



Dear Parents,

We would like to welcome you and your child to the Toronto Children's Therapy Centre services. This letter is to provide you with information on the following:

- Who We Are: Vision, Mission and Philosophy
- Fees, Payment Options & Receipts
- Attendance Policies
- COVID-19 Protocols
- Consent for Service
- Documentation
- Privacy
- Contact Information

WHO WE ARE

The Toronto Children's Therapy Centre (TTC) is a pediatric private practice owned and operated by Lizette Alexander, occupational therapist and Annemarie Weeda, speech-language pathologist.

All of our therapists are self-employed and members in good standing with the College of Occupational Therapists of Ontario (COTO), the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO), the College of Physiotherapists of Ontario (CPO), or the Ontario College of Social Workers and Social Service Workers (OCSWSSW). Service is provided in accordance with the highest professional standards established by our regulatory bodies.

Vision

Create playful and positive learning experiences

Mission

Our mission is to support children in their development and enable them to achieve their personal best at school and in life.

Philosophy

We believe that every child can learn when we tap into their unique learning style.

We believe that learning should be a positive and enjoyable experience.

We believe that positive experiences lead to a positive sense of self.

FEES, PAYMENT OPTIONS & RECEIPTS

Rates for service are competitive and within the guidelines recommended by several of our professional associations.

Fees:

Please visit our website to review the most current fee schedule listed under each profession.

Payment Options:

Payment for all services is due immediately after each session and can be made by e-transfer or credit card.

Receipts:

After payment has been received, a receipt will be sent to the email address we have on file. Receipts will contain all information necessary for tax, insurance, or reimbursement purposes. Parents should be aware that Toronto Children's Therapy Centre cannot guarantee e-mail security, and there is a risk of having e-mail intercepted by a third party. Therefore, please inform your therapist if you would prefer to receive your receipt in person or by mail.

ATTENDANCE POLICIES

Consistent attendance is essential to your child's progress with therapy. The same appointment time and day will be reserved for your child each week. You and your therapist will decide together how many sessions will work best for your child and your family. We do request the following in order to ensure the best service for all our families:

Single cancellation:

Should you need to cancel your scheduled appointment, please inform your therapist at least 24 hours in advance. Except in cases of emergency or sudden illness, all cancellations with less than 24-hour's notice will be charged at 50% of the service fee. If frequent cancellations occur, the therapist reserves the option to discontinue service and offer the appointment time another child.

Vacations:

Please inform your therapist well in advance of any scheduled vacations. Your child's reserved appointment time can be held for up to two weeks.

Discontinuing service:

Your therapist will communicate with you frequently about your child's progress and together you can decide when to discontinue therapy. Please inform your therapist if you decide to discontinue service before goals have been met.

If a family "no shows" to an appointment, your therapist will attempt to contact you. If we do not hear back within 48 hours of the missed appointment, we will assume that services are no longer required. No shows will be charged at 50% of the service fee.

COVID-19 PROTOCOLS

At TCTC, we take our families' and therapists' safety seriously. Please refer to our website for the most up to date COVID-19 protocols, as we frequently update our procedures based on the most current information and guidance from Health Canada, the Ontario Ministry of Health, Ontario Public Health, Toronto Public Health and our regulatory colleges (COTO, CASLPO, CPO & OCSWSSW).

CONSENT FOR SERVICE

Informed consent is everyone's right under the Health Care Consent Act, 1996. Your TCTC therapist will discuss the following information with you (parent/substitute decision-maker) and/or your child:

- Purpose and nature of the proposed service
- Expected benefits and relevant risks of proceeding with the service
- Likely consequences of not proceeding with the service
- Possible alternatives to the proposed service
- Financial arrangements regarding payment for the service
- The right of the client to withdraw consent for service at any time

DOCUMENTATION

As per the Personal Health Information Protection Act, 2004 (PHIPA) and standards dictated by our professional regulatory bodies, the College of Occupational Therapists of Ontario (COTO), the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO), the College of Physiotherapists of Ontario (CPO), and the Ontario College of Social Workers and Social Service Workers (OCSWSSW), your therapist will collect, use and disclose personal information only as necessary and will maintain a paper and/or electronic record. The record may include documentation of the following personal information: contact information, identifying information, referral source, medical, educational and developmental history, information about other services provided to the child, assessment procedures and results, treatment plan and progress, recommendations or advice provided, information about referrals to other providers, consents obtained, services declined, reports shared or received, attendance, discharge information, information about any adverse outcomes, information about any legal requirements to share the child's personal records, and financial records related to the services provided.

Retention of Personal Information:

The TCTC therapists value the importance of protecting your personal information, and will take the following steps to protect all the personal information shared with us:

- Paper information is held under supervision of the treating therapist or is secured in a locked and restricted area.
- Electronic hardware (e.g. laptop) is under supervision of the treating therapist or secured in a locked and restricted area. Our computers are password protected and encrypted.
- Paper information is transmitted through sealed and addressed envelopes, marked "Confidential".
- Electronic records are stored and transmitted via a secure web server with security measures that meet the standards recommended by the Information and Privacy Commissioner of Ontario (IPC).

Destruction of Personal Information:

Ontario government legislation, COTO, CASLPO, CPO, and OCSWSSW dictate how and when we can dispose of the personal information in our possession.

