

University of the Pacific

Department of Speech-Language Pathology

CLINIC HANDBOOK POLICIES & PROCEDURES

Preface

This is your guide to the policies and procedures for the *Pacific Speech, Hearing, and Language Center* & the *Scottish Rite Childhood Language Disorders Center*.

As a student of Pacific's speech-language pathology program, it is your responsibility to become familiar with the policies and procedures outlined in this handbook. Should you have questions regarding the policies or procedures, please contact the respective clinic director, and she/he can provide further assistance in explaining the policy/procedure to you.

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Clinical Practicum **Participation Requirements**

Undergraduate Practicum Requirements:

SLPA 183 – Diagnostics & SLPA 189a/b – Beginning/Intermediate Clinic

To participate in the stated courses, the following conditions must be met:

- **GPA of 3.2** in all required coursework for the degree in speech-language pathology. The GPA requirement will be calculated at the end of each semester to determine eligibility for the next clinical experience.
 - Includes non-SLPA courses such as:
 - Biology
 - Physics/Chemistry
 - Statistics
 - Developmental Psychology
 - Sociology/Psychology
- Earned **no less than a B-** in any SLPA course

AND

- Students who declared speech-language pathology as a major prior to their junior year (less than 56 units) **must complete all three of the following courses** before beginning senior year:
 - Biology
 - Statistics
 - Physics/Chemistry
- Transfer students who declared speech-language pathology as a major during their junior year (more than 56 units) **must complete two out of three of the following courses** before beginning senior year:
 - Biology
 - Statistics
 - Physics/Chemistry

*** If a student is ineligible to participate in SLPA 183 or SLPA 189a/b, then SLPA 181 – Diagnostic Observations and SLPA 110a/b – Clinical Observations must be taken in place of clinical practicum.**

Graduate Practicum Requirements: SLPA 287a/b – Internship/Fieldwork in SLP, SLPA 288 – Externship in SLP, & SLPA 289a/b – Advanced Clinic

Students are required to demonstrate the necessary skills, aptitude, and clinical competencies to successfully complete experiential courses. Enrollment in experiential courses may be denied if a student is evaluated as not possessing the necessary skills, aptitudes, and/or clinical competencies. Procedures used to assess clinical competencies vary across clinical experiences and coursework.

To participate in the stated courses, the following conditions must be met:

- An overall **clinical practicum grade of B- or better** obtained in the two semesters prior to internship/externship
 - **Please Note:* Earning a grade of B- or better does not guarantee internship/externship placement. Multiple factors are taken into consideration when determining whether students possess the necessary skills, aptitudes, and clinical competencies.
- If a **grade of C+ or lower** is earned in any of the semesters, it **may delay or preclude a clinical experience** (e.g., internship, externship, etc.) if adequate improvement is not demonstrated within the specified time period listed on the student's remediation plan of action. Students who do not demonstrate adequate clinical and experiential competency can be dismissed from a degree program, regardless of academic standing.

Certification and Licensure **Requirements**

Pacific's Clinical Observations Requirements:

Clinical Observation

Undergraduates: Completion of 30 Clinical Observation Hours

- 15 hours must be completed during SLPA 101 *Clinical Methods I*
- 15 hours must be completed during SLPA 103 *Clinical Methods II*
 - Students **may not** begin *Clinical Practicum* without these two requirements completed.

Incoming Graduates: Completion of 25 Clinical Observation Hours

- All graduates must have completed a minimum of 25 clinical observation hours *in speech-language pathology* and provide signed documentation of observation hours from an ASHA certified speech-language pathologist including the supervisor's signature and ASHA certification number.
 - Delay in providing documentation may result in delay of starting *Clinical Practicum* and delay in completion of Master's program.

Pacific's Clinical Practicum Requirements:

Clinical Practicum

- A minimum of **375 clinical clock hours** in diagnostics and therapy are required.
 - Up to 50 clinical clock hours of undergraduate clinical practicum may be applied to your graduate clinical practicum.
 - A minimum of 325 clinical clock hours must be obtained at the graduate level.

ASHA Standard V-F: Supervised practicum must include experience with client/patient populations across the life span and from culturally/linguistically diverse backgrounds. Practicum must include experience with client/patient populations with various types and severities of communication and/or related disorders, differences, and disabilities.

The University of the Pacific's Recommended Minimum Clock Hours are as Follows:

- A minimum of 50 clock hours across three different types of clinical settings.
- A minimum of 20 clock hours in each of the following 8 categories, with the exception of *Evaluation: Children's Speech*. A minimum of 15 hours is required.

| | |
|------------------------------------|-------------------------------|
| 1. Evaluation: Children's Speech | 2. Evaluation: Adult Speech |
| 3. Evaluation: Children's Language | 4. Evaluation: Adult Language |
| 5. Treatment: Children's Speech | 6. Treatment: Adult Speech |
| 7. Treatment: Children's Language | 8. Treatment: Adult Language |
- Audiological Services:
 - A minimum of 15 hours of aural habilitation/rehabilitation
 - Demonstrated competency of evaluation/audiological screening

Please Note: Students are required to log all clinical observations and clinical practicum sessions into the specified online data management program at the end of each semester. Clinic hours will be verified and approved by your clinical instructor(s). Recording of clinical hours is required to receive grades for the semester, for graduation, and for state licensure.

