

Dear Client/Caregiver,

Connie L. Lurie College of Education  
Communicative Disorders and Sciences  
[www.sjsu.edu/cds](http://www.sjsu.edu/cds)

Welcome to the Kay Armstead Center for Communication Disorders.

❖ Our center is a training facility for the Communicative Disorders and Sciences program, and our mission is twofold:

Faculty  
Peg Hughes, Ph.D., Interim Chairperson  
Michael L. Kimbarow, Ph.D.  
Henriette W. Langdon, Ed.D.  
Nidhi Mahendra, Ph.D.  
June McCullough, Ph.D.  
Jean Novak, Ph.D.  
Wendy Quach, Ph.D.  
Pei-Tzu Tsai, Ph.D.  
Gloria Weddington, Ph.D., Emeritus

1: To serve our clients to the best of our ability.

2: To train excellent speech-language pathologists.

Department Administrator  
Cindy Aubrey  
[cindy.aubrey@sjsu.edu](mailto:cindy.aubrey@sjsu.edu)  
Voice: 408-924-3659  
FAX: 408-924-3641

It is our goal to establish a mutually valuable relationship that benefits both our clients and students. The following information will assist you in maximizing your clinical experience.

Kay Armstead Center for  
Communication Disorders  
[www.sjsu.edu/cds/clinic](http://www.sjsu.edu/cds/clinic)  
[kaccd.sjsu@gmail.com](mailto:kaccd.sjsu@gmail.com)  
Voice: 408-924-3679  
FAX: 408-924-3641

❖ **STUDENT CLINICIANS** As we operate a premiere training institution, students come to us from around the world. Those students come from a variety of cultural and linguistic backgrounds. They are supervised at all times by experienced speech-language pathologists, and they are prepared to provide you or your loved one with excellent clinical services, regardless of differences (culture, accent, background).

Communicative Disorders and Sciences  
San Jose State University  
One Washington Square  
San Jose, CA 95192-0079

Main: 408-924-3688

❖ **WAIT LIST** Our waiting list functions as an applicant pool, and selections are based on many criteria, including, but not limited to: current clients and groupings, age and skills of the client, the extent to which the center can adequately serve the client's needs, availability of the client, expertise of the supervisor, and the educational needs of our student clinicians.

❖ **EVALUATIONS** Potential clients without recent or adequate evaluative information are referred to our diagnostic clinic. Potential clients with recent and adequate evaluative information can request to automatically be put on our treatment waiting list. It is the responsibility of the individual or caregiver to keep files up to date on current assessments.

❖ **REASSESSMENTS** Once a client has received therapy for four semesters, he or she is reassessed through our diagnostic clinic to determine if they should continue at the center or not. There is no charge for this reassessment. Failure to schedule an appointment for reassessment may result in automatic discharge from the clinic.



- ❖ **FEE AGREEMENT/ABSENCE POLICY** Clients/Caregivers must adhere to the fee agreement and absence policy (please see attached Fee Agreement & Absence policy on page 4)
- ❖ **ACCOUNT STATUS** Clients/Caregivers are required to keep their clinic accounts current, adhering to their designated plan of payment (please see attached Fee Schedule on page 5).
- ❖ **SESSIONS** Sessions are approximately 50 minutes in length, with remaining time in the scheduled hour allocated for brief caregiver check-ins, note-writing, room clean-up and preparation for following clients. Our basic clinical model for bi-weekly therapy sessions includes one individual and one group session, if appropriate. Clients who are seen only one time per week are seen primarily on an individual basis.
- ❖ **ADULT LANGUAGE GROUP** Our Communication Skills Group for adults teaches communication in all modalities, including use of the phone and email. Therefore, we ask our clients to share their contact information with the clinicians and other group members who are participating in that respective semester. Communication skills projects are designed around contacting each other outside of group time to practice independence and social language. Our clients have shown to benefit greatly from this model. Please note that there is an “opt out” form available if caregivers or clients do not wish to disclose their personal contact information to others in the group. Please be advised that opting out will limit the client’s participation in group activities.
- ❖ **CAREGIVER OBSERVATION** We are not yet equipped to provide the opportunity for caregivers to observe sessions. Caregivers may be invited into the sessions for a few minutes to review skill work and so that your clinician can give you suggestions for home. Your student clinician will keep you informed of progress in therapy as well as any behavioral concerns that arise. Recordings of sessions are not available.
- ❖ **CERTIFIED SUPERVISORS** We have assembled a wonderful team of master’s and doctoral level licensed and certified clinicians to supervise the students who are working in our clinic with our clients. Our supervisors have varied expertise and many years of clinical experience as well as supervision experience. The supervisors are evaluated each semester by their students, the clinic director, and the department chair. Clinical decisions ultimately rest with the clinical supervisor. We value caregivers as part of our team and welcome input. However, as a student training clinic, we cannot be expected to provide specific therapies upon request (i.e. ABA, Lindamood-Bell, PROMPT, etc.). We will always strive to provide the most appropriate and effective therapeutic interventions for you and your loved ones, by abiding by our professional scope of practice and code of ethics.
- ❖ **WAITING AREA POLICY** It is **mandatory** for parents and caregivers of our clients to wait in or around the outside of the waiting room, or a predetermined area nearby. A student clinician should always be able to locate their client’s parent or caregiver. If you will be leaving the waiting area momentarily (to move your car or get a cup of coffee at Just Below), please let your student clinician know before the session begins, remembering to provide him or her with your cell phone number.

