

The Kay Armstead Center for Communication Disorders

Clinic Handbook



Kay Armstead Center for Communication
Disorders

Department of Communicative Disorders & Sciences
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The Kay Armstead Center for Communication Disorders

Clinic Administration

The Kay Armstead Center for Communication Disorders is a non-profit community clinic that has been serving the needs of individuals of all ages, demonstrating a wide variety of speech, language and hearing difficulties, for over fifty years.

The Clinic Director and Department Chair are responsible for the functioning and maintenance of the clinic and work in consultation with the faculty to benefit students and the community.

Assessment and therapeutic services are provided by students in Communicative Disorders and Sciences Department under the strict supervisory direction of the faculty. The clinical faculty are experienced professionals who hold the national Certificate of Clinical Competence in speech-language pathology and/or audiology and are licensed by the state of California.

Graduate students are required to successfully complete seven advanced clinical experiences. First year graduate students in speech-language pathology must competently complete a semester each of: a hearing screening course; advanced assessment; three therapeutic clinics. Second year graduate students in speech-language pathology must competently complete a full-time semester each of off campus practicum in a public school setting and a non-public school setting. Successful completion of each clinic placement is defined by the clinic rubric.

Practicum Courses

Clinic Sequence

Students enrolled in the regular MA program are expected to participate in clinic EACH semester of their 5 semester program. Most often, the first 3 semesters are on campus (with the exception of the Audiology and Aural Rehab clinics), and the last two semesters are off campus. 276 may be taken with a 277 clinic. Students must finish all on-campus and AU clinics before moving on to student teaching and externship.

Undergraduate Practicum Courses*

- EDAU 177: Hearing Screening
- EDSP 177: Introductory Clinic Practicum

Graduate Practicum Courses

- EDSP 277: Clinic: taken 3 consecutive semesters
- EDSP 276: Advanced Assessment
- EDAU 177 unless proof of completing hearing screenings are submitted.

- EDSP 269: Field Experience in the Public Schools
- EDSP 278: Externship Experience

* Undergraduate courses are not required for graduation. For students who are not selected to complete clinic, a course substitution form will be required.

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Clinician Policies and Procedures

Withdrawal from Clinic

If a student deems it necessary to officially drop a clinic from his or her academic load, the clinic supervisor, faculty advisor and clinic director must be notified in writing of the decision *before* permission is approved. Dropping a clinic would be a rare occurrence based upon health problems or extremely unusual circumstances. Registering for a clinic requires a professional commitment to their potential client(s) on behalf of the student.

Keys

Keys to unlock the therapy rooms, File Room, client filing cabinet and the DC can be borrowed from your supervisor or available to be checked out from the department office and should be returned immediately after use.

Liability Insurance

All students interacting with clients must carry liability insurance. The department covers the cost of liability insurance for students through an umbrella policy through SJSU. This liability insurance is active for students registered in clinic courses. Students will not be allowed to engage in therapy, assessment, student teaching or externship if they are not officially enrolled in the appropriate course.

Dress Code

See Appendix A for specific guidelines. Please review any additional dress-code policies that your off-site placements may adhere to.

Confidentiality

All clinical personnel, including student clinicians, must maintain confidentiality of client information at all times. Clinicians and supervisors are privy to a huge amount of sensitive information regarding the clients they are treating as well as the clients their colleagues are treating. Students will be asked to sign a confidentiality agreement prior to their first clinic. Refusal to sign the agreement automatically disqualifies the student from clinical practice, and therefore, from the program. Student clinicians are expected to comply with HIPAA provisions at all times. This includes (but not limited to):

- Conversations including PHI must be held only in private, secure locations
- Portable electronic devices which have been used to access client information must be locked and kept on your person or in a locked facility at all times. Any files temporarily stored on electronic devices must be encrypted and deleted by the end of the semester
- FAX documents with personal/confidential information only if the recipient is waiting at the fax machine. Confirm via phone.
- A Release of Information form must be completed to disclose any PHI outside of SJSU

Client Files

- Please use the sign out/sign in sheet each time a chart is removed from the filing cabinet
- Client files are only to be kept/reviewed in the following locations, and kept secured at all times:

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- The File Room (SH 117M)
- The Student Room (SH 119)
- Adjunct Faculty Shared Office (SH 115)
- SH 234
- Clinic Rooms
- Information in the client file should be arranged in reverse chronological order with the most recent information on top.
- All events (therapy sessions attended, phone calls attempted or completed, etc) are to be recorded on the Chronology Form on the top, left-side of the file.
- Consent forms must be signed for each client every semester.
- Client Contact Forms should be updated every Fall semester for continuing clients
- Student clinicians may not throw information out of client files.
- Refer to your clinical supervisor for report deadline dates. The client file must contain the required signed record releases, protocols and reports before the final grade is issued.
- Documents in the client files are not to be photocopied by student clinicians. If information is required by another agency, let your clinical supervisor know.

