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**Quinte Health Care  
Belleville General Hospital  
265 Dundas Street E.  
Belleville ON K8N 5A9**

## **ATTENDANCE GUIDELINES FOR FAMILIES**

Attendance at scheduled appointments at the Quinte Children's Treatment Centre (QCTC) is a vital component of your child's experience with therapy(ies) 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 treatment for their child and in order to do so, we require all families to adhere to our attendance guidelines.

### Cancellations

We ask that if you are unable to attend a scheduled appointment that you notify us a minimum of 24 hours/one business day prior to the appointment date. This will allow us to schedule another child who is awaiting service.

Your child may be discharged for the following reasons:

- Failure to attend 2 scheduled appointments without calling to cancel **or** failure to provide 24 hours' notice of cancellation for 2 scheduled 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

If you or your child is sick, please notify the Centre to cancel your 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.