

FALL 2024



**PARENT /  
CAREGIVER  
HANDBOOK**

# TABLE OF CONTENTS



## **01**

Vision Mission and Values

## **02**

Service Fees

## **03**

How do I pay?

## **04**

Cancellation and No Show policy

## **05**

At-School Client Policies

## **06**

In-Clinic Client FAQs

## **07**

Zoom Client Policies

## **08**

Contact Information

# OUR VISION MISSION AND VALUES

## Vision

To brighten the day of the clients we serve.

## Mission

To reduce barriers to accessing speech-language pathology, occupational therapy, and psychological services.

## Values


**Family/client Centred:** We care about YOUR goals

**Knowledgeable:** We complete continuing education every month to keep up-to-date with evidence-based practice


**Individualized:** We make our services fit our clients' unique interests

**Strengths-Based:** We recognize that every client has strengths that are key to their success

**Compassionate:** We CARE! We show this to families by checking in on our clients frequently during services, while they are on a break from services, and after our services have been provided. We happily connect families to free public services whenever possible. We offer flexible payment plans and will work around families' budgets. We constantly build partnerships that allow families to access services either for free or at a significantly reduced price.



Service	Fee
SLP, OT, and Psychotherapy Hourly Rate	45min (includes 30min direct time, and 15min indirect time): <b>\$135</b>  1hr (includes 45min direct time and 15 min indirect time): <b>\$170</b>
CDA/ Therapy Assistant Hourly Rate	45min (includes 30min direct time and 15min indirect time): <b>\$115</b>  1hr (includes 45min direct time and 15min indirect time): <b>\$135</b>
School or Home Visit Fee	10-15km from clinic (1 way): SLP/OT add \$90 (CDA/TA add \$75) *includes schools in Porcupine and South Porcupine  <10km from clinic: SLP/OT add \$65 (CDA/TA add \$55) *includes schools in Timmins
Travel	For travel exceeding 15km (1 way), clients will be billed the clinician's hourly rate and mileage (CRA rate of \$0.70/km)



# HOW DO I PAY?

We accept e-transfers or credit card for payment. You can have your credit card saved on file for automatic billing, if you prefer.

## For E-TRANSFERS:

Please send to [finance@bright-spot.ca](mailto:finance@bright-spot.ca) and include the invoice number. If it asks for a password use bright.

Payment is expected the same day as the service. If you prefer, you can pre-pay for the month (*optional*).

*Services may be put on hold if payment is not received.*

If you are a Jordan's Principle or Metis Nation of Ontario client, we will submit the invoice directly, however we may need your signature on the invoice. Services may be put on hold if there are delays in getting your signature once requested.



# CANCELLATION AND NO SHOW POLICIES

## **WHAT IF I NEED TO CANCEL THE SESSION WITH MORE THAN 24 HOURS NOTICE?**

If you cancel with more than 24hr notice, you will not be charged for the session. We will do our best to re-book the session if a spot is available. Keep in mind that our schedules are typically fairly full and it may not be possible to re-book.

To cancel a session notify your clinician directly, or contact the office at [info@bright-spot.ca](mailto:info@bright-spot.ca) or 705-300-2787 ext. 801.

## **WHAT IF I NEED TO CANCEL THE SESSION WITH LESS THAN 24 HOURS NOTICE?**

If you cancel with less than 24hr notice you will be charged for the session. We will use the time for your child. You have the following options:

- Switch to zoom (if cancelling the night before)
- Home plan
- Support letter or other required documentation
- Parent consult, communication with teacher or communication with other professionals
- Other indirect service (creating therapy materials to be used with your child)

## **WHAT HAPPENS IF I DO NOT SHOW UP FOR MY APPOINTMENT AND DO NOT NOTIFY THE CLINICIAN/OFFICE?**

You will be charged for the session and we may not be able to use the time for an alternate service (since we spent the time waiting for your child to arrive).

After 3 "no shows" your child will be put on our waitlist and their spot will be given away.



