



Allied Therapy

CLIENT HANDBOOK

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Allied Therapy

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OUR VISION MISSION AND VALUES

Our Vision

A future where every person and family feels understood, supported, and confident that there is always a way forward.

Our Mission

To make high-quality therapy easier to access and easier to navigate by providing coordinated, personalized, and neurodivergent-affirming care for children, adults, and families.

What Guides Our Care

You know yourself and your family best- Your priorities matter. We listen first and build goals with you, not for you.

Affirming care- We respect each person's unique way of communicating, learning, thinking, moving, and experiencing the world. Our goal is not to change who someone is, but to help them participate, communicate, and thrive in ways that matter to them.

One coordinated team- Our therapists work together when more than one area of support is needed, helping families spend less time coordinating care and more time moving forward.

Personalized support- There is no one-size-fits-all approach to therapy. We consider each person's strengths, interests, routines, environment, needs, and goals when developing a plan.

Evidence-informed practice- Our clinicians combine professional expertise, current evidence, and the lived experience and priorities of the people we serve to guide care.

Accessible and inclusive care- We work to reduce barriers wherever we can and welcome conversations about communication, sensory, mobility, language, scheduling, environmental, or other accessibility needs.

Compassion and respect- Therapy should feel human. We want every interaction with Allied Therapy to leave you feeling more informed, more capable, and more supported.

Always a way forward- You do not need to have everything figured out before you begin. We are here to help you understand your options, decide what matters most, and identify the next step that makes sense for you or your family.

Free 20 Minute Consultation: If you have questions about our services, we offer a free 20 Minute Consultation to see if we're the right fit.



Treatment Fees for sessions after an assessment:

In Clinic and Virtual- SLP, OT, BCBA	1 hour	\$135
	30 Minutes	\$90
In Clinic and Virtual- Registered Mental Health	1 hour	\$180
In Community- within designated zone	1 hour	\$150
In Community- outside of designated zone	1 hour	\$135 plus travel costs

Note: Each one-hour session includes 50 minutes of direct client care and 10 minutes allocated for charting and administrative tasks.

Supplemental Services may be required for long term contracts: Supplemental support includes but is not limited to: appropriate follow up and communication with family/ carers, teaching staff and/ or other professionals, creation of resources and programs, research and preparation for treatment sessions, scoring and analysis of assessments and report writing. This work is critical to providing consistent and effective services to meet the client's needs and goals, and is an important part of the therapeutic process without which benefits from therapy may be impacted. These hours will only be used and charged if needed.

Professional services including writing letters, filling out forms, phone calls, and Reports written are billed at \$135 per hour. Report will be provided within two weeks of initial visit.

Designated community zone: Bedford, Halifax Peninsula, Lower Sackville, Hammonds Plains, Timberlea, and parts of Dartmouth (Burnside, Dartmouth Crossing, Mic Mac Mall area, Woodlawn, Portland Hills, and Russell Lake).

Updated Fee Information

Any current contract pricing will be honoured until renewal.

Assessment Costs

Therapist Type	Assessment Type	Description	Duration	Cost
SLP, OT, BCBA	Initial Consultation with verbal feedback	General consultation with verbal feedback.	1 hour	\$160
Speech-Language Pathologist	Full Initial Assessment with report	Evaluates stuttering, speech sound development, preschool language, voice, and early communication skills. Includes report review and strategies.	3 hours + analysis and report	\$675
Speech-Language Pathologist	Communication Intermediary Assessment and Support with report	Provides support for those needing help communicating in formal settings, like court. Includes report.	2 hours + analysis and report	\$390 (\$195 per hour after 2 hours).
Occupational Therapist	Standard Consult Assessment with report	Focuses on specific needs like ergonomics or a fence assessment. Includes report review and strategies.	1 hour + analysis and report	\$500
Occupational Therapist	Full Initial Assessment with report	Comprehensive evaluation of a client's development, daily functioning, and specific needs. Includes report review and strategies.	3 hours + analysis and report	\$675
Board-Certified Behaviour Analyst	Standard Assessment with report	Comprehensive evaluation to understand behaviour and develop a personalized behaviour intervention plan. Includes report review and strategies.	3 hours + analysis and report	\$675 (\$135 per hour after 5 hours)
Board-Certified Behaviour Analyst	Crisis Support Assessment with report	Focused evaluation to provide immediate help for severe behavioral challenges or crises with de-escalation strategies. Includes report review and strategies.	3 hours + analysis and report	\$800 (\$160 per hour after 5 hours)
Speech-Language Pathologist & Occupational Therapist	Feeding Safety Assessment	A collaborative feeding safety assessment by an occupational therapist and speech-language pathologist to evaluate oral-motor skills, swallowing function, sensory preferences, and mealtime behaviours, ensuring a safe eating experience for individuals of all ages.	One hour visit with both therapists with written follow up.	\$480