California State Licensure

The Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board has established the following qualification requirements for licensure in speech-language pathology:

1. Submit to finger printing.
2. Hold a Master's degree or equivalent in speech-language pathology from an accredited educational institution.
3. Complete 300 supervised clinical practicum hours across three different clinical settings.
4. Complete 36 weeks of full-time or 72 weeks of part-time supervised Required Professional Experience (RPE) while holding an RPE temporary license. If the experience was completed in California, you must have held an RPE temporary license during that time.
5. Pass the national speech-language pathology examination administered by the Educational Testing Service (ETS) Praxis Series with a minimum score of 162. The exam must not be more than five years old.

For further information, please refer to the Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board at: <http://www.slpab.ca.gov>

Speech-Language Pathology Services Credential

The *Speech-Language Pathology Services Credential* allows the individual to assess and provide educational services related to speech and language across special education disability areas from birth through age 22 within the California public school system.

At the University of the Pacific, this credential is completed in conjunction with the following:

1. Graduate student obtains a Master's Degree in speech-language pathology
2. Graduate provides verification of completing a 36-week, full-time, mentored clinical experience (Clinical Fellowship Year) following completion of the Master's Degree.

The following courses are required to obtain the speech-language pathology services credential:

1. SPED 123 – *The Exceptional Child*
OR an approved course that meets the state of California's *mainstreaming* requirement
2. PSYC 29 – *Developmental Psychology*
3. SLPA 225 – *Public School Issues*
4. SLPA 287B – *Fieldwork* (Student Teaching)
* *Fieldwork must be completed during the graduate year.*

Before being permitted to participate in SLPA 287- *Internship/Fieldwork* or SLPA 288 - *Externship*, a graduate student must:

1. Pass the *California Basic Educational Skills Test* (CBEST)
2. Open a credential file in the *Benerd School of Education* (completed within coursework from SLPA 201 - *Professional Issues*)

Graduate students must pass the national speech-language pathology examination administered by the Educational Testing Service (ETS) Praxis Series with a minimum score of 162.

For further information, please refer to the *Commission on Teacher Credentialing* at: <https://www.ctc.ca.gov/credentials/req-services>

Professional Practice and **Policies**

Clinician Attendance Policy

Student clinicians are expected to **attend all** assigned clinical practicums and placements. The following are considered appropriate rationales for absences from clinical practicum and will be considered excused absences:

- Personal illnesses (excessive personal illnesses may require documentation)
- Immediate family member's illness in which the student clinician provides direct care
- Personal emergency

In the event of an absence, it is the **student's responsibility to:**

1. Notify his/her clinical instructor(s) at least two hours in advance.
2. Contact the client(s) to cancel the session at least two hours in advance.
 - a. Must make contact with client/caregiver.
3. Contact the clinic office manager at least two hours in advance.
 - a. Pacific: 209.946.2381
 - b. Scottish Rite: 209.946.3121

If a *time conflict* arises (e.g., funeral, convention attendance, etc.), any changes or absences from clinical practicum **must be approved in advance with your respective clinic director and your supervising clinical instructor(s)**.

In the event that the student clinician does not follow the outlined procedures of the attendance policy **or** has what is determined to be an unexcused absence, it may result in the final clinic grade being reduced up to one full letter grade at the discretion of the clinical instructor or clinic director.

Client Attendance Policy

Student clinicians are required to review and provide a copy of the **Clinic Rules** to the client/caregiver, obtain a signature on the Clinic Rules from the client/caregiver, and submit the signed copy to the clinic office manager on **the first day of clinic each semester**. The client and/or caregiver **must be informed** of their responsibility to follow the *Client Attendance Policy*. The policy includes:

- **Tardy** – If a client is late, the student clinician is required to wait a minimum of 15 minutes and check in with the clinical instructor prior to leaving the clinic.
- **Absence** - In the event of an absence, the client or caregiver must provide at least a 2 hour notice of cancellation if unable to attend that day. The client or caregiver must make contact with the clinic office manager in order to cancel a session. Cancellations will be posted in the Cancellation Log at both clinics.
 - If a client or caregiver contacts the clinician directly to cancel, it is the **student clinician's responsibility** to inform the client/caregiver to contact the clinic office manager directly **and** to also inform the clinic office manager themselves.
- **No Show** – If a client does not arrive to the assigned clinic session, **inform** the *clinic office manager*, the *clinic instructor*, and the *clinic director*. Mark "No Show" in the Cancellation Log.
- Failure to abide by the *client attendance policy* **may** result in client dismissal from the program at the discretion of the clinic director. In the event a client is dismissed, the student clinician will be assigned a new client.
 - The student clinician must complete a dismissal report for the dismissed client.
- **Additionally:** Inform all clients/family that "services are provided at no charge courtesy of Scottish Rite or University of the Pacific. We do not have a mandatory fee for services. It is strongly encouraged for clients/families to make a voluntary donation of \$200 to the clinic to help furnish necessary materials and supplies."