# AT-SCHOOL SERVICES POLICIES

## WHAT DO WE NEED TO BE ABLE TO PROVIDE SERVICES AT SCHOOL?

We will need you to fill out a consent form allowing us to see your child at the school as well as to communicate personal health information with your child's school.

## WHY DO SCHOOL SERVICES COME WITH AN ADDITIONAL FEE? (PLEASE REVIEW SERVICE FEE SECTION)

While at-school services are sometimes necessary for some children, there is a great deal of additional work that goes into seeing your child at school, including:

- paying the staff's mileage and the time they are travelling
- time to pack to go to the school and setting up the room
- coordinating with the school and class schedules
- communicating with the teacher
- signing in/out and waiting for (or getting) the student
- packing up to leave after.

## IMPORTANT: WHAT HAPPENS ON A SNOW DAY?

Our staff typically go to schools on a snow day, unless they feel unsafe to do so. Given the number of children seen in schools on any given day, it is essential that we have a consistent plan for these days so that you, the parent/caregiver, know what to expect and your child's clinician knows the plan. We will send you a survey to complete before we start providing services at school that will answer:

- Does your child go to school on a snow day?
- Based on your clinician's caseload we will provide a list of options for snow days, which may include indirect services, zoom, or in-office services that will happen each time there is a snow day/bus cancellation if your child is not being seen at school

# IN-CLINIC SERVICES FAQS

## **CAN I LEAVE MY CHILD UNATTENDED AT THE CLINIC?**

We expect that the parent or caregiver stays at the clinic for the entire session, unless you have had a conversation with your child's clinician and have filled out a waiver.

## **SHOULD I BE IN THE ROOM WITH MY CHILD?**

We typically prefer for parents/caregivers to be active participants in sessions as we know that this results in greater progress and more carryover at home. In some situations, you and your child's clinician may agree for you to wait in the waiting room. You are always welcome to enter the therapy room and participate in the session at anytime.

## **CAN I BRING SIBLINGS TO MY CHILD'S SESSION?**

Please contact your child's clinician BEFORE the session if you need to bring a sibling to the session. A sibling may be allowed to join based on child's unique needs and goals.

## **CAN I BRING SNACKS FOR MY CHILD?**

You are welcome to bring a snack for your child, but please be mindful that we are a PEANUT ,FREE zone (these are all airborne). Your child's clinician may ask to save the snack for later depending on the goals of the session.

## **HOW EARLY SHOULD I ARRIVE FOR MY CHILD'S SESSION?**

Please feel free to arrive at your session time or a few minutes before. We ask that families avoid coming more than 5min early as our waiting room can get quite busy. Our door is often locked, please knock and we will happily open the door for you.

## **WHAT IF MY CHILD HAS A HARD TIME TRANSITIONING TO LEAVE AT THE END OF THE SESSION?**

If your child has difficulty transitioning after the session, please let your child's clinician know ahead of time (if they do not already know). We will do our best to develop a plan with you. Your clinician may end the session a little bit early in order to be present to support you in the transition.

## **WHAT IF I AM LATE FOR THE SESSION?**

If you are late for the session your child's clinician will likely still see your child, however keep in mind that the session will still end at the same scheduled time.

## **WHAT IF MY CHILD NEEDS TO USE THE WASHROOM?**

We have a washroom available in the hallway (key is available at reception). If your child tends to need to use the washroom during sessions, you may wish to bring them early to use the washroom before the session. Unfortunately, we are not able to extend the length of the session if your child needs to use the washroom during the session.



# ZOOM (TELEPRACTICE) FAQS

## **WHEN WILL I GET THE LINK FOR MY CHILD'S SESSION?**

Clinician's typically send out links the same day as the appointment. If you are concerned you did not receive the link, please feel free to email your child's clinician. It is also a good idea to check your junk/spam folder as sometimes our emails don't make it to your inbox.

## **WHAT HAPPENS IF I'M LATE?**

Clinician's will wait online for 10 minutes. If you have not contacted your clinician or joined zoom within 10 minutes the session will be marked as a "no show."