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 office@alliedtherapy.ca and include the invoice number. If it asks for a password, please use allied

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

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

If you are a client that is supported by the province or a funding agency, we will submit the invoice directly on your behalf.



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, please contact the office at office@alliedtherapy.ca or 902-580-1060. Please leave a voicemail if outside of office hours.

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 Virtual, We can do parent coaching if your child is sick (if cancelling the night before)
- Home plan where we build a program to practice at home
- 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 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 regular spot may be no longer available.

School & Daycare Services

For some children, receiving therapy in their school or daycare can help our clinicians understand how they communicate, participate, regulate, learn, and interact in their everyday environment.

School and daycare visits are considered community-based appointments and are offered when they are clinically appropriate, the location is within our current service area, and clinician availability allows. Allied Therapy also offers appointments at our Bedford clinic and virtually across Nova Scotia.

What do we need before providing services at school or daycare?

Before services begin, **Allied Therapy will need:**

- Parent/caregiver consent for your child to receive services at the school or daycare.
- Permission from the school or daycare for our clinician to be on site.
- Informed consent from the parent/caregiver before we communicate or share relevant personal health information with teachers, educators, administrators, or other members of your child's support team.
 - **You choose what information Allied Therapy may share.** Consent can be withdrawn, subject to any legal or safety-related requirements.

How does Allied Therapy work with my child's school or daycare?

With your consent, your clinician may collaborate with teachers, educators, caregivers, or other professionals involved in your child's care. Depending on your child's needs, collaboration may include:

- discussing goals and strategies;
- sharing relevant recommendations or reports;
- observing your child in their everyday environment;
- helping strategies carry over into the classroom or daycare;
- coordinating goals with other members of your child's support team; or
- attending meetings when appropriate.
- Additional fees may apply when significant preparation, documentation, travel, consultation, or meeting time is required. We will explain anticipated costs before substantial additional work is completed whenever possible.

Are there additional fees for school or daycare appointments?

There may be. Community-based appointments can involve travel, mileage, additional service time, communication with educators, coordination with the site, and other work that is not required for an in clinic appointment. Charges depend on the location, distance, service agreement, funding arrangement, and time required. We will explain the anticipated travel or service costs before confirming the appointment whenever possible. Our current designated community service area includes Bedford, Halifax Peninsula, Lower Sackville, Hammonds Plains, Timberlea, and designated areas of Dartmouth. Additional travel costs may apply outside the designated service area.

If we have a partnership with your school or daycare, we do not charge travel or mileage to see your child on site.

What if my child will not be at school or daycare?

Please notify Allied Therapy as soon as possible if your child will not be at their school or daycare for a scheduled appointment.

Our regular cancellation policy applies to school, daycare, home, and other community appointments.

Appointments cancelled with less than 24 hours' notice, or missed without notice, are charged 50% of the scheduled appointment fee.

If a clinician has already travelled to a prearranged school, daycare, home, or other community location and your child is unavailable, 100% of the scheduled appointment fee may be charged. Frequent cancellations may lead to a conversation with your clinician about whether the current appointment time, location, or service plan continues to be the best fit for your family.