Student Observation Policy

Students enrolled in SLPA courses requiring observational hours or experiences may observe at both the Pacific Speech, Hearing & Language Center and the Scottish Rite Childhood Language Disorders Center. Observational slots will not be reserved and are on a first come, first served basis. Only one student observer is allowed per therapy room, per hour.

| Pacific Speech, Hearing & Language Center | Scottish Rite Childhood Language Center |
|--|--|
| <p>Location: University of the Pacific 757 Brookside Road Health Sciences Building – 2nd floor</p> <p>Phone: 209-946-2381</p> <p>Hours of Business Operation: Monday – Friday: 8:30 – 5:00 PM</p> <p>Available Observation Days/Times: Mondays and Wednesdays, 12:30 – 5:30 PM</p> <p>Client Population: Adult Clients</p> | <p>Location: Scottish Rite Childhood Lang Center 3301 Center Street Stockton, CA 95204</p> <p>Phone: 209-946-3121</p> <p>Hours of Business Operation Monday – Thursday: 10:30 – 6:30 Friday: 8:00 – 1:30 <i>*Hours adjusted during school breaks</i></p> <p>Available Observation Days/Times: Monday – Thursday, 1:00-6:00 PM</p> <p>Client Population: Pediatric Clients</p> |

Student observers are required to follow the stated regulations:

- **Arrival Time:**
 - At least **10 minutes** prior to start of session if **observing** in the observation hallway.
 - At least **15 minutes** prior to start of session if **participating** as a *Junior Clinician*.
- Observe the entire duration of the clinical session.
- Follow the Clinic Dress Code Policy specified in the *Clinic Handbook*.
- Introduce yourself to the clinical instructor assigned to that session.
- Limit conversation to **only asking the clinical instructor** questions if the instructor is available to speak. Do not ask client’s family members questions or make comments about the session.
- Food, drinks, or use of electronics within the observation hallway are prohibited, unless given permission from the clinic director.

When completing the written assignment for each clinical observation, please use the electronic version of assignment forms that can be found on the university webpage at <http://bit.ly/slpdeptforms> or on the clinic Canvas pages. **All submitted assignments should be typed.**

Confidentiality Policy

Student clinicians are expected to adhere to all safeguards specified within the *Health Insurance Portability and Accountability Act* (HIPAA). All client records and information are confidential. Students are granted access to: 1) files of assigned clients **or** 2) other client files when given permission by a clinic director or clinical instructor for educational purposes.

To protect client confidentiality, the following regulations are to be strictly followed:

- **Client files are to remain within the clinic boundaries at all times.** Files are not be left unattended and must be signed in/out from the *clinic office manager* or *clinic director* using the **Client File Check-Out Folder**.
 - Any content from the client's file or personal information **may not be photocopied or photographed**.
 - Do not leave client information unattended, including lesson plans, draft reports, etc.
 - If given client information from the client or caregiver, this information must be turned into the clinic office manager for filing and **may not leave the clinic**.
- Discussions regarding clients may occur with **clinical instructors, faculty, fellow students, and family members of clients** within a private room (e.g., therapy room, clinic instructor's office, clinic director's office) for clinical or educational purposes only.
 - Never hold discussions regarding clients or therapy sessions with individuals not specified above **or** in public spaces (e.g., waiting room, hallway, outside of clinic, etc.)
- Draft reports must be **shredded** once no longer needed.
- Information regarding clients may not be exchanged with outside agencies or personnel without a signed release from the client or caregiver using the *HIPAA Authorization to Disclose Protected Health Information* form. If further medical records are required, clinicians can have the client or caregiver fill out the HIPAA release form and turn it into the clinic office manager, who will contact the provider and obtain the records.
- Students **must** only use **electronic equipment** provided by the clinic for **recording** a clinical session (video or audio). While video recordings may not be checked out overnight from the clinic, audio recording may be checked out overnight. For check-out of electronic equipment, use the **Materials Check-Out Binder** located **near the clinic office manager's office**.
- Clinic reports, lesson plans, pictures, etc. may never be saved to a department/clinic computer. Additionally, students may not upload or install programs to the clinic's electronic devices.

Conflict of Interest Policy

Student clinicians must maintain a professional relationship with assigned clients and families from the clinic. To avoid a conflict of interest, clinicians are to refrain from treating family members, friends, or associates who may attend one of the university clinics. In the event a student clinician has received an assignment in which a conflict of interest is present, the student clinician must inform the clinic director immediately.

In order to maintain a professional relationship, student clinician's in-person interactions with assigned clients and/or family must occur within the clinic setting or during clinic related functions under the supervision of an individual who holds the Certificate of Clinical Competence. Student clinicians must refrain from providing any services (e.g., therapy, tutoring, babysitting, etc.) outside of the clinic setting to their assigned client(s).

Clinic Dress Code Policy

Student clinicians and observers are expected to adhere to a **professional and conservative style of clothing** when entering a clinic space, regardless the purpose of the visit. Personal appearance must convey respect towards the individuals we serve and not interfere with maintaining an appropriate workplace atmosphere. The following **regulations are to be strictly followed at all times when present within a clinic space**, including dropping off paperwork to the clinic office manager:

- Clothing must cover shoulders, back, chest, midriff, buttocks, and undergarments at all times regardless of body movement or position.
- Clothing should be neither too tight nor excessively baggy.
- Student ID must be visible and worn at all times.
- Conservative earrings are acceptable.
 - No large dangling earrings or hoops.
 - Additional body piercings should not be visible.
 - Any additional jewelry should be conservative and not easily *accessible* or *distracting*.
- Shoes must be professional and conservative.
- Excessive fragrances and odors are prohibited, including but not limited to colognes, perfumes, smoke, body odor, etc.
- The following clothing items are **strictly prohibited**:
 - Jeans, sweatpants, leggings, shorts, mini skirts
 - Halter tops, tank tops, spaghetti straps, t-shirts
 - Sneakers, flip-flops, sandals

Clinical instructors, faculty/staff, and clinic directors reserve the right to dismiss a student clinician from therapy for the day due to violations in the dress code policy.

