FALL 2026

PARENT/ CAREGIVER HANDBOOK

TABLE OF CONTENTS

BRIGHT SPOT
Therapy Services

01
Vision Mission and Values

02
Service Fees

03
How do I pay?

04
Cancellation and No Show Policy

05
At-School Client Policies

06
In-Clinic Client FAQS

07
Telepractice Client Policies

08
Contact Information

OUR VISION MISSION AND VALUES

Vision
To brighten the day of the clients we serve.

Mission
To reduce barriers to accessing speech-language pathology, occupational therapy, and psychological services.

Values
Family/client Centred: We care about YOUR goals
Knowledgeable: We complete continuing education every month to keep up-to-date with evidence-based practice
Individualized: We make our services fit our clients' unique interests
Strengths-Based: We recognize that every client has strengths that are key to their success
Compassionate: We CARE! We show this to families by checking in on our clients frequently during services, while they are on a break from services, and after our services have been provided. We happily connect families to free public services whenever possible. We offer flexible payment plans and will work around families' budgets. We constantly build partnerships that allow families to access services either for free or at a significantly reduced price.

Service	Fee
SLP/OT Rates	45min (includes 30min direct time, and 15min indirect time): **$145** 1hr (includes 45min direct time and 15 min indirect time): **$180** Combined OT/SLP session (20 min of each and 10 min indirect for each): **$160 billed as $80 SLP and $80 OT**
Counselling Rates (RSW/RP/RP(Q))	40min session (30min direct + 10min indirect): **$145** 60min session (50min direct + 10min indirect): **$180**
CDA/Therapy Assistant/ Psychometrist Rate	45min (includes 30min direct time and 15min indirect time): **$125** 1hr (includes 45min direct time and 15min indirect time): **$145**
Feeding Sessions	**An additional $20/session fee will be added for feeding therapy sessions to account for the rising costs of food**

Service	Fee
School or Home Visit Fee	10-15km from clinic (1 way): SLP/OT add $90 (CDA/TA add $75) **includes schools in Porcupine and South Porcupine* <10km from clinic: SLP/OT add $65 (CDA/TA add $55) **includes schools in Timmins*
Travel	For travel exceeding 15km (1 way), clients will be billed the clinician's hourly rate and mileage (CRA rate of $0.72/km)
Iroquois Falls / Matheson Services	All sessions in IF will be charged the higher school services (>10km) rate to account for clinician travel from Val Gagne. Should this clinician relocate or services be needed from a clinician located further away we would still charge travel time and mileage.

HOW DO I PAY?

We accept **e-transfers** or **credit card** for payment. You can have your credit card saved on file for automatic billing, if you prefer.

For E-TRANSFERS:
Please send to finance@bright-spot.ca and include the invoice number. If it asks for a password use bright.

Payment is expected the same day as the service. If you prefer, you can pre-pay for the month (*optiona*l).

Services may be put on hold if payment is not received.

If you are a Jordan's Principle or Metis Nation of Ontario client, we will submit the invoice directly, however we may need your signature on the invoice. Services may be put on hold if there are delays in getting your signature once requested.

CANCELLATION AND NO SHOW POLICIES

WHAT IF I NEED TO CANCEL THE SESSION WITH MORE THAN 24 HOURS NOTICE?

If you cancel with more than 24hr notice, you will not be charged for the session. We will do our best to re-book the session if a spot is available. Keep in mind that our schedules are typically fairly full and it may not be possible to re-book.
To cancel a session notify your clinician directly, or contact the office at info@bright-spot.ca or 705-300-2787 ext. 801.

WHAT IF I NEED TO CANCEL THE SESSION WITH LESS THAN 24 HOURS NOTICE?

If you cancel with less than 24hr notice you will be charged for the session. We will use the time for your child. You have the following options:

- Switch to Zoom/Teams (if cancelling the night before)
- Home plan
- Support letter or other required documentation
- Parent consult, communication with teacher or communication with other professionals
- Other indirect service (creating therapy materials to be used with your child)

WHAT HAPPENS IF I DO NOT SHOW UP FOR MY APPOINTMENT AND DO NOT NOTIFY THE CLINICIAN/OFFICE?

You will be charged for the session and we may not be able to use the time for an alternate service (since we spent the time waiting for your child to arrive).

After 3 "no shows" your child will be put on our waitlist and their spot will be given away.