Paperless Documentation

Each student and supervisor is assigned a unique ID for paperless documentation through Egnyte, our web-based, paperless documentation system. Users are expected to keep their user ID and password confidential at all times, log off whenever the system is not in use, and safeguard client information. Students are responsible for spending time on the Egnyte website to learn how to post and use Egnyte. Printing from Egnyte should not be done without the explicit instruction or permission of the clinical faculty assigned to that client and student.

Communication

General clinic information is communicated in the all-clinic meeting as well as via email. Students are expected to keep their contact information up to date with the department administrator, so as not to miss important communications.

A secure website is available which has updates on clinic policies, documents, etc. This website is to be visited regularly so that you do not miss out on key information.

<https://sites.google.com/site/sjsucds/>

Client Scheduling/Rescheduling

A client may be excused from clinic following two or more unexcused absences. Please discuss with your supervisor and the clinic director. Client absences can be rescheduled at the supervisor's discretion.

Students are expected to notify their supervisor and client immediately if they must miss a session unexpectedly (due to illness or other emergency). Clinician-canceled sessions must be rescheduled.

Diagnostic and therapy sessions may only be conducted with a supervisor in the clinic. In the event of a make-up session outside of regularly scheduled clinic, students should speak with their supervisor to arrange a substitute

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Client Policies and Procedures

Clients and Families are expected to adhere to the following guidelines:

- The parent/caregiver must accompany the child to the waiting area.
- Once a child is turned over to the clinician, the child is that clinician's responsibility. The clinician should remain within a reasonable distance of the child and/or hold the child's hand on the way to the clinic room.
- All clients are expected to remain walking throughout the hallways
- Clinicians are not allowed to take any clients (adult or child) into the File Room or the DC for any reason.
- It is suggested that parents/caregivers wait for the client in the waiting room while therapy is conducted. Parents/caregivers should be reached if client is in need of toileting assistance.
- Clients should not be left unattended in a therapy room.
- Supervisors must approve any major evaluation or therapy decision before implementing or communicating the information to the client.
- Reports sent to outside agencies must be requested through your supervisor or the clinic director.
- Referrals to other agencies must be discussed with your supervisor prior to discussion with your client.

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Clinician Responsibilities

Beginning of the Semester

Students are approved for clinic the semester prior to enrollment. The following is required prior to beginning the clinic experience:

- Apply for a Certificate of Clearance.
- Have a physician's note indicating fitness to perform therapy
- Have a current Tuberculosis clearance
- Have a current Hep B Immunization (or waiver form)
- Pediatric/Adult First Aid and CPR

A Pre-Practicum/All-Clinic meeting is held with the Clinic Director and student clinicians. An email invitation will be sent notifying you of the time, date and location. All students enrolled in on-campus clinic placements are expected to attend this meeting, and are responsible for any information shared

Contact your client or the parents of your pediatric client by phone to confirm therapy days/times and introduce yourself. See Appendix B for a calling guide.

If the client is unable to attend during the designated days/times:

- Ask if they would like to attempt to reschedule, with the understanding that there is not likely to be any available timeslots for that semester
- Make note of their availability and inform them that you will call them back
- Report the information to your supervisor and the clinic director/student assistant.
- You may be assigned another client.

First Day of Therapy

- Clinician reviews client/caregiver packet (previously mailed or e-mailed) and client/caregiver signs all appropriate forms, which are then filed in the paper file.
- Caregiver/client obtains a parking permit from the clinic administrator.
- Caregiver/client pays fee for the semester or shows receipt of payment.
- SJSU students who are clients must add EDSP 060 for 1 unit in lieu of a fee; the course will be added by the student with a permission code give by the clinic administrator or clinic director.

