

WELCOMING YOU TO
PATHWAYS HEALTH CENTRE FOR CHILDREN
CAREGIVER GUIDE

PURCHASED THERAPY SERVICES



Welcome to Pathways Purchased Services!

A new way to help families...

With the province's move toward a more market-based system for service delivery, Pathways is excited to respond to requests from families for more access to therapy services through a Purchased Service model.

What changed?

In December 2019, aligned with the recommendations of the Autism Advisory Panel, the Ministry of Children, Community and Social Services (MCCSS) announced a new needs-based, sustainable and family-centred Ontario Autism Program (OAP). This change in direction includes directly funding eligible families enrolled in OAP, allowing them choice in purchasing select therapy services.

We also recognized that children without a diagnosis of Autism Spectrum Disorder may wish to purchase additional therapy services, and as a result, our new Purchased Service program is available to any child/youth regardless of diagnosis.

Does this effect the publicly-funded therapy services my child may be eligible for?

Families purchasing therapy services will continue to have access to the publicly funded therapy services for which they meet eligibility requirements.

Pathways will continue to provide our current therapy services in addition to Purchased Services to our community without interruption. Families do not need to participate in purchased services unless they choose to.

What services are offered through Pathways Purchased Services?

We are excited to be expanding our current Purchased Services offerings to include:

- ❖ Speech-Language Pathology Services
- ❖ Occupational Therapy Services

Your clinician is part of your team and will work together with you and your child to create a care plan with goals and strategies builds on your child's confidence, strengths and abilities and fits your schedule.

Pathways wants to be your provider of choice and, because of our long history of working with families, we know that every child is unique, and there is no "one-size-fits-all" plan!



**To get started, please call
Pathways at
519-542-3471 ext. 1278
The team will help you
understand your options**

Purchased Therapy Services Available

Below is an outline of the services provided. Further information about each service is available in the following pages.



Speech-Language Services

Pathways' Speech-Language Pathologists use evidence-based practices to build communication skills in fun, naturalistic settings. The following developmental needs may be addressed: social skills, talking, listening, speech production, fluency, and literacy.



Occupational Therapy Services

Pathways' Occupational Therapists use evidence-based practices to build everyday skills in fun, naturalistic settings. The following developmental needs may be addressed: self-care, planning and organizing, writing, fine motor development, playing, sensory and visual perception.

Did you know

Did you know that Pathways Health Centre for Children has offered, and continues to offer, a variety of purchased services?

These include:

- therapeutic aquatics,
- C.A.C.H.É. Childcare,
- Respite, and more!

For more information about Purchased Services, please reach out to Pathways at 519-542-3471 ext. 1278



Speech-Language Supports

Pathways’ Speech-Language Pathologists use evidence-based practice to build communication skills in fun, naturalistic settings. Communication Disorders Assistants (CDAs), under the supervision of a Speech-Language Pathologist, may also provide therapy sessions. Whenever possible, Speech-Language Pathologists and CDAs will utilize a play-based approach that maximizes engagement, participation, learning, and supports generalization of skills to home, school, and community. Speech-Language Pathologists and CDAs will work as a team, together with each family to create a service treatment plan that fits into the family’s lifestyle, builds on the child’s confidence and abilities and helps achieve shared goals. If a client is already receiving publicly-funded services at Pathways or services from another provider, the Speech-Language Pathologist will share information as appropriate, to help ensure everyone is working together to meet the client and family’s goals and needs.

Speech and language services may be purchased to address the following developmental needs:

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

All children and youth, whether or not they have an identified condition or diagnosis, are welcome to purchase speech and language services.

Parents may choose to receive speech and language services virtually through ZOOM sessions or in-person and onsite at Pathways Health Centre for Children or a Pathways satellite hub. Assessments and strategy sessions will only be provided by a Speech-Language Pathologist. A CDA under the direct supervision of a Speech-Language

Pathologist, may provide individual treatment sessions.

As part of the intake process, the Purchase of Services Supervisor will provide information and work together with the family to identify the goals and service options that are the best fit for their child and family.