- Records for adults are kept for at least 10 years following the last professional contact with the client.
- Records for children are kept for at least 10 years after their 18th birthday.
- TCTC will destroy the records within 3 months of that time after the 10-year period.
- Paper files are destroyed by shredding.

- Electronic information will be deleted and when the hardware is discarded it will be physically destroyed.

Access to Personal Information:

You have the right to access and review the personal information and records collected and created by your TCTC therapist. The request can be made in writing or verbally to your therapist or the TCTC information officer. We will help you to understand the information, such as short forms and technical language, contained in the record. TCTC reserves the right to charge a nominal fee to cover the costs associated with such requests, e.g., time locating requested records, time spent reviewing with you, cost of printing and mailing. You will be informed in advance if the fee is expected to exceed \$25.

Requesting a Correction:

You have the right to request a correction to your personal health information. TCTC will respond to your request in writing within 30 days. We may require documentation from you in order to support the correction. Any factual errors or omissions will be corrected, however the therapist's professional opinion and observations made in good faith may not be changed. If the correction will have an effect on the care provided, a copy of the corrected version will be forwarded to anyone with whom the original had previously been shared. Whether the correction is made or not, it will be documented in the record that a correction was requested. If you disagree with our decision not to correct the record, you may make a complaint to IPC.

PRIVACY

In accordance with PHIPA, the TCTC therapists are committed to protecting the privacy of all personal and medical information that is collected. We will store, use and disclose personal information responsibly and according to the extent necessary for the services we provide. We will be open and transparent regarding the manner and procedure we use to handle personal information within our possession.

Disclosing Personal Information:

With your express consent, the TCTC therapists can share personal health information with your child's pediatrician, family physician, school or others involved in your child's care whom you designate. You may withdraw your consent to share information at any time by informing your therapist. However, the withdrawal of consent will not be retroactive.

Occupational therapists, speech-language pathologists, physiotherapists and social workers in Ontario do not have to obtain consent to share personal health information in the following situations:

- If a family submits a health benefit claim to their private insurance company and we are contacted by the insurance to verify the claim, the TCTC therapists can confirm the following information for the insurance company: the name of the patient, service provided, date of service, the name of the person who provided the service and the fee charged for the service. Express consent would be obtained before providing the insurance company with any additional information.
- If we suspect child abuse or neglect.
- If we suspect sexual abuse by another regulated health care provider.
- If we believe our client presents a serious danger of physical harm to themselves or to another person.

- If there is an emergency situation such as a medical emergency.
- If we are legally required to disclose information by a subpoena, warrant or court order.
- If we are selected for an assessment of our practice as part of the Quality Assurance process by our regulatory bodies: COTO, CASLPO, CPO, and OCSWSSW.

External consultants, such as our accountant, may need to review some of our records in order to perform their job. Any external consultants working with TCTC must also be accountable to PHIPA.

Email and Text Communication:

Any personal information collected via e-mail or text is only used for its stated purpose, for example, requesting TCTC to contact you via telephone or email or re-scheduling an appointment. It is possible for messages sent by email or text to be intercepted. TCTC does not guarantee the security or confidentiality of email or text communication. Your continued use of email or text to communicate about your child confirms that you accept this risk. Alternately, you may contact us by phone in order to exchange personal information.

CONTACT INFORMATION

If you have questions or concerns about how your personal health information has been collected, used or disclosed, please speak with your TCTC therapist or contact the TCTC Chief Information Officer:

Annemarie Weeda, M.Sc., reg. CASLPO
658 Danforth Avenue, Suite 203
Toronto, ON M4J 5B9
647-235-9886

If you have a question or concern about the professionalism or competence of our therapists; please contact:

Lizette Alexander, OT Reg. (Ont)
658 Danforth Avenue, Suite 203
Toronto, ON M4J 5B9
647-236-4263

You have the right to share your concerns or make a complaint about your therapist with their regulatory body:

College of Occupational Therapists of Ontario

20 Bay Street, Suite 900, PO Box 78
Toronto, Ontario M5J 2N8
Phone: 416-214-1177 or toll free: 800-890-6570
Fax: 416-214-1173
Email: info@coto.org
Website: www.coto.org

College of Audiologists and Speech-Language Pathologists of Ontario

3080 Yonge Street, Suite 5060
Toronto, Ontario M4N 3N1

Phone: 416-975-5347 or toll free: 800-993-9459
Fax: 416-975-8394
Email: caslpo@caslpo.com
Website: www.caslpo.com

College of Physiotherapists of Ontario

375 University Avenue, Suite 800
Toronto, Ontario M5G 2J5
Phone: 416-591-3828 ext. 201 or toll free: 800-583-5885
Fax: 416-591-3834
Email: info@collegept.org
Website: www.collegept.org

Commented [LA1]:

Ontario College of Social Workers and Social Service Workers

250 Bloor Street East, Suite 1000
Toronto, Ontario M4W 1E6
Phone: 416-972-9882 or toll free: 800-828-9380
Fax: 416-972-1512
Email: info@ocswssw.org
Website: www.ocswssw.org

You have the right to share your privacy concerns or make a complaint in writing with:

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Telephone: 416-326-3333 or 1-800-387-0073
Website: www.ipc.on.ca