Weekly Responsibilities

- A therapy lesson plan must be written each week or according to your supervisor's instructions. Refer to your syllabus
- Activities and materials should be prepared ahead of your scheduled clinical session
- SOAP notes are written upon completion of each session or according to your supervisor's instructions. Please refer to your syllabus for specific guidelines
- All students enrolled in an on-campus clinic placement are expected to contribute 1 volunteer hour per week in the clinic. Further instructions will be shared in the All Clinic Meeting
- Students are expected to clear each clinic room of any and all trash or materials following completion of each therapy session
- Students are expected to close and lock the clinic room doors at completion of each session

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- Students are expected to remain with their clinical supervisor and observe their colleagues' therapy sessions via the observation system when not seeing their client, unless given alternative responsibilities are given by the supervisor.

Additional Responsibilities throughout the Semester

- A Therapy Progress Report and Final Client Conference are completed for each client. Refer to your syllabus for deadlines and expectations
- Your supervisor will complete the student evaluation rubric for mid-term and final evaluations. Please refer to your syllabus
- The "Record of Supervised Clinical Experience" is filled out by the student & signed by your supervisor at the end of the practicum listing the total number of clock hours accumulated
 - Fill out the hours for each appropriate area
 - The signed original is placed in your student file (graduate students only)
 - Maintain a separate signed copy for your records

ASHA, State Licensing and CTC Clock Hours Requirements

ASHA, state licensing and CTC have varying requirements for clock hours needed to obtain a Master's degree in speech-language pathology. To comply with all requirements, the following must be completed:

- Total of 400 clock hours
- 25 hours of observation, which should be completed prior to clinical practicum
- Minimum of 375 clock hours of direct contact, of which at least 325 hours must be obtained at the graduate level
- Clinical competency in evaluation and treatment must be demonstrated in nine areas: articulation, voice/resonance, fluency, swallowing, receptive/expressive language, cognitive aspects of communication, social aspects of communication, communication modalities and hearing screening
- Clinical competency must be demonstrated, representative across the lifespan, and with culturally and linguistically diverse populations

Students fulfill the minimal clock hour requirements in all areas through a combination of undergraduate, first year graduate and second year graduate clinical practicums

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Diagnostic Center (DC) Policies

Here at SJSU, the Kay Armstead Clinic for Communication Disorders has an extensive library of testing materials, therapy materials and supplies for our student clinicians' use. We have stringent policies to ensure the protection of the materials for student use and for the benefit of the clients we serve.

Access

- Training will be provided on how to check materials out. All students enrolled in their first on-campus clinic must attend a training session, which is arranged with the DC Student Volunteers at the beginning of each semester.
- Protocols: You have access to protocols for class and clinic. If you need to use a protocol for a CLASS ONLY, please make a copy of the protocol and return the original, unused protocol to the DC. Please reserve our protocols for client use, in order to reduce the operating costs of the clinic.

Hours

The DC is open during clinic hours and staffed by volunteer student clinicians. If the DC is not open during clinic hours, please see department staff in SH 115 for assistance.

Checkout Procedures

Standard allotted time for materials to be checked out is 24 hours.

Students currently enrolled in EDSP 276 have 72 hours.

DO NOT check out partial materials. Even if you will not use the whole assessment battery and/or manual, keep it together when checking it in or out.

Agreements

- All items must be checked out
- The student who checks out the material will be responsible for its condition and the on-time return of that material.
- Loss or damage of any material is the responsibility of the student who used that material. You will be charged for replacement of the material that is lost or damaged beyond use.

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Universal Precautions

Purpose of Universal Precautions

Used by health care facilities across the country to prevent transmission of blood-borne pathogens. Assumes all body fluids, especially blood or fluids containing blood, are infectious, and should be treated as such.

Precautions must be applied to all interactions that involve potential for mucous membrane or skin contact with blood, bodily fluids or tissues containing blood or potential spills or splashes from them.