❖ **FORMS** The following forms will be provided by the center and are required to obtain services:

- Consent for Evaluation and Treatment
- Contact Form
- Clinic Agreement

The following forms will be provided by the center and are optional:

- Release of Information
- Request for Information
- Media Release Form

❖ **Semester-Based Services** As a training institution, please note that our students are required to move through our varied clinics. This means that our clients will work with a different student clinician each semester. Please feel free to share any techniques/skills that you thought were particularly helpful when you meet your new clinician each semester.

It is our sincere hope that our clients receive the best possible services and that our student clinicians have the best possible clinical education while serving our clients. We are happy that you've joined us and we look forward to a mutually beneficial relationship!

Please let us know if we can be of any assistance to you.

Kay Armstead Center for Communication Disorders  
San Jose State University  
One Washington Square  
San Jose, CA 95192-0079  
(408)924-3688

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## FEE AGREEMENT & ABSENCE POLICY

Speech/Language Assessment: \$300

AAC Assessment: \$750

While it is preferred that all accounts be paid in full on the first day of therapy, we recognize that not all clients are able to manage. If you are unable to pay the full amount on the first day, please see page 5 for payment options.

### ABSENCE POLICY:

- Fees are based on semester enrollment, not individual sessions. Because of this, refunds will not be issued for missed therapy sessions due to illness or otherwise.
- Partial payments for arriving late or leaving early are not permitted.
- If clients are later than 20 minutes, the session may be canceled.
- If a client is habitually late (3 or more occasions), their spot may be forfeited in future semester scheduling.
- 24-hour cancellation policy: Parents and caregivers are required to give 24-hour notice to their student clinician if the client will be absent. Please always have your clinician's contact information ready.
- The client is limited to two excused absences per semester. Three or more absences may result in automatic dismissal from therapy and/or denial of future services, at the discretion of the clinic director.
- Clients will be offered a make-up session if their student clinician cancels a session.
- Student clinicians are not obligated to make up a session if the client or caregiver cancels; however, they often will, according to their availability and availability of supervision.
- Clients are not to attend therapy if they have had a fever, have vomited, have had diarrhea, or if they have had excessive mucus within the last 24 hours.

# Documentation Checklist and Clinic Agreement Form

Client's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Caregiver's Name: \_\_\_\_\_

I have provided the clinic with the following **REQUIRED** documentation for my file:

- Consent for Evaluation and Treatment
- Contact Form

I have provided the clinic with the following **OPTIONAL** documentation for my file:

- Release of Information
- Request for information
- Media Release Form
- Opt Out Form for Sharing Contact Info (Adult Language Class Only)

- This clinic operates as a service to the community and functions as a training program for our undergraduate and graduate students in speech-language pathology. Services are provided under the direct supervision of University faculty holding both American Speech-Language Association (ASHA) certification and state licensure.
- All protected health information (PHI) is held in the strictest confidence, except where disclosure is required by law. Any information related to the treatment or assessment of any client will not be disclosed without written consent.
- We are required by law to report suspected child or elderly abuse.
- Clinic fees are the responsibility of the client and/or family. If you have insurance coverage, you are responsible for collecting from insurance once payment has been made to the clinic. For clients who are unable to pay the entire fee at the beginning of the semester, payment plans are available. Please see page 4 for additional information regarding our absence and fee policies.
- If at any time, you have concerns, please leave a message or note with clinic office personnel, and they will forward your message to the appropriate party.
- If you or a member of your family would like to participate in our services, please sign below to indicate that you have read, understood, and agree to these policies.