Supervision Policy

Clinical instructors must observe a minimum of 25% of all clinical practicum throughout the duration of the semester. The assigned clinical instructor will provide both written and verbal feedback to student clinicians they are supervising.

It is the student clinician's responsibility to schedule appointments with the clinical instructor to address questions, concerns, and/or receive verbal feedback. Please obtain your clinical instructor's contact information **and** provide your contact information, including **phone number and email address**.

Clinical instructors may have additional requirements for their assigned student clinicians beyond what is specified within the clinic handbook. It is the responsibility of the student clinician to meet those additional requirements.

Clinic Resources **and Facilities**

Materials Room Procedures

Materials are available for use by faculty, clinical instructors, and students who are enrolled in SLPA courses. Materials may be **checked out for in-clinic use and for class projects** in SLPA courses.

Materials may not be checked out for off-campus internship or fieldwork experiences.

| | |
|--------------------------------|---|
| <u>Daily Check-out:</u> | For use in therapy/in class/in class projects |
| <u>Item Limit:</u> | n/a |
| <u>Check-in Times:</u> | Immediately following the clinical session or finishing the project. Items must be checked in prior to leaving clinic for the day. |


| | |
|------------------------------------|---|
| <u>Overnight Check-out:</u> | Assessments only (To check out therapy materials, student clinician must obtain permission from the clinic director) |
| <u>Item Limit:</u> | 2 items per student |
| <u>Times:</u> | Monday - Thursday: <i>After 5:00 PM</i> Friday: <i>TBD</i> (Contact clinic office manager or clinic director) |
| <u>Check-in Time:</u> | Monday – Thursday: <i>Before 10:00 AM</i> <ul style="list-style-type: none"> • Scottish Rite materials must be dropped off at Pacific’s clinic to the clinic office manager. If the clinic office manager has not arrived, items must be placed in Room 1 at Pacific’s clinic (shut the door), and the student clinician must email the clinic office manager indicating what items have been returned. Friday: <i>Between 8:00 - 8:15 AM</i> <ul style="list-style-type: none"> • Scottish Rite materials must be directly dropped off to the Scottish Rite Language Center. *If a student clinician cannot drop off during this time, do not check out the material overnight. |

HOW TO LOCATE MATERIALS:


1. Use the Therapy Materials Binder/Diagnostics Materials Binder to locate the item.

HOW TO CHECK-OUT YOUR ITEM(S):

(Toys and games DO NOT get checked out)

1. Click on the Daneizo program icon  (located on the bottom taskbar)
2. Click on “Check Items Out”
3. Scan your Pacific ID barcode (or enter your Pacific ID number).
4. Scan the barcode on the item/items you are checking out.
5. Click on “Complete Transaction”

HOW TO CHECK-IN YOU ITEM(S):

1. Click on the Daneizo program icon  (located on the bottom taskbar)
2. Click on “Check Items In”
3. Scan the item barcode
4. Click Check Items In
5. Return you item(s) to their proper place in the materials room.

When checking out items from a kit, check out the entire kit to prevent items from becoming lost or misplaced.

Materials Check-Out Violation

It is the **student clinician's responsibility** to ensure that Materials Check-Out and Check-In procedures are followed. If procedures have not been followed, the student clinician will be given up to **two written notices** prior to checkout privileges being limited at the discretion of the clinic director or clinic office manager.

Assessment Protocols

Assessment protocols for all clinical assessments are found in the following locations:

- **Pacific's Clinic:** Filing cabinet located in Materials Room (PHS 268)
- **Scottish Rite:** Bottom drawers labeled *Protocols* located in Clinician's Workroom

If there are **three or fewer protocols remaining** for a particular assessment, **notify the clinic office manager immediately**. Use only one protocol per assessment. There are no 'draft' protocols. **SRLC only:** Student clinicians are not to replenish assessment protocols from the Clinical Instructor's Office.

PacificCard and Printing:

For information regarding PacificCard ID badges, please visit: <http://www.pacific.edu/pacificcard>

WEB PRINT: Student Clinicians may upload Microsoft Word, Excel, PowerPoint, or PDF documents to the PacificPrint website at <https://print.pacific.edu/> in order to print from a personal electronic device at either clinic. Clinicians may also save PDFs to a USB drive and print directly from the copier.

To load a print project to PacificPrint Web Print:

1. Login to the PacificPrint with PacificNet ID and password
2. Select **Web Print** from the left menu
3. Select **Submit a Job >>**
4. Select printer queue: **PacificPrint Color on printdev**
5. Click **2. Print Options and Account Selection** button
6. Indicate number of copies
7. Click **3. Upload Document** button
8. Locate and select document to upload.
9. Click on the **Upload & Complete** button

Student clinicians may then print from any PacificPrint device by swiping a PacificCard ID and selecting the file from the touchscreen.

Parking – Scottish Rite Language Center

The main lot directly in front of the center is reserved for clients, staff, and clinical instructors. Student clinicians and observers are to park on the north end of the parking lot.

