



## Welcome to tykeTALK at the H.A. Leeper Speech & Hearing Clinic

### WHAT DO OUR SERVICES LOOK LIKE?

- Services may include education sessions for parents/caregivers, group therapy sessions, individual therapy sessions, home programs, and/or periodic monitoring of your child's progress.
- What services look like may change over time as the Speech-Language Pathologist (S-LP) works with you to find a therapy plan that best fits your child's communication needs, family availability, and program requirements.
- Treatment may involve up to 8 or fewer sessions and is followed by a consolidation period for home practice. The S-LP will discuss with you how many sessions to expect and when you can anticipate a re-assessment following your therapy block.
- Services may be in-person, virtual, or via telephone.
- Different clinicians, including both Speech-Language Pathologists (S-LP) and Communicative Disorders Assistants (CDA), will be involved with your child during their time in the program.
- Western is a teaching clinic, so there could be S-LP student clinicians involved in your child's sessions.

### WHAT IS YOUR PARENT/CAREGIVER ROLE IN THERAPY?

You are an important member of your child's team. Parent/Caregiver involvement greatly benefits your child because:

- You know your child best and are your child's best teacher.
- Your child needs regular and repeated practice to make change.
- You are with your child every day, and you can help them practice their skills in different places throughout everyday activities.

**All therapy sessions involve the child's parent(s) and/or caregiver(s).** The purpose of your visits with the S-LP or CDA is to help you, as the parent/caregiver, learn and practice the skills needed to support your child in practicing their communication goals regularly at home. Parent/caregiver involvement means:

- Participating in all therapy activities (e.g., Join your child on the floor or at a table; play and take turns with your child).
- Actively participate in your child's therapy plan (e.g., goal setting).
- Ask questions!
- Be present. Keep cell phones tucked away.
- Let us know how your child is doing at home with what we've practiced together.

We want you to feel ready and comfortable to continue to work on your child's goals at home once the therapy sessions or block is done!

## WHY IS IT IMPORTANT TO ATTEND ALL THE THERAPY SESSIONS?

- In order for your child to make the most progress in therapy, it is important that you and your child attend all the scheduled therapy appointments.
- Please arrive on time for your appointment. We are unable to lengthen sessions beyond the scheduled time. If you are more than **10 minutes late** for a therapy session, the session will be cancelled.
- We understand that sometimes illness or emergencies arise and you will have to cancel a therapy appointment. Please call ahead (see **Cancellations** below).

## WHAT IF I HAVE TO CANCEL AN APPOINTMENT?

- If you need to cancel an appointment prior to the appointment date, call or email your clinician directly or the Western tykeTALK clinic **(519) 661-2001** at any time, day or night.
- **Cancelled Therapy:** If **2 or more** appointments are **cancelled** within a scheduled treatment block, therapy will be cancelled and a follow-up recheck appointment will be scheduled at a later date.
- **Therapy “No Show’s”:** **After 2 ‘no shows’** (cancelling without a call or message left), the treatment block will be cancelled and a letter will be sent home to ask families to contact the clinic if they wish to continue with tykeTALK – Western University services. If families want to continue they will be added to the following months’ waitlist from when they called.
- **Cancelled or Missed Re-assessments:** **After 2** re-assessment appointments have been cancelled by the family, they will be responsible for contacting the clinic to book another appointment. That next appointment will be added to the following months’ call list. If the third appointment is also cancelled by the family, the child will be discharged from tykeTALK, and the family will have to contact Intake at Thames Valley Children’s Centre to reactivate services.
- Due to high caseload demands, cancelled therapy appointments by the family **will not** be rescheduled. If the clinician cancels, the appointment may be rescheduled.

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PLEASE INFORM US OF ANY CHANGES TO YOUR CONTACT INFORMATION (phone numbers, address, email)

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Kindly remember that our clinic is NUT-FREE & SCENT-FREE

## WESTERN TYKETALK TEAM

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