A recent assessment by a Speech-Language Pathologist is a prerequisite for scheduling both Individual Treatment and Strategy sessions. The Purchased Services Supervisor will consult with the Speech-Language Pathologist to determine if a previously completed assessment meets the needs of the client and family with regard to the services requested, date of the last assessment completed and areas assessed. If it is determined that the assessment and goals are no longer current, the client will require an assessment.

ASSESSMENT

- Provided by a Speech-Language Pathologist
- Purchased as a two-hour session
- Includes a report of the assessment results, goals and recommendations

TREATMENT

- Provided by a Speech-Language Pathologist or by a CDA
- Purchased in a minimum block of 6 sessions
- 60-minute duration (45 min therapy / 15 min parent consultation)
- Focus on accomplishing new goals, practicing newly learned skills or helping your child to learn to use new skills in conversation
- Parent/caregiver participation is encouraged

STRATEGY SESSIONS

- Provided by a Speech-Language Pathologist
- Purchased as needed (no minimum required)
- 60-minute duration
- Focus on speech and language development unique to your child as well as strategies and handouts for parents and caregivers to use at home or in the community

Occupational Therapy

Pathways' Occupational Therapists (OT's) use evidence-based practice to build everyday skills in a fun and naturalistic setting. Occupational Therapy Assistants (OTAs), under the supervision of an OT may also provide therapy sessions. Whenever possible, clinicians will utilize a play-based approach that maximizes engagement, participation, and learning, and supports generalization of skills to the home, school, and community. OTs and OTAs work as a team together with each family to create a service treatment plan that fits into their lifestyle, builds on the child's confidence and abilities and helps achieve shared goals. If a client is already receiving publicly-funded services at Pathways or services from another provider, the OT will share information as appropriate, to help ensure everyone is working together to meet client and family goals and needs.

Occupational Therapy (OT) services may be purchased to address the following developmental needs:

- Self-care (dressing, oral hygiene, self-feeding, personal hygiene)
- Planning and Organization (to be ready for the responsibilities of the day)
- Writing (learning to effectively use pen/pencil and paper, a keyboard or even specialized technology)
- Fine Motor Development (learning to use the tools that help us get things done, i.e. pencil, scissors, or glue)
- Playing (promoting overall development, using toys, and playing with friends and family)
- Visual Perception (letter reversals, printing, patterns)
- Sensory (effectively managing reactions to sensations)

Parents may choose to receive occupational therapy services virtually through ZOOM or in-person and onsite at Pathways Health Centre for Children or a Pathways satellite hub. Assessments and strategy sessions will only be provided by an OT. An OTA,

under the direct supervision of an OT, may provide individual treatment sessions.

As part of the Intake process, the Purchase of Service Supervisor will provide information and work together with the family to identify the goals and service options that are the best fit for their child and family.

A recent assessment by an Occupational Therapist is a prerequisite for scheduling both Individual Treatment and Strategy sessions. The Purchased Services Supervisor will consult with the OT to determine if a previously completed assessment meets the needs of the client and family with regard to the services requested, date of the last assessment completed and areas assessed. If it is determined that the assessment and goals are no longer current, the client will require an assessment.

ASSESSMENT

- Provided by an Occupational Therapist
- Purchased as a two-hour session
- Includes a report of the assessment results, goals and recommendations.

TREATMENT

- Provided by an Occupational Therapist or OTA
- Purchased in a minimum block of 6 sessions
- 60-minute duration (45 min therapy / 15 min parent consultation)
- Parent/caregiver participation required
- Focus on accomplishing new goals, practicing newly learned skills or helping your child learn to use new skills in different situations and environments

STRATEGY SESSIONS

- Provided by an Occupational Therapist
- Purchased as needed (no minimum required)
- 60-minute duration
- Focus on providing information, strategies and handouts for parents and caregivers to use at home and in the community to achieve the goals for their child

Payment, Attendance, and Cancellations

Payment



Purchased Services at Pathways Health Centre for Children are inclusive. Families prepay (pay in advance). All costs to delivering these services are included in our pricing – there are no hidden fees.

Choosing the Pathways Difference...