Parking – Pacific Clinic

Clients are required to obtain a parking permit from the clinic office manager for each visit and park within the available *Clinic Parking* spaces. **Student clinicians must remind clients to display parking permits** on rearview mirrors or dashboards to avoid parking citations. Even if a client has a disabled person placard/plates, he/she must display a university-issued clinic parking permit on his/her rearview mirror or dashboard.

Mailboxes & Student Folders

Student clinicians are assigned student folders and clinical instructors are assigned mailboxes in order to exchange important correspondence (e.g., draft reports, lesson plans, etc.).

- **Pacific Clinic:** Student folders located in the filing cabinet in the Materials Room (PHS 268).
- **Scottish Rite:** Student folders located in the pull-out drawer in Clinician's Workroom.

Laminating Machines

Student clinicians may utilize laminating machines at both clinics. Laminating sheets may be purchased for \$0.50 each from the clinic office manager. Prior to operating the machine, please read the instructions. Obtain a carrier sheet to place the laminating sheet inside from the clinic office manager (Pacific) or from the pull-out drawer (Scottish Rite). When finished, turn off the machine.

Clinician Workrooms

Student clinicians may use clinician workrooms to prep for clinic or for studying. Students may also use therapy rooms to prep/work/study on non-clinic days or when there is no scheduled use. Please verify availability of therapy rooms with the clinic office manager.

- **Pacific Clinic:** The Activities of Daily Living (ADL) room (Rm 245) may be reserved by students for studying when not used for clinic or research. Reservations are made by writing the student's name and hours of use on the calendar located on the door. Students may not use the Faculty Break/Work Room or Conference Room unless given permission by faculty/staff.
- **Health Sciences Library:** Study rooms and work stations are available for students to use in the Pharmacy wing.

Therapy Rooms

Furniture is strategically set up for clinical instructors to view the clinical session. If it is necessary to move or remove furniture for a particular session, check with the clinical instructor first. If removing furniture, **keep hallways clear** by storing chairs in another therapy room per the Fire Marshal. **Rarely** is it necessary to remove furniture from a therapy room.

At the end of each session, student clinicians must disinfect tables, wipe down white boards, and return furniture to its original location. Materials brought into the session by the student clinician should not be left in cabinets within the therapy room. If disinfectant spray, tissue, hand sanitizer, or paper towels are running low in a therapy room, please notify the clinic office manager.

Video Recording

Student clinicians are required to video record at least one therapy session each semester. All recordings must be viewed in the Clinician's Workroom (or ADL room), on a department/clinic computer. Memory cards and memory card readers may be checked-out/checked-in with the clinic office manager. Memory cards must be returned to the clinic office manager after recording the session. **Memory cards may never leave the clinic space boundaries and information from the memory card may never be copied or downloaded to an electronic device.**

- **Pacific Clinic:** The video camera, power cord, and tripod may be checked-out/checked-in using the sign-out sheet located in the observation hallway.
- **Scottish Rite:** Video cameras are located in the observation hallway. Student clinicians must sign up in advance for the desired time and date to use the video equipment with the clinic office manager using the **Materials Check-Out Binder**.

Grading and **Clinical Assignments**

Clinic Schedule

Clinic directors will schedule student clinicians for all clinical assignments. Clinical assignments will be posted in the Materials Room (PHS 268) at the Pacific Clinic or in the Clinic Schedule Binder at Scottish Rite. Student clinicians are not allowed to change the days and/or hours of therapy with a client.

Clinic Phone Calls

Student clinicians must **call their assigned client(s) prior to their first therapy session**. Introduce yourselves and confirm the following:

1. Days and hour of the client's scheduled therapy
2. Start date
3. **Childhood Clients:** Ask for most recent copy of Individualized Education Plan (IEP) *if the current file copy is over one year old*.

Student clinicians may use the clinic phones to contact clients or professionals who work with the clients. If using a Pacific phone, students need to dial "9" to access numbers off campus. Contact the clinic office manager at Pacific for long distance calls outside of Stockton.

Sample phone call messages have been provided below:

Call to Adult Client or Family Member:

Hello Mr. /Ms. /Mrs. _____

This is (your name) from the Pacific Speech, Hearing & Language Center calling to remind you of your appointment for speech therapy tomorrow, (day of the week) at (time). Thank you. I look forward to seeing you tomorrow.

If leaving a recorded message, add: If you are unable to make this appointment, please call 209-946-2381. Thank you.

Call to Parent/Guardian of Client:

Hello Mr. /Ms. /Mrs. _____

This is (your name) from the Scottish Rite Childhood Language Center calling to remind you of your son/daughter's appointment for speech therapy tomorrow, (day of the week) at (time). *Additionally, I noticed that the IEP on file is outdated. Could you please bring the new IEP with you so we can add it to our records?* Thank you. I look forward to seeing you soon.

If leaving a recorded message, add: If you are unable to make this appointment, please call 209-946-3121. Thank you.