AT-SCHOOL SERVICES POLICIES

WHAT DO WE NEED TO BE ABLE TO PROVIDE SERVICES AT SCHOOL?

We will need you to fill out a consent form allowing us to see your child at the school as well as to communicate personal health information with your child's school.

WHY DO SCHOOL SERVICES COME WITH AN ADDITIONAL FEE? (PLEASE REVIEW SERVICE FEE SECTION)

While at-school services are sometimes necessary for some children, there is a great deal of additional work that goes into seeing your child at school, including:

- paying the staff's mileage and the time they are travelling
- time to pack to go to the school and setting up the room
- coordinating with the school and class schedules
- communicating with the teacher
- signing in/out and waiting for (or getting) the student
- packing up to leave after.

WHAT IF MY CHILD IS NOT AT SCHOOL?

It is the parent/caregivers responsibility to communicate with their clinician or BSTS office if the child will not be at school on the day of their scheduled session. Cancellation and no show policies remain applicable at school.

IMPORTANT: WHAT HAPPENS ON A SNOW DAY?

Our staff typically go to schools on a snow day, unless they feel unsafe to do so. Given the number of children seen in schools on any given day, it is essential that we have a consistent plan for these days so that you, the parent/caregiver, know what to expect and your child's clinician knows the plan. We will send you a survey to complete before we start providing services at school that will answer:

- Does your child go to school on a snow day?
- Based on your clinician's caseload we will provide a list of options for snow days, which may include indirect services, zoom, or in-office services that will happen each time there is a snow day/bus cancellation if your child is not being seen at school.

PLEASE NOTE: If you inform us that your child does not attend school on snow days you will still be charged for their session, but the additional school fee will be removed and an alternative service (e.g., home plan, zoom session, in-clinic session) will be offered.

IN-CLINIC SERVICES FAQS

CAN I LEAVE MY CHILD UNATTENDED AT THE CLINIC?

We expect that the parent or caregiver stays at the clinic for the entire session, unless you have had a conversation with your child's clinician and have filled out a waiver.

SHOULD I BE IN THE ROOM WITH MY CHILD?

We typically prefer for parents/caregivers to be active participants in sessions as we know that this results in greater progress and more carryover at home. In some situations, you and your child's clinician may agree for you to wait in the waiting room. You are always welcome to enter the therapy room and participate in the session at anytime.

CAN I BRING SIBLINGS TO MY CHILD'S SESSION?

Please contact your child's clinician BEFORE the session if you need to bring a sibling to the session. A sibling may be allowed to join based on child's unique needs and goals.

CAN I BRING SNACKS FOR MY CHILD?

You are welcome to bring a snack for your child, but please be mindful that we are a **NUT AND SHELLFISH FREE zone.** Your child's clinician may ask to save the snack for later depending on the goals of the session.

HOW EARLY SHOULD I ARRIVE FOR MY CHILD'S SESSION?

Please feel free to arrive at your session time or a few minutes before. We ask that families avoid coming more than 5min early as our waiting room can get quite busy. Our door is often locked, please knock or ring the doorbell and we will happily open the door for you.

WHAT IF MY CHILD HAS A HARD TIME TRANSITIONING TO LEAVE AT THE END OF THE SESSION?

If your child has difficulty transitioning after the session, please let your child's clinician know ahead of time (if they do not already know). We will do our best to develop a plan with you. Your clinician may end the session a little bit early in order to be present to support you in the transition.

WHAT IF I AM LATE FOR THE SESSION?

If you are late for the session your child's clinician will call you 5 minutes after your scheduled session time to confirm whether you are coming to the session. After 15 minutes of no contact, the session will be treated as a “no show”. If you make it to the session late, keep in mind that the session will still end at the same scheduled time.

WHAT IF MY CHILD NEEDS TO USE THE WASHROOM?

We have a washroom available at our office. If your child tends to need to use the washroom during sessions, you may wish to bring them early to use the washroom before the session. Unfortunately, we are not able to extend the length of the session if your child needs to use the washroom during the session.

TELEPRACTICE FAQS

WHEN WILL I GET THE LINK FOR MY CHILD'S SESSION?

Clinician's typically send out links the same day as the appointment. Sessions may be booked via Zoon or Microsoft Teams. If you are concerned you did not receive the link, please feel free to email your child's clinician. It is also a good idea to check your junk/spam folder as sometimes our emails don't make it to your inbox.

WHAT HAPPENS IF I'M LATE?

