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Quinte Health Care
Belleville General Hospital
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ATTENDANCE GUIDELINES FOR FAMILIES

Attendance at scheduled initial assessments and follow-up visits at the Quinte Children's Treatment Centre (QCTC) is a vital component of your child's experience with therapy and progression toward the goals identified collaboratively between you and your child's therapist(s). With a very high volume of requests for service, our priority is to provide services to families who are committed to therapy for their child and in order to do so, we require all families to adhere to our attendance guidelines.

INITIAL ASSESSMENTS

Prior to beginning treatment with our therapists, an initial assessment must be completed for your child for each type of therapy to which he or she has been referred. A significant amount of therapist time and resources are devoted to an initial assessment and include not only the time for the assessment itself, but also preparation time prior to and documentation following the assessment that are set aside specifically for your child. **When scheduling an initial assessment, you will be advised by QCTC staff of the no-show/cancellation guideline described below.**

If you are unable to attend a scheduled initial assessment for your child, we ask that you notify us a minimum of **48 hours/2 business days** prior to the appointment date. This will allow us time to schedule another child who is awaiting assessment.

If your child does not attend a scheduled initial assessment (and you have not notified us in advance) **or** we do not receive sufficient notice of cancellation as described above, a letter will be sent to you advising of the failure to attend/insufficient notice and notifying you that a second occurrence **will result in discharge of the referral.**

The referral for your child may be discharged prior to the initial assessment for failure to attend 2 scheduled initial assessments without notification to us **or** failure to provide 48 hours' notice of cancellation for 2 scheduled initial assessments (or a combination of these).

FOLLOW-UP THERAPY APPOINTMENTS

We ask that if you are unable to attend a follow-up therapy appointment that you notify us a minimum of **24 hours/1 business day** prior to the appointment date. This will allow us time to schedule another child who is awaiting service.

Your child may be discharged from active service for the following reasons:

- Failure to attend 2 scheduled follow-up appointments without notifying us **or** failure to provide 24 hours' notice of cancellation for 2 scheduled follow-up appointments (or a combination of these)
- Evidence of failure to carry out the recommended home activities/practice set out as part of the therapy intervention

ILLNESS

If you or your child is sick, please notify the Centre to cancel your initial assessment or follow-up therapy appointment so that others will not be exposed to the illness. We will use our discretion regarding the above potential reasons for discharge if you need to cancel your child's appointment with less than 24 hours' notice when you or your child are ill.

Please note that children who are re-referred following discharge for any of the above reasons will be readmitted to the waitlist based on the date of re-referral, provided the re-referral is accepted.