Student Evaluations

Student clinicians receive a midterm and final evaluation during each clinical semester, with the exception of *Diagnosics Lab*, in which student clinicians only receive a final evaluation. During midterm evaluation conferences, clinical instructors and student clinicians will meet to review expectations, establish clinician growth goals, and inform the student clinician of his/her current grade. All clinical instructors will complete evaluations using the department approved clinical competencies and objectives via CALIPSO to determine the student's grade. Student clinicians may review clinical competencies and objectives below:

CLINICAL COMPETENCIES AND OBJECTIVES

- | | |
|--|--|
| <p>I. Demonstrates careful thought and planning</p> <ul style="list-style-type: none"> a. Demonstrates application of coursework in clinical setting b. Gives evidence of considering consequences before acting c. Plans carefully and is adequately prepared d. Considers the intent of supervisor directives and acts accordingly e. Analyzes established clinical procedures and modifies if needed | <p>VI. Demonstrate ethical behavior</p> <ul style="list-style-type: none"> a. Makes best interest of client first priority b. Treats everyone with respect and safeguards confidentiality c. Provides accurate accounts of events d. Works to enhance respect for profession and institution e. Adheres to ASHA Code of Ethics |
| <p>II. Seeks to facilitate ongoing learning process</p> <ul style="list-style-type: none"> a. Willing to ask questions b. Receives constructive comments without resistance or negativity c. Demonstrates professional curiosity d. Seeks to deepen understanding of the profession e. Understands how one's own behavior influences others | <p>VII. Demonstrates effective communication skills</p> <ul style="list-style-type: none"> a. Listens to client, family and supervisors b. Explains concepts, procedures and rationale clearly to client c. Writes professionally with clear content and technical accuracy d. Facilitates communication between others when appropriate e. Changes personal style of relating when situation demands |
| <p>III. Understands diagnostic and assessment information</p> <ul style="list-style-type: none"> a. Develops clinical hypotheses based on available information b. Designs diagnostic plan to address all hypotheses c. Administers and scores tests and procedures appropriately d. Interprets results accurately and develops valid recommendations e. Approaches diagnosis systematically to ensure thoroughness | <p>VIII. Works effectively as a team member</p> <ul style="list-style-type: none"> a. Demonstrates ability to function effectively on a team b. Inquires about and follows lines of authority c. Works to support excellence of team functioning d. Anticipates problems and proposes solutions as appropriate e. Follows through with assignments and meets deadlines |
| <p>IV. Conducts effective therapy sessions</p> <ul style="list-style-type: none"> a. Writes goals and objectives appropriate for the client b. Procedures are clearly related to objectives c. Materials selected are appropriate for task and client d. Records and tracks client performance systematically e. Reviews performance and modifies therapy in response | <p>IX. Develops practices that support professional excellence</p> <ul style="list-style-type: none"> a. Takes initiative to suggest new approaches to therapy b. Advocates for clients and families c. Conducts ongoing self-analysis and develops improvement plans d. Solves problems independently; seeks advice when needed e. Conducts therapy within a research framework |
| <p>V. Demonstrates good technical skills in therapy</p> <ul style="list-style-type: none"> a. Changes task difficulty in response to client feedback b. Uses effective reinforcement and motivational techniques c. Provides accurate and timely feedback to client d. Paces therapy appropriately, neither too fast nor slow e. Conducts sessions efficiently and with confidence | <p>X. Relates to client and family from a holistic perspective</p> <ul style="list-style-type: none"> a. Maintains professional focus on communication needs b. Considers physical needs as appropriate c. Considers psychological needs as appropriate d. Considers spiritual needs as appropriate e. Functions with an awareness of one's own belief system |

CLINICIAN LEVELS AND EXPECTATIONS

BEGINNING CLINICIAN (0-50 HOURS)

1. Student functions efficiently within the Direct-Active Style of Supervision.
2. Consistently follows through on supervisor's directives.
3. Takes initiative to ask questions.
4. Works to understand independence/dependence issues.
5. Anticipates deadlines and works to meet them without reminders.
6. Emerging ability to explain rationale for decisions.
7. Demonstrates understanding of competencies.
8. Explores the meaning of excellence concerning professional development.

INTERMEDIATE CLINICIAN (50-100 HOURS)

1. Student functions effectively within the Collaborative Style of Supervision.
2. Demonstrates emerging ability to identify client needs without directives.
3. Asks questions which demonstrate independent thought and problem solving.
4. Demonstrates good understanding of independence/dependence issues.
5. Demonstrates effective planning with respect to deadlines.
6. Able to articulate rationale for clinical decisions.
7. Shows emerging ability to identify own competencies which need improvement.
8. Begins to identify own areas of potential excellence.

ADVANCED CLINICIAN (100+ HOURS)

1. Student functions effectively within the Consultative Style of Supervision.
2. Student works effectively without directives, modifies when directed by supervisor.
3. Asks questions which demonstrate careful thought; provides possible solutions.
4. Functions independently while understanding the implications of working under the supervision of another's license or certificate.
5. Effectively meets all deadlines.
6. Able to articulate clearly the rationale for clinical decisions.
7. Demonstrates ability to identify competencies that need improvement and develops a plan for those areas.
8. Demonstrates progress in areas of excellence.

For instructions to access the CALIPSO account, please visit:

<http://www.pacific.edu/Academics/Schools-and-Colleges/Thomas-J-Long-School-of-Pharmacy-and-Health-Sciences/Academics/Speech-Language-Pathology/Department-and-Clinic-Forms.html>

Clinical Instructor Evaluations

Student clinicians will complete a *Supervisor Feedback Form* through CALIPSO at the end of each clinical experience. *Supervisor Feedback Forms* will be shared with clinical instructors after clinic grades have been verified to ensure that student clinician feedback does not negatively affect a clinic grade.