Your Purchased Services clinician has been hired through a Children’s Treatment Centre that provides services specifically for children and youth and is accredited with Exemplary Standing through Accreditation Canada. For consistency in communication, your Purchased Services clinician and your child’s publicly-funded clinician will use and share information using your child’s current electronic record here at Pathways.

Purchasing a one-hour therapy session includes:

- A. Both direct and indirect therapy services; including 1:1 therapy, report writing, supervision of an Assistant, charting, client planning and preparation (i.e. One hour of a purchased therapy session includes a minimum of 1 hour and 45 minutes of a clinician’s time)
- B. Service navigation support and the security provided by the Purchased Services Supervisor who will:
 - address questions or concerns about your family’s funding and invoicing procedures as it relates to the Ontario Autism Program (OAP) (if applicable)
 - ensure all purchased services are eligible under OAP guidelines (if applicable)
 - provide records of services purchased and other supporting documents in the case you are audited by the Ministry of Children, Community and Social Services (MCCSS)
 - respond to MCCSS if they have any questions about the clinical services your family has purchased from Pathways Health Centre For Children
 - provide internal referrals to other publicly-funded services at Pathways, including our Parent Support Groups

The option for Pathways to manage your OAP Funding...talk to us!

We appreciate how busy you are!

Families who are registered in the Ontario Autism Program (OAP) and have completed the intake process through the Independent Intake Organization may be eligible to receive direct funding to purchase clinical services for their child.

Families can choose to manage their OAP funding themselves or direct MCCSS to send some or all of their OAP funding directly to Pathways. This is referred to as “direct funding”. Pathways will hold the funds in trust and will draw down on the families account as services are provided.

When using direct funding to purchase therapy services, the Purchased Services Supervisor will work closely with families, at their request, to help them use their funding efficiently and maximize service opportunities for their child.

In the Purchased Services program, families are partners in the process, and with the assistance of the Purchased Services Supervisor are responsible for:

- completing all MCCSS forms and processes with regard to their Direct Funding
- learning about their OAP Direct Funding Guidelines including eligible services for their child, funding start date, compliance with MCCSS terms and conditions, and how to submit their annual expense report

Attendance and Cancellations

Attendance and participation are an integral part of your child's success. Clients must notify Pathways Health Centre for Children at least 24 hours before a scheduled appointment if they need to cancel. One missed session that is cancelled within 24 hours may be rescheduled within the service schedule, to stay on schedule i.e. within the same week or as soon as possible pending family and clinician availability. Without 24 hours' notice, refunds or rescheduling will not be provided. **It is important to note that OAP direct funding does not cover missed appointments and clients will be invoiced separately for missed appointment(s).**

If your family fails a COVID-19 Screening: a phone consultation with parents/caregivers or a virtual therapy session with the client will be offered by the clinician in the time slot of the missed appointment. To book this appointment please advise the clinician when you call to cancel your session.

Cancellations by Pathways: Clients will be contacted as soon as possible if Pathways Health Centre for Children needs to cancel an appointment. The clinician will work with the family to reschedule the appointment as soon as possible.

Clinicians will work with the client and family to ensure that their identified behaviour needs are met. However, if a client requires significant motivation and/or behavioural management strategies to achieve goals, and all possible avenues have been exhausted, it may be determined by the clinician that they are unable to meet the needs of the client and the purchased service is not able to continue. Any decision such as this will be made in collaboration with the family, the Purchased Services Supervisor and the Service Manager. Behaviour supports are not currently available for purchase through Pathways'.



What will my first purchased service session look like?

After you have completed the intake process and have an up-to-date assessment in place, the Purchased Services Supervisor will meet with the clinician assigned to your child. The Purchased Services Supervisor will provide your information to the clinician, which includes the goals you have identified for your child.



The clinician will review your child's current electronic file (if currently a Pathways client) and draft a Care plan that aligns with your goals and the goals and outcomes of your child's most recent assessment.

If there is no up-to-date assessment in place, the Purchased Services Supervisor will discuss options with the family about scheduling an assessment to be completed before scheduling a first therapy session.

