

Key Questions for Parents to Ask Service Providers

These questions were developed by Betty-Ann Garreck of Autism Parent Partners who has many years of experience in supporting newly diagnosed families in the Kamloops region of British Columbia. These questions are particularly helpful when parents are negotiating with an agency that has a number of behavior consultants and therapists either as staff members or contractors. Betty-Ann can be reached at autismkamloops@shaw.ca.

For families who have children who are under six

- When will I meet the behavior consultant (BC)? Is he or she on the RASP?
- How often will I have the opportunity to meet with the BC?
- Will I get monthly or quarterly written progress reports?
- Will I get an itemized monthly financial statement from your agency?
- Does your agency handle the paperwork or do I?
- How much parent training is offered and how and where does it take place?
- Will I be shown how to work with my child?
- Do your services end when my child turns six and funding is reduced?
- How many hours of direct service will my child receive each week?
- What might those hours look like? Where will the therapy take place?
- How often do your employees have a criminal record check?
- How many different people will work with my child each week — could they go on strike?
- What happens if our scheduled therapy day falls on a statutory holiday?
- What happens if we go on holidays for four weeks? Do we lose our spot or do we continue to pay?

For families who have children six years and older

- Will I get monthly or quarterly written progress reports?
- Will I get an itemized monthly financial statement from your agency?
- Does your agency handle the paperwork or do I?
- How much parent training is offered and how and where does it take place?
- Will I be shown how to work with my child?
- Does your agency offer social group opportunities and how might that look?
- How often will my child be seen by the behavior consultant for program adjustment?
- Where will the therapy take place?
- How often do your employees have a criminal record check?
- Do you offer a flat rate monthly program?
- What happens if our scheduled therapy day falls on a statutory holiday?