Grading Policy

Clinical instructors will provide a suggested clinic grade to the respective clinic director using the *Final Evaluation Form* in CALIPSO. When a student clinician has more than one clinical instructor, the suggested grades will be averaged and information from all clinical instructors will be used to determine the student's final grade by the clinic director(s).

A clinical practicum grade lower than a B- is not considered a passing grade. Hours will not be counted as clock hours at the graduate level. For undergraduates, a clinic grade lower than a B- indicates the student is no longer eligible to participate in clinic.

For graduates, a clinic grade lower than a B- will result in a Remediation Plan of Action.

The following items must be completed and submitted prior to a student clinician receiving his/her clinic grade:

- Signed Progress Report
- All protocols
- Signed Therapy Log
- Stat Sheets (SRLC only)
- Client Profile Sheet
- Supervisor Feedback Forms - submitted online via CALIPSO
- Clinical Clock Hours - submitted online via CALIPSO

The clinic director(s) will assign the final grade based on: the clinical instructors' suggested grades, clinical information obtained throughout the semester, and the student clinician's ability to follow all policies and procedures outlined in the Clinic Handbook.

Grievance Procedure

If a student clinician has a grievance, the student should follow the chain of command outlined below to resolve the issue.

1. Contact the **clinical instructor** involved in the grievance.
2. If unsatisfied with the outcome, contact the **clinic director**.
3. If unsatisfied with the outcome, contact the **department chair**.

Remediation Plan of Action

Remediation Plans of Action are designed to improve a student's knowledge and skills in a specific area of weakness. In the event a graduate student clinician receives a grade lower than a B- in any practicum experience or lower than a C in any academic course, a Plan of Action (POA) will be developed.

If a Plan of Action is necessary to develop, the following steps will take place:

1. The graduate program director and clinic director will meet with the student following a discussion with the instructor/clinical instructor(s) involved.
2. The POA will be created outlining the activities and/or experiences the student must complete to demonstrate adequate improvement of their knowledge and/or skills. This plan must include measurable goals that can be completed within one semester.
3. The instructor/clinical instructor(s) will serve as mentor(s) toward the completion of the plan, unless stated otherwise by the graduate program director and clinic director.
4. Failure to make the necessary improvements may result in dismissal from the program.

REMEDIATION PLAN OF ACTION

Name: _____

Date: _____

The following remediation plan is based on the following:

The academic/clinical faculty and Graduate Program Director discussed the following plan:

- Each semester you will meet with clinical and academic faculty at midterm to discuss your progress in all areas
- At the end of each semester you will meet with clinical and academic faculty to evaluate your progress in all areas; at that point a determination will be made as to the type of clinical practicum experience/s that will be provided the following semester
- There is no guarantee that completing these experiences will result in completion of the program

I understand and agree with the remediation plan:

Student

Date

Faculty

Date

Graduate Program Director

Date

Student Dismissal from Clinic

Each student clinician and observer is expected to conduct himself/herself in a professional manner. A student in any program may be dismissed from the clinical facility by the clinic director and/or program director/chair for the following reasons:

1. Conduct that affects the student's performance and/or compromises the client's safety
 - a. Under the influence of alcohol
 - b. Under the influence of legal or illegal drugs, or toxic vapors
 - c. Abusive language towards clients, peers, staff, or faculty
2. Failure to meet course or clinic objectives
 - a. Inability to meet the outlined clinical competencies and objectives
 - b. Consistent poor clinical evaluations and/or course grades
3. Excessive lack of professionalism
 - a. Excessive absenteeism or tardiness
 - b. Excessive lack of preparation for clinical sessions
 - c. Excessive lack of completion for required documentation
4. Violation of ASHA Code of Ethics
 - a. Falsifying records
 - b. Violating patient confidentiality
5. Unsafe clinical practice which places the client in jeopardy
 - a. Practicing outside the scope of training or practice

References

American Speech-Language-Hearing Association (ASHA) Code of Ethics

PREAMBLE

The American Speech-Language-Hearing Association (ASHA; hereafter, also known as “The Association”) has been committed to a framework of common principles and standards of practice since ASHA’s inception in 1925. This commitment was formalized in 1952 as the Association’s first Code of Ethics. This Code has been modified and adapted as society and the professions have changed. The Code of Ethics reflects what we value as professionals and establishes expectations for our scientific and clinical practice based on principles of duty, accountability, fairness, and responsibility. The ASHA Code of Ethics is intended to ensure the welfare of the consumer and to protect the reputation and integrity of the professions.

The ASHA Code of Ethics is a framework and focused guide for professionals in support of day-to-day decision making related to professional conduct. The Code is partly obligatory and disciplinary and partly aspirational and descriptive in that it defines the professional’s role. The Code educates professionals in the discipline, as well as students, other professionals, and the public, regarding ethical principles and standards that direct professional conduct.

The preservation of the highest standards of integrity and ethical principles is vital to the responsible discharge of obligations by audiologists, speech-language pathologists, and speech, language, and hearing scientists who serve as clinicians, educators, mentors, researchers, supervisors, and administrators. This Code of Ethics sets forth the fundamental principles and rules considered essential to this purpose and is applicable to the following individuals:

- a member of the American Speech-Language-Hearing Association holding the Certificate of Clinical Competence (CCC)
- a member of the Association not holding the Certificate of Clinical Competence (CCC)
- a nonmember of the Association holding the Certificate of Clinical Competence (CCC)
- an applicant for certification, or for membership and certification

By holding ASHA certification or membership, or through application for such, all individuals are automatically subject to the jurisdiction of the Board of Ethics for ethics complaint adjudication. Individuals who provide clinical services and who also desire membership in the Association must hold the CCC.

