to help 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.
- Mostly, you are the one that helps your child's development, with guidance from us, always joining the sessions, both in person and virtually
- We will ask you to carry on the therapy at home. We give you strategies to use with your child so he or she continues to learn whenever you are together, and help you plan how to use the strategies in your everyday activities.



WHAT WILL HAPPEN NEXT?

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. When we contact you, we will give you a date and time that your program sessions can start.

Your program will be unique to your child's needs and may include adult-only sessions and/or sessions with you and your child.

Program sessions are usually once a week, at the same time/day. It is important to attend all sessions to get the best results. We will do our best to schedule your program at a time that works for your family, however we ask you to be as flexible as possible.

Our programs are offered virtually for all children under 36 months of age.

CONTACT US

After today's appointment, if you need to make any changes, please contact our Intake Worker, **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.

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 your choice, and you can withdraw consent or decide to end services at any time. While you are bringing your child for service, this is our attendance policy:

- **You must call or email if you are not coming.** We ask for 24 hrs notice, but if that is not possible, you still need to contact us to 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 without cancelling, 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 will likely be a wait for therapy to start again.
- **If you arrive late,** we cannot make up the time.
- **We are only able to make up one missed session.** Please be sure to schedule sessions at a time/day that works for your family.
- **IMPORTANT:** Please do not come to your appointment if you or your child are sick. Please call to cancel.



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:

Talia Leszcz, Interim Program Manager
416-622-8833 ext 581

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 where we are required to 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 Surrey Place Centre, when you were put on the waitlist for speech and language services, is stored in a secure databased shared by all Preschool Speech and Language Services 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.

ADDITIONAL SUPPORTS AND SERVICES

The George Hull Centre is an accredited children's mental health centre. In addition to the Preschool Speech and Language Program, we offer many other services and programs that may be of interest to you and your family. These include parent-child programs in our EarlyON Centre; childcare consultations through our Every Child Belongs program; and group programs, social work, 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.

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/>

Surrey Place Website: Connections to many Surrey Place services and programs. Under "Services" you'll find a directory of all available services they offer.

<https://www.surreyplace.ca/>

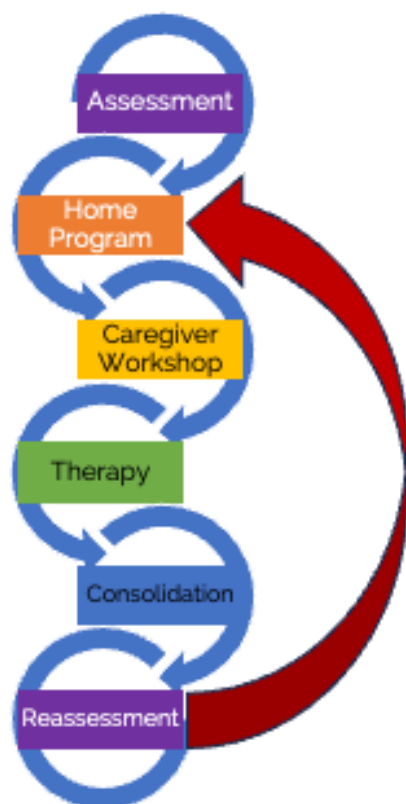
Surrey Place Resources Website: Here you will find information/handouts about communication (scroll down to resources) and more resources in the community can be found at the Resources tab at the top of the page.

<https://www.surreyplace.ca/services/preschool-speech-and-language-program/>



UPDATED: FEBRUARY 2024

Preschool Speech and Language Service Cycle



Assessment (virtual)	The assessment is a chance for your clinician to get to know you and your child in an environment in which your child is most comfortable. After this appointment, your clinician will determine how we can best support you, provide you with strategies you can use at home to support your child and connect you with community programs and resources.
Home Program	<p>If ongoing support is recommended, you may need to wait. While you are waiting, you will be given strategies and activities you can complete at home with your child to support their communication skills while you wait for therapy.</p> <p>After your re-assessment, if more therapy is recommended, you will be provided with a new program of strategies and activities you can use to support your child while you wait for your next therapy sessions.</p>
Caregiver Workshop (virtual)	<p>Your clinician may recommend that you attend an online workshop for parents and caregivers while waiting for therapy. This workshop will provide you with more specific strategies that you can use to help your child.</p> <p>Depending on your child's needs, we may recommend an additional, advanced level workshop for you to learn ongoing strategies you can use to support your child's communication skills while waiting for therapy.</p>
Therapy (Virtual)	Therapy will take virtually. Depending on your child's age and needs, therapy may be a parent coaching program, or individual or in a small group treatment. In all of these options, a therapist will work with you and your child to teach you ways you can support your child's communication development. Typically, therapy sessions occur weekly for a set number of sessions.
Consolidation Period	Once your sessions are complete, you will continue to work with your child on the strategies learned in therapy until you return for a re-assessment. The consolidation period is typically four to eight months.
Re-assessment	Following your consolidation period, you will be invited back for a re-assessment. This appt could be in person, over video or telephone, depending on your child's age and specific needs. This appointment will help your clinician determine what kind of ongoing support is recommended. If no concerns are identified or you're no longer interested in our services, we will close your child's file.