## **WHAT HAPPENS IF THERE ARE TECHNOLOGY ISSUES?**

Occasionally technology issues may arise. If these issues result in missing a significant amount of the session, Bright Spot will work with you to determine a course of action. Please keep your phone and/or email accessible during the session, in case we need to reach you.

## **WHERE SHOULD I SET UP THE SCREEN?**

Ideally, the screen should be in a quiet area of the home where there are limited distractions. For your child's protection/benefit, please ensure that your child is fully clothed, is nearby or within your view, and is ready to participate (they should not be alone in their bedroom with a closed door)

## **SHOULD I BE PRESENT THROUGHOUT THE SESSION?**

Parents are welcome and encouraged to participate in sessions. Depending on your child's needs it may be essential that you are present. Please be sure to have a conversation with your child's clinician about whether or not they need you to participate in the session.



# CONTACT INFO

## **Lisa Firlotte**

Operations Manager  
Educational Therapist  
705-300-2787 ext. 806  
lfirlotte@bright-spot.ca

## **Majesta Guenette**

Clinical Coordinator  
705-300-2787 ext. 801  
info@bright-spot.ca

## **Jonathan Pessah**

Finance Coordinator  
finance@bright-spot.ca

## **Robin Clement**

Speech-Language Pathologist  
705-300-2787 ext. 813  
rclement@bright-spot.ca

## **Katie Gervais**

Speech-Language Pathologist  
705-300-2787  
kgervais@bright-spot.ca

## **Kyra Beauchamp**

Speech-Language Pathologist  
705-300-2787  
kbeauchamp@bright-spot.ca

## **Mireille Marchand**

Speech-Language Pathologist

## **Julie St. Pierre**

Occupational Therapist  
705-300-2787 ext. 803  
jstpierre@bright-spot.ca

## **Erin Millette**

Occupational Therapist  
705-300-2787 ext. 817  
emillette@bright-spot.ca

## **Julie Quirion**

Psychotherapist (Qualifying)  
705-300-2787 ext. 818  
jqurion@bright-spot.ca

## **Jasmine Boucher**

Communicative Disorders  
Assistant/ Psychometrist  
705-300-2787 ext. 814  
jboucher@bright-spot.ca

## **Nicole Lindsay**

Communicative Disorders  
Assistant  
705-300-2787 ext. 815  
nlindsay@bright-spot.ca

## **Savannah Wright**

Therapy Assistant  
Marketing Coordinator  
swright@bright-spot.ca

## **Carobeth Zorzos**

Clinical Psychologist  
psych@bright-spot.ca

## **Katrina Haug**

Psychology Intern  
psych@bright-spot.ca

## **Natalie Parnell**

Clinical & School Psychologist  
psych@bright-spot.ca

## **Gabrielle Dupuis**

Speech-Language Pathologist  
gdupuis@bright-spot.ca

## **Danelle Lafortune**

Speech-Language Pathologist  
dlafortune@bright-spot.ca

## **Lisa Levesque**

Speech-Language Pathologist  
llevesque@bright-spot.ca

## **Keely Hutton**

Speech-Language Pathologist  
khutton@bright-spot.ca

## **Chantal Lefebvre**

clefebvre@bright-spot.ca

## **Rachel Pessah**

Clinic Director &  
Speech-Language Pathologist  
705-300-2787 ext. 800  
rpessah@bright-spot.ca

## **Tessa Pelletier**

Executive Assistant  
tpelletier@bright-spot.ca

## **Kaylee Mainville**

Report Editor  
student@bright-spot.ca

## **Chelsey Lee**

Therapy Assistant  
(Maternity Leave)

## **NORTH BAY/VIRTUAL:**

## **Tanya McCullough**

Speech-Language Pathologist

## **SUDBURY**

email: sudbury@bright-spot.ca

## **Melodie Serre**

Speech-Language Pathologist -  
Sudbury

## **Catherine Maclean**

Communicative Disorders  
Assistant- Sudbury

## **Nina Vincent**

Therapy Assistant - Sudbury

## **Corry Allair**

Therapy Assistant - Sudbury

## **Melissa Dicarlantonio**

Therapy Assistant - Sudbury