

WELCOME



OUR PROMISE to CLINIC CLIENTS



We're taught from a young age that there is nothing so powerful as giving another person your word – when you give it, you're making a promise that cannot be broken. You've given your word to your child that you will work to meet their needs to the best of your ability. When you decide to partner with us at The Hello Clinic, we give you our word that we will help you keep yours. Here's how:

PROMISE #1 we will always

listen first talk second.

Hello Clinic staff take time during the intake process to learn everything they can about your family and what's important to you before making a treatment plan and starting services.

PROMISE #2 we will always

walk with you through the process.

Hello staff collaborate with you to help you through the complex worlds of understanding disability, navigating insurance coverage, and plotting a therapeutic path.

PROMISE #3 we will always

build genuine relationships.

We want to see your vacation photos, hear about your pets, learn about how siblings are feeling, and get to know you beyond your child's challenges.

PROMISE #4 we will always

embrace acceptance over judgement.

Our waiting room is our living room and everyone is welcome here. Our staff work with kids and families of varying challenges and backgrounds. We love and support them all with open-hearted compassion.

PROMISE #5 we will always

collaborate with you and other professionals.

Our Hello staff know that we can only provide kids with intervention that is relevant to their specific needs if we are open to working with and supporting the goals of other professionals in your life.

PROMISE #6 we will always

serve your individual needs.

Therapy cannot be approached from a one-size-fits-all perspective. There is variability among and within all kids, and the plan for your family will be yours and yours alone.

PROMISE #7 we will always

refer you elsewhere if we are not the right fit.

All Hello staff do their very best to meet the needs of every child. We know, however, that sometimes there is someone out there who can do it better. We are committed to finding the best services for you, even if they don't come from us.

PROMISE #8 we will always

celebrate perseverance, tenacity, and hard work.

Our Hello staff work from a growth mindset and will talk to you after every session. We know that success looks different for everyone and recognize every small-but-significant step as tremendous progress.