What happens during severe weather or a school closure? Safety comes first.

If unsafe weather, a school closure, transportation disruption, or another unexpected circumstance affects a community appointment, please contact your clinician or the Allied Therapy office as soon as possible.

Depending on the circumstances and clinician availability, we may discuss whether another appointment format or time is appropriate. An alternate appointment format is not guaranteed.

Allied Therapy recognizes that emergencies, significant illness, and unsafe weather conditions happen, and exceptions to the usual cancellation policy may be considered based on the circumstances.

What if the school or daycare cannot accommodate the appointment?

School and daycare appointments depend on the cooperation and availability of the site. If the school or daycare cannot provide access, an appropriate space, or a workable time within the child's schedule, your clinician will discuss other options with you. These may include an appointment at our Bedford clinic, another community setting when appropriate, or virtual services where clinically suitable.

A shared approach

When therapy happens at school or daycare, our goal is not simply to provide a session in a different location. It is to better understand your child in their everyday environment and, where helpful, give the adults supporting them practical strategies that can be used throughout the day.

You know your child best. We bring the clinical expertise, and together we build a plan that works in real life.

In Clinic Services FAQs

Should I stay at the clinic during my child's appointment?

For children and youth, we generally ask that a parent or caregiver remain available during the appointment. Depending on your child's age, needs, goals, and comfort level, your clinician may recommend that you participate in all or part of the session, or that your child spend some time working independently. Please speak with your clinician before leaving the clinic during your child's appointment.

Should I be in the therapy room with my child?

Often, yes. Parents and caregivers are important members of the therapy team. Being involved can help you understand what your child is working on and how strategies can be used in everyday routines. That said, every child is different. Sometimes a child may participate more comfortably or independently without a caregiver in the room. You and your clinician can decide together what works best. You are always encouraged to ask questions and let us know what helps your child feel comfortable and supported.

How early should we arrive?

Arriving at your scheduled appointment time or a few minutes beforehand is usually best. If your child benefits from extra transition time or has specific accessibility, sensory, communication, or mobility needs, please let us know. We will work with you to make the appointment as comfortable and accessible as reasonably possible.

What if we are late?

Please contact the office if you expect to be late. Because clinicians have appointments scheduled throughout the day, arriving late generally does not allow us to extend your appointment beyond its scheduled end time. If we have not heard from you and you do not attend the appointment, our missed-appointment policy may apply.

What is Allied Therapy's cancellation and no-show policy?

Appointments cancelled with less than 24 hours' notice are charged 50% of the scheduled appointment fee. We understand that emergencies, significant illness, and unsafe weather conditions can happen. Exceptions may be considered based on the circumstances. Frequent cancellations may lead to a conversation about whether the current appointment time or service plan is still the best fit. A no show without any communication is charged 100% of the fee.

What if my child has difficulty transitioning into or out of the session?

Please tell us. Transitions can be difficult for many children, and this is useful information for your clinician to know. Together, we can develop a plan that supports your child before, during, and after the appointment. This might include additional preparation, visual supports, predictable routines, caregiver involvement, or adjusting how the session ends. Our goal is to work with your child's needs rather than expecting every child to transition in the same way.

What if my child needs to use the washroom?

A washroom is available at the clinic. If using the washroom before the appointment helps your child feel more comfortable, you are welcome to arrive a few minutes early. If your child needs the washroom during their session, that is completely okay.

In Clinic Services FAQs

Can I bring siblings?

We understand that childcare is not always available. Whether a sibling can join the therapy room may depend on your child's needs, the goals of the session, safety, available space, and whether their presence affects participation. We will work with you to find the most practical option.

Can I bring food or snacks?

If your child may need food during their visit, please let your clinician know, particularly if eating or feeding is part of the appointment. There may be times when your clinician recommends having the snack before or after the session depending on your child's therapy goals. Please also tell us about any allergies or other food-related safety or accessibility needs that may affect your child's visit.

What should I bring?