*I have read and agree to the policies and procedures outlined in this page, the welcome letter from the clinic, the absence and fee policy, and would like to request services from the Kay Armstead Center for Communication Disorders.*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

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## Consent for Evaluation & Treatment

The Kay Armstead Center for Communicative Disorders was established primarily for the purpose of teaching and training students. By utilizing the services of the clinic, the client should understand that in order to accomplish teaching and training goals, it is frequently necessary that observation, audio and video recording, and/or other media be used. However, it should be clearly understood that the information obtained from or divulged by the client is protected and treated with the strictest confidence.

I understand that any written information exchanges with other parties will require my written permission.

I hereby consent to:

- Diagnostic testing
- Therapy
  
- Observation of interviews, therapy, or diagnostics
- Listening of interviews, therapy, or diagnostics
- Video & Audio Recording of interviews, therapy, or diagnostics

I consent to all of the above with the understanding that such observation, listening, recording, and/or taping is strictly for instructional purposes.

Lastly, I consent to the discussion of relevant confidential material with qualified professional personnel in furtherance of clinical service on behalf of me, or any other person named below. I also authorize any professional individual or agency to discuss such information upon request from The Kay Armstead Center for Communicative Disorders at San José State University.

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Name of Client (please print)

Date

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Name of Parent/Guardian (please print)

Relationship

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Client Signature

Parent/Guardian Signature

# CLIENT CONTACT FORM

*Kay Armstead Center for Communicative Disorders*

Client Name: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Chron. Age: \_\_\_\_\_ Male Female

Caregiver: \_\_\_\_\_ Relationship: \_\_\_\_\_

Email: \_\_\_\_\_

Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Work Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Cell Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Other Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_  
Street Number & Name Apt. #

\_\_\_\_\_ City State Zip

Emergency Contact Name: \_\_\_\_\_

Emergency Phone (s): ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ or ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

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During this process, may we leave messages with identifying information (*examples include indicating that we are calling about speech therapy, that we are calling to schedule a certain person, giving specific information about the client's name, therapy dates/times, billing account and balance, etc.*)?

NO  YES \_\_\_\_\_ (*initials*)

**If yes, to which of the following methods do you give consent?**

Phone \_\_\_\_\_ (*initials*) Preferred Number: \_\_\_\_\_ Home Work Cell

Alternative Number: \_\_\_\_\_ Home Work Cell

Email \_\_\_\_\_ (*initials*) Email address: \_\_\_\_\_

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Printed Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

# Release of Information Form

Client Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_ Apt. # \_\_\_\_\_  
Street Number & Name

\_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone: ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_ Work Phone: ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_

Cell Phone: ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_ Other Phone: ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_

Email: \_\_\_\_\_

*I hereby authorize the Kay Armstead Center for Communicative Disorders to release any and all speech, language and hearing diagnostic/therapy information on the above named individual to the person or agencies listed below.*

\_\_\_\_\_  
Name: \_\_\_\_\_ Title: \_\_\_\_\_

Facility: \_\_\_\_\_

Address: \_\_\_\_\_  
Street Number & Name City State Zip

Phone(s): ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_ ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_

Email: \_\_\_\_\_

\_\_\_\_\_  
Name: \_\_\_\_\_ Title: \_\_\_\_\_

Facility: \_\_\_\_\_

Address: \_\_\_\_\_  
Street Number & Name City State Zip

Phone(s): ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_ ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_

Email: \_\_\_\_\_

\_\_\_\_\_  
Parent/Caregiver Name (please print) Relationship

\_\_\_\_\_  
Parent/Caregiver Signature Date

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# MEDIA CONSENT FORM

Occasionally photographs, videos, and/or audio clips may be taken of clients, students and faculty engaging in CD&S programs and activities. The Kay Armstead Center for Communicative Disorders and the Department of Communicative Disorders and Sciences at San José State University request the right to use all photos, videos, and/or audio clips taken of CD&S clients, students, faculty, programs, and activities. These may be used for promotional brochures, promotions, or showcase of programs on our websites, showcase of activities in local newspapers, and other university related promotional activities.

By signing this form, I consent to allow The Kay Armstead Center for Communicative Disorders and the Department of Communicative Disorders and Sciences at San José State University to use photos, videos, and/or audio clips that they have of me participating in CD&S clinics and/or programs.

By signing this form, I confirm that I understand and agree to the above request and conditions. I agree to give up my rights with regards to CD&S photos, videos, and/or audio clips of me. I sign this form freely and without inducement.

No service of any kind will be lost or jeopardized if you choose not to sign this consent form.

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## CONTACT INFORMATION

Name (print): \_\_\_\_\_

Address: \_\_\_\_\_  
Street Name & Number City State Zip

Phone Number(s): \_\_\_\_\_

Email: \_\_\_\_\_

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## AUTHORIZATION

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Caregiver Signature (If client is under 18 years of age)

\_\_\_\_\_  
Date