



Group Therapy Frequently Asked Questions

1. What is the difference between a Support Personnel and a Speech Language Pathologist?

Support personnel are speech assistants who work under the supervision of a Speech Pathologist. They have a diploma in Speech studies and experience as speech assistants, but do not have a master's degree in Speech Science like Speech Pathologists have. The same like dentists have dental assistants. Support personnel can provide therapy only if there is a Speech pathologist (SLP) involved in the process.

3. How are the groups created? By age, ability, etc.?

We will gather the inquiries and then group children by age and communication level. If any of the children need visuals or AAC support, we can definitely incorporate that in the group profile.

4. Will PECS or any communication systems be provided?

It would be best if the child can bring their own device or PECS binder, because they are more familiar with their own system.

5. Are groups Augmentative and Alternative Communication (AAC) friendly/incorporated?

If any of the children need visuals or AAC support, we can definitely incorporate that in the group profile.

6. Why are you making group sessions?

We created the groups because we saw there is a need for peer social interaction in our clients, that cannot be provided in individual sessions. Additionally, some parents saw the benefit of a lower price and if it works for them, we are happy to provide that, as long as the group setting works for all the children involved.



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7. Does my child need a speech assessment before doing group therapy?

If the child has a speech assessment report or even a note that was done in the last year, it would help us a lot. If they do not, then a Speech Pathologist would be present to appreciate how all the children are doing in the group, and if that particular group is suitable for all the kids and to set goals for the children who do not have goals.

8. What kind of kids will be there?

We cannot give a lot of information about the other kids, due to confidentiality Reasons. The Speech Pathologist will decide if a particular child is appropriate for the group, or not. If the child is not appropriate, the parents will receive a reimbursement for the remainder of the sessions, and they will only pay for the first session and will receive the appropriate invoice.

9. How will the payment be effectuated, and receipts will be sent?

Parents will pay in full for all the 6 sessions by e-transfer before the sessions start and will receive a receipt that says "Retainer for Group Speech Therapy. Receipts for speech therapy sessions will be provided at the end of the month. Please send payment to the following emails, and please put in the comments, the name of the child and the group for which you are sending the payment.



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10. Cancellation policy

We understand that emergencies and illnesses arise, which may cause parents to cancel sessions, however, there will be no refunds, exchanges, or credits allowed for any missed sessions of the 6 week block. If a Client is late to pick up their child at the end of the therapy session, Client shall pay the additional time at the therapy rate on a quarter hour basis. Repeated failures to attend scheduled sessions or consistent late arrivals to scheduled sessions/pick up times may result in termination of services without refund, exchange, or credits.

11. What happens if there are not enough children registered for a group.

If there are not enough children registered for a group, an email with cancellation of that particular group will be sent to parents 2 days prior to the date when the group is supposed to start, and the parents will receive a full reimbursement of their payment. The parent can choose to keep their name on the waiting list for a future group.