The Speech-Language Pathology and Audiology programs are accredited by the Council on Academic Accreditation of the American-Speech-Language-Hearing Association (ASHA) through October 31, 2019.
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Welcome

Welcome to the Ohio University Therapy Associates Hearing, Speech and Language Clinic in the Division of Communication Sciences and Disorders, CSD, at Ohio University. This Manual is designed to answer many of the questions you may have about general clinic procedures, student clinician responsibilities, and supervisor roles and responsibilities. If you do not find the answer to one of your questions, please talk with your clinical supervisor or the Coordinator of Clinical Services, and they will be happy to help. As you read this Manual, if you have any suggestions or comments on information to include, please forward these suggestions to Marianne Malawista Ph.D. by mail or e-mail: malawist@ohio.edu.

The current clinical staff members who provide clinical supervision are listed below:

<table>
<thead>
<tr>
<th>Supervisor</th>
<th>Certification Area</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Brandie Nance, Au.D., CCC-A</td>
<td>Audiology</td>
<td>593-0417</td>
</tr>
<tr>
<td>Nicole Brandes, Au.D., CCC-A</td>
<td>Audiology</td>
<td>593-1413</td>
</tr>
<tr>
<td>Marianne Malawista, Ph.D., CCC-SLP</td>
<td>Speech/Language Pathology</td>
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<tr>
<td>Kristi Kinnard, M.A., CCC-SLP</td>
<td>Speech/language Pathology</td>
<td>593-0993</td>
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<tr>
<td>Janice Wright, M.A., CCC-SLP</td>
<td>Speech/language Pathology</td>
<td>593-9474</td>
</tr>
<tr>
<td>Sarah Taylor, M.A., CCC-SLP</td>
<td>Speech/language Pathology</td>
<td>597-1482</td>
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Throughout the program, students will meet additional supervisors at off-campus sites who will also provide excellent clinical experiences outside of the OU clinic.
Clinic Background

The Ohio University Hearing, Speech and Language Clinic, in the School of Rehabilitation and Communication Sciences, Division of Communication Sciences and Disorders, is a business as well as a training facility. The Clinic provides hearing, speech and language services to community members, students, faculty, and staff of all ages. Clients in the Clinic are charged fees for the services rendered by staff and student clinicians. The primary goals of the Clinic are to provide quality services to our clients and to provide a comprehensive student practicum training site where diagnostic and therapeutic services are delivered. These goals are accomplished by the direct involvement of the supervisors with student clinicians in the training process and by providing a high-quality service product. The supervisors have a variety of backgrounds and focus areas that provide a broad spectrum of valuable knowledge and skills.

Mission

The mission of the Communication Sciences and Disorