

THE HELLO FOUNDATION

OUR PROMISE TO ONLINE 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 Foundation, we give you our word that we will help you keep yours. Here's how:



PROMISE #1 we will always

listen first, talk second.

Our Hello staff take the time during our 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.

Our Hello staff collaborate with you to help you through the complexities of understanding disability, navigating insurance coverage, and plotting a therapeutic path. We're here for technical help whether you're a seasoned teleconferencing user or a total noob.



PROMISE #3 we will always

build genuine relationships.

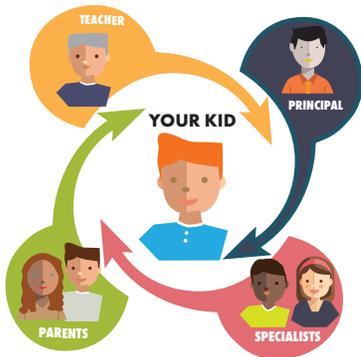
Our Hello staff know that working online is different in lots of ways, but it doesn't change our desire to get to know who you are as a person. We still want to see your vacation photos, hear about your pets, learn about how siblings are feeling, and get to know you beyond your child's challenges.



PROMISE #4 we will always

embrace acceptance over judgement.

Our Hello staff work with kids and families of every variety, and we love and support them all with open-hearted compassion. Our work with clinicians and clients across the country allows us to see how we are all more similar than different. This approach fuels our belief that our space is welcoming to everyone.



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 their lives. Our platform allows us to interact with all of the important people in our client's life, working toward goals together.



PROMISE #6 we will always

serve your individual needs.

Our Hello staff understand that therapy cannot be approached from a one-size-fits-all perspective. Variability exists within all kids. The individualized plan that we build together, will be yours and yours alone.



PROMISE #7 we will always

refer you elsewhere if we are not the right fit.

Our 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.