First Session



The Clinician will use this time to:

- Get to know your child: their strengths, interests and abilities, in order to lay the groundwork for success throughout the block of sessions
- Review the care plan with you to ensure that the goals align with your expectations and are also achievable with the number of sessions in your block. This is also an opportunity for you and your clinician to modify the care plan together, if you feel it's required, to ensure it reflects your child's needs
- Confirm the therapy schedule. This could include up to two sessions per week, depending on your schedule and the clinician's availability
- Highlight important information related to the Pathways' Purchased Services program and answer any questions you may have as your child begins their sessions

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Privacy and Ethics

Ontario’s Personal Health Information Protection Act (PHIPA) states the legal requirements for the collection, use, and disclosure of your personal health information. Pathways Health Centre is committed to upholding and following this policy and will only disclose personal health information within the guidelines of PHIPA or as required by other applicable laws.

The Pathways Purchased Services program, will seek to maintain high standards of conduct and moral judgment in professional and business dimensions of services and relationships with clients, families, partners, and the public. To avoid a conflict of interest, Pathways will not assign the same clinician to a family to provide both publicly funded and purchased services.

All Pathways staff regardless of professional body affiliation, shall in their conduct of business, possess the qualities of integrity, loyalty and reliability and embody the following Values and Ethics as guided by the Pathways Professional Ethics Policy. All staff must adhere to the Pathways privacy commitment.

PATHWAY’S VALUES

Partnering with our clients, their families and our community.

Advocating for our clients.

Respecting the individuality, diversity and dignity of our clients, their families, our staff and volunteers.

Team work.

Nurturing an inclusive community.

Educating in an open learning environment.

Recognizing the roles and contributions of our clients, their families, our staff and volunteers.

Supporting opportunities that encourage health, well-being and self-esteem.

CODE OF ETHICS

Freedom of Choice (AUTONOMY)

- Pathways will ensure informed consent
- Pathways will empower families to participate in decision-making regarding services
- Pathways will respect family values and cultural beliefs

Maximizing Good (BENEFACTENCE and NON-MALIFECTENCE)

- Pathways will act to benefit others and avoid harm
- Pathways, working with families will balance risks with benefits
- Pathways will act to protect vulnerable persons

Fairness (JUSTICE)

- Pathways will ensure fair services for families and community partners
- Pathways will engage in consistent and transparent decision-making

Responsible caring (FIDELITY)

- Pathways staff will nurture loyal and trusting relationships with families
- Pathways staff will honour commitments to professional affiliations
- Pathways staff will demonstrate integrity in their role within the Centre

Getting Started & Things to Note

WE'RE SO EXCITED TO JOIN YOUR TEAM!

We know this is a big step, and we thank you for trusting Pathways Health Centre for Children to support you and your family on this journey. To get started with Pathways' Purchased Services, please contact 519-542-3471 ext.1278 to be connected with the Purchased Services Supervisor. To get you started on this next step, here are some things you might want to note:



HOURS OF OPERATIONS AND CLOSURES

Pathways Health Centre for Children is open for service Monday-Friday from 8:30am-4:30pm. Virtual sessions can be requested from 8:30am-7:00pm.

The Centre is closed for New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day. **Please note** that the Centre is also closed during the Christmas Holiday break.



ARRIVING AT PATHWAYS

When you arrive, please remember to wear your mask and sanitize your hands. Check-in with reception and your clinician will be notified of your arrival. If your meeting is not at Pathways, arrangements will be made for where to meet. Please monitor your child at all times to ensure safety.



MEDICATION and IMMUNIZATIONS

Please share: health concerns, medication, (indication, dose and possible side effects) and up-to-date vaccination information with the Centre to ensure we can best care for your child.



CELLPHONE, PHOTO, AND SOCIAL MEDIA USE

Photography, video, and audio recording is prohibited during sessions to ensure the safety and privacy of all our clients and families.

Please be advised that Pathways and our clinicians are unable to follow you on social media on both corporate and personal accounts.

When emailing Pathways, please ensure you are not including personal health information or any private information.

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ENFANTS AVENIR
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*Supporting children, youth and young adults to
achieve their potential through effective partnerships.*

www.pathwayscentre.org

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