On-Campus Clinic Universal Precautions

1. Hand Washing

- Wash hands immediately and thoroughly if they are potentially contaminated with blood and/or bodily fluids
- Wash hands between clients, and before and after physical contact with a client, and upon exiting the clinic
- Wash hands after removing disposable gloves
- Wash hands before and after performing any personal bodily functions
- Wash hands with soap and water (not hand sanitizer) when obviously soiled

2. Hand Washing Technique

- Vigorous mechanical action
- Use antiseptic or soap under running water
- 30-second duration if not grossly contaminated
- 60-second duration if grossly contaminated
- Dry hands thoroughly
- Turn off water and open door with paper towel

3. Disposable Gloves

- Use when touching blood, bodily fluids, mucous membranes, and/or non-intact skin
- Use when performing invasive procedures such as an Oral Motor Exam, using laryngeal mirrors, tympanometry, managing tracheostomy tubes, etc.
- Use if client has non-intact skin, open cuts, sores, scratches
- Use if changing diapers
- Change gloves if torn; replace promptly
- Discard gloves in therapy room

4. Disinfecting Equipment and Materials

- Disinfect equipment and materials that have been contaminated with blood or bodily fluids
- Clean with anti-bacterial wipes located in each therapy room
- Clean all areas after each session including therapy materials, work surfaces, seating surfaces, door handles, and/or floor surfaces

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Appendix A: Professional Attire in the Clinic

While you are present in the KACCD during clinic hours, you are required to maintain a professional dress code at all times. This includes attendance at meetings, volunteering or while conducting research.

The dress code is the minimum required and is not inclusive. This applies to on campus clinics, observation appointments, and external placements. External placements may have more stringent requirements. The following guidelines provide the student clinician assistance in determining what is appropriate dress and appearance for the KACCD. These are not exhaustive or all-inclusive; faculty and the Clinic Coordinator will make final decisions regarding appropriate dress. Faculty may suspend your clinic or send you home if you fail to abide by these guidelines.

- Clothing/accessories/general appearance should be neat, clean, tidy, and wrinkle-free.
- Shoes should be appropriate for a work setting, clean and in good repair. Closed-toed shoes are required.
- Strong cologne and/or perfume should be avoided.
- Any pant/skirt/shirt combination must cover the midriff including when arms are raised and when bending over.
- All shirt/blouse/dress shoulder straps should be at least 2-3 inches wide. Shirts for men must be collared.
- Black or dark jeans without rips are acceptable. No excessively baggy pants.

The following are not considered professional attire:

- Revealing shirts, including see-through material or plunging necklines
- Shorts or miniskirts
- Any visible or potentially visible body art needs to be removed or covered. Oral or facial piercings (tongue, lip, eyebrow, nose) must be removed. Any tattoos must be covered as much as possible.
- T-shirts with writing
- Caps or hats of any kind. Head covering is allowed for religious purposes.
- Visible undergarments, including bra straps.
- Dangle or hoop earrings during clinic.
- Nails greater than ½ inch in length, or polish that is chipped or highly distracting.

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Appendix B: Calling Guide

Introduce Yourself

- Hello, my name is _____. I'm calling from San Jose State University Speech and Hearing center.

Ask for your client/caregiver

- Is [client's name] available?
- Is [caregiver's name] available?
- Is one of the parents of [client's name] available?
- Is this the person who handles [client's name]'s schedule?
- If the client or caregiver is not available, leave a message
- For a machine: Hello, this is [your name]. I'm calling from San Jose State University Speech and Hearing center. My personal number is [your number here], and I would appreciate a call back at your earliest convenience. Again, my name is [your name] and my number is [your number]. I'm looking forward to hearing from you.

For a person taking a message:

- Remember confidentiality of not speaking to the parent of a client
- Follow the spirit of what is listed above for the machine message, omitting the client's name. They will know who you are calling for when they get the message
- If the caregiver or client is available, and you are speaking directly with them:
- Re-introduce yourself, especially if the phone was handed to someone else: Hi! Again, my name is [name] and I'm calling from San Jose State University Speech and Hearing Center.
- Reference previous contact: I understand that you scheduled an appointment for [a speech/language evaluation, speech therapy] with our clinic assistants.
- Let them know who you are to them: My name is [name] and I will be [your/client's name] clinician for [your/his/her evaluation/speech therapy this semester]. I'm calling for two reasons. First, to confirm your appointment time(s) and second to review some information with you that will be important for me to plan your first therapy session. Is this a good time for us to chat?
- Confirm appointment time: Do you have a pen ready? I've been told that you have [an appointment/therapy] scheduled for [evaluation appointment/therapy schedule]. Is that right? Do you have any questions about how to get here or parking? Do you have any other questions?
- Converse with client/caregiver on prepared history questions.
- Close the conversation. [Client/Caregiver], thanks so much for talking to me today. I'm really looking forward to working with you/client's name. Again, my name is [your name], my number is [#] and I'll be waiting for you in the clinic on [scheduled day] at [time]. See you soon! Bye.