The fundamentals of ethical conduct are described by Principles of Ethics and by Rules of Ethics. The four Principles of Ethics form the underlying philosophical basis for the Code of Ethics and are reflected in the following areas: (I) responsibility to persons served professionally and to research participants, both human and animal; (II) responsibility for one’s professional competence; (III) responsibility to the public; and (IV) responsibility for professional relationships. Individuals shall honor and abide by these Principles as affirmative obligations under all conditions of applicable professional activity. Rules of Ethics are specific statements of minimally acceptable as well as unacceptable professional conduct.

The Code is designed to provide guidance to members, applicants, and certified individuals as they make professional decisions. Because the Code is not intended to address specific situations and is not inclusive of all possible ethical dilemmas, professionals are expected to follow the written provisions and to uphold the spirit and purpose of the Code. Adherence to the Code of Ethics and its enforcement results in respect for the ASHA Code of Ethics professions and positive outcomes for individuals who benefit from the work of audiologists, speech-language pathologists, and speech, language, and hearing scientists.

Principles of Ethics I: Individuals shall honor their responsibility to hold paramount the welfare of persons they serve professionally or who are participants in research and scholarly activities, and they shall treat animals involved in research in a humane manner.

Principles of Ethics II: Individuals shall honor their responsibility to achieve and maintain the highest level of professional competence and performance.

Principles of Ethics III: Individuals shall honor their responsibility to the public when advocating for the unmet communication and swallowing needs of the public and shall provide accurate information involving any aspect of the professions.

Principles of Ethics IV: Individuals shall uphold the dignity and autonomy of the professions, maintain collaborative and harmonious interprofessional and intraprofessional relationships, and accept the professions' self-imposed standards.

American Speech-Language-Hearing Association. (2016). *Code of ethics* [Ethics]. Available from www.asha.org/policy/.

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Disclaimer: The American Speech-Language-Hearing Association disclaims any liability to any party for the accuracy, completeness, or availability of these documents, or for any damages arising out of the use of the documents and any information they contain.

For the full copy of the ASHA Code of Ethics, please visit: <https://www.asha.org/code-of-ethics/>

Emergency Response Procedures

In the event of an emergency (e.g., flood, fire, bomb threat, etc.), student clinicians, staff, and faculty are to follow the guidelines and procedures outlined by the University of the Pacific. For an overview of the procedures, please visit: <http://www.pacific.edu/About-Pacific/AdministrationOffices/Division-of-Student-Life/Emergency-Response.html> and review the *Emergency Procedures Training* power point. **Emergency Procedures have been posted within each University Clinic.**

During an emergency, <http://emergency.pacific.edu/> will be updated regularly with information for the Pacific community. If unable to access the Internet or the Pacific website, individuals may call the University of the Pacific Information Hotline at 209.946.2311 for current information. Updates will be sent via email from the Pacific email address “emergencyinfo.”

University of the Pacific - Public Safety

- Emergency Phone Number: 209.946.3911
- Non-Emergency Phone Number: 209.946.2537

Universal Precautions

Therapy rooms will be equipped with:

- Latex gloves
- Facial tissues
- Antibacterial hand sanitizer
- Disinfectant wipes

**Please inform clinic office manager if any items are missing from a therapy room.*

When providing therapy to clients, **student clinicians will follow the specified guidelines:**

1. Thoroughly wash hands prior to beginning a clinical session. When water is not available, a no rinse antibacterial hand disinfectant should be used.
2. Latex gloves should be worn when therapy or evaluation procedures may create exposure to blood, body fluids containing blood, mucous membranes, or non-intact skin of clients. Gloves will be used one time and will be properly disposed of in a plastic bag lined garbage can after use.
3. At the end of each clinical session, disinfect all:
 - Table tops
 - Chairs
 - Toys
 - Writing equipment
 - Any item that came into contact with the client or student clinician.
4. If there is an incident during a clinical session when bodily fluids are spilled (e.g., mucus from running noses or sneezing), use disinfectant wipes to clean up the area. If a client is bleeding or vomiting, notify the clinical instructor or clinic director immediately.
5. Thoroughly wash hands immediately following a clinical session. When water is not available, a no rinse antibacterial hand disinfectant should be used.

Clinic forms

Paper copies of all clinic forms can be found in the Pacific Clinic and the Scottish Rite Language Center.

Electronic copies of all forms can be found by visiting the University of the Pacific's Department of Speech-Language Pathology website:

<http://www.pacific.edu/Academics/Schools-and-Colleges/Thomas-J-Long-School-of-Pharmacy-and-Health-Sciences/Academics/Speech-Language-Pathology/Department-and-Clinic-Forms.html>

Or can be found within the University of the Pacific's Canvas Instructure.

University of the Pacific

Department of Speech-Language Pathology

CLINIC HANDBOOK

POLICIES & PROCEDURES

I certify that I have read and understand the Department of Speech-Language Pathology Clinic Handbook and that I am responsible for all of the information contained within.

Print Name

Signature

Date