Bring anything that helps us understand and support you or your child. This may include relevant assessment reports, school or medical information, medication information, communication or mobility supports, and a list of questions or priorities you would like to discuss. Do not worry if you do not have everything. We will figure it out with you.

What if my child needs an accommodation?

Please tell us. Communication, sensory, mobility, language, environmental, scheduling, and other accessibility needs are welcome topics of conversation. We want to understand what makes appointments work better for your family and will make reasonable efforts to support those needs.

Therapy should work with your family, not expect your family to fit one way of doing therapy.

Virtual Appointment FAQs

Allied Therapy offers virtual appointments across Nova Scotia when telehealth is appropriate for the service, your goals, and your individual needs. Many consultations, assessments, therapy appointments, coaching sessions, and groups can be offered virtually. Your clinician will let you know if another appointment format would be more appropriate.

When will I receive the link for my appointment?

Your virtual appointment information will be provided through the booking system or by your clinician. Before your appointment, please check your email and any appointment reminders for the link and instructions. If you cannot find it, check your junk or spam folder and contact the office or your clinician before the scheduled appointment time when possible.

What happens if I am late?

If you are running late, please contact the Allied Therapy office as soon as possible. Your clinician may still be able to see you for the remaining appointment time, but the session will normally end at its originally scheduled time so that the next client can begin on time. Appointments missed without notice are subject to Allied Therapy's cancellation and no-show policy. Appointments cancelled with less than 24 hours' notice, or missed without notice, are charged 50% of the scheduled fee.

Where should I set up for the appointment?

Choose a space where you or your child can participate as comfortably and privately as possible.

When you can, consider:

- reducing background noise and unnecessary distractions;
- placing the device somewhere stable;
- making sure the camera and microphone are working;
- having any materials your clinician has requested nearby; and
- using a space where private health information can be discussed appropriately.

We understand that homes are busy and perfect conditions are not always possible. If sensory, communication, environmental, or other accessibility needs affect virtual appointments, please tell your clinician so you can plan together.

Should I be present during my child's virtual appointment?

That depends on your child's age, needs, goals, and the type of appointment. Parents and caregivers are often important participants in therapy because you can help your child engage, learn strategies, and use them outside the session. For some appointments, your clinician may need you nearby or actively participating. For others, your child or teen may benefit from greater independence. Your clinician will discuss what level of caregiver involvement is most appropriate. For younger children, please remain available during the appointment in case your clinician needs your support.

What happens if there are technology problems?

Technology issues happen. If you lose your connection or experience significant audio or video problems, try reconnecting using the original appointment link. Please keep your phone and email accessible so your clinician can reach you if needed.

If technical difficulties substantially affect the appointment, your clinician will discuss the most appropriate next step with you. Depending on the circumstances, this may involve continuing in another way, adjusting the session, or arranging another option where appropriate.

What should I have ready?

Your clinician may let you know ahead of time if specific materials are needed.

Depending on the appointment, it can also help to have:

- headphones if they improve hearing or privacy;
- a charger nearby;
- toys, school materials, food, communication supports, or other items being used during therapy;
- relevant documents or reports; and
- your questions or priorities for the session.

Do not worry if you do not have everything. We can work with what is available.

Is virtual therapy right for everyone?

Not always. Virtual care can make therapy more accessible and convenient, but some assessments, activities, or clinical needs are better supported in person.

Your clinician will consider your goals, safety, communication needs, environment, and the type of service when recommending the most appropriate appointment format.

If virtual care is not the best fit, we can discuss other available options, which may include the Bedford clinic or a community-based appointment where appropriate.

What about privacy during virtual appointments?

Please choose a reasonably private location whenever possible, particularly when personal or health information will be discussed. Allied Therapy handles personal health information in accordance with applicable privacy requirements and professional standards. Your clinician can answer questions about confidentiality, consent, record keeping, or privacy considerations related to virtual care.

The goal is not to create the perfect virtual setup. It is to create a setting where you or your child can participate comfortably and meaningfully.

CONTACT INFORMATION

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