Clinician's will wait online for 10 minutes. If you have not contacted your clinician or joined within 10 minutes the session will be marked as a "no show."

WHAT HAPPENS IF THERE ARE TECHNOLOGY ISSUES?

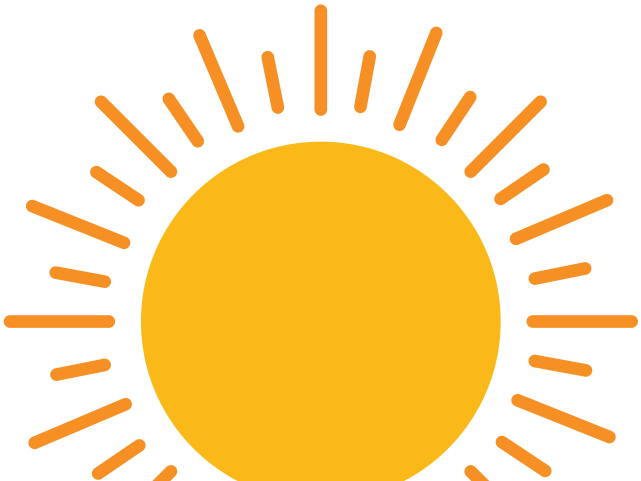
Occasionally technology issues may arise. If these issues result in missing a significant amount of the session, Bright Spot will work with you to determine a course of action. Please keep your phone and/or email accessible during the session, in case we need to reach you.

WHERE SHOULD I SET UP THE SCREEN?

Ideally, the screen should be in a quiet area of the home where there are limited distractions. For your child's protection/benefit, please ensure that your child is fully clothed, is nearby or within your view, and is ready to participate (they should not be alone in their bedroom with a closed door)

SHOULD I BE PRESENT THROUGHOUT THE SESSION?

Parents are welcome and encouraged to participate in sessions. Depending on your child's needs it may be essential that you are present. Please be sure to have a conversation with your child's clinician about whether or not they need you to participate in the session.



CONTACT INFO

SPEECH-LANGUAGE PATHOLOGISTS

Katie Gervais Speech-Language Pathologist
705-300-2787 ext. 820
kgervais@bright-spot.ca

Kyra Beauchamp Speech-Language Pathologist
705-300-2787 ext. 819
kbeauchamp@bright-spot.ca

Sally Guillemette Clinical Manager
Speech-Language Pathologist
705-300-2787
sguillemette@bright-spot.ca

OCCUPATIONAL THERAPISTS

Julie St. Pierre Occupational Therapist
705-300-2787 ext. 803
jstpierre@bright-spot.ca

Erin Millette Occupational Therapist
705-300-2787 ext. 817
emillette@bright-spot.ca

THERAPY ASSISTANTS

Nicole Lindsay Communicative Disorders Assistant
705-300-2787 ext. 815
nlindsay@bright-spot.ca

Savannah Wright Therapy Assistant
Marketing Coordinator
705-300-2787 ext. 821
swright@bright-spot.ca

Chelsey Lee Therapy Assistant
705-300-2787
clee@bright-spot.ca

Shannon Pilon Therapy Assistant
705-300-2787
spilon@bright-spot.ca

Courntey Rudd Therapy Assistant
705-300-2787
crudd@bright-spot.ca

ADMIN TEAM

Rachel Pessah Clinic Director
Speech-Language Pathologist
705-300-2787 ext. 800
rpessah@bright-spot.ca

Lisa Firlotte Operations Manager
Educational Therapist
705-300-2787 ext. 806
lfirlotte@bright-spot.ca

Majesta Guenette Clinical Coordinator
705-300-2787 ext. 801
info@bright-spot.ca

Kaylee Mainville Report Editor
info@bright-spot.ca

Stacey Caron Payroll
scaron@bright-spot.ca

PSYCHOLOGY

Mélanie Vaillancourt Registered Psychotherapist (Qualifying)
Psychometrist
705-300-2787 ext. 825
mvaillancourt@bright-spot.ca

Vanessa Harmanmaa Registered Psychotherapist
Psychometrist
705-300-2787
vharmanmaa@bright-spot.ca

Cass Morel Registered Social Worker
705-300-2787 ext. 818
cmorel@bright-spot.ca

Natalie Parnell
Clinical & School Psychologist
psych@bright-spot.ca

Carobeth Zorzos
Clinical Psychologist
psych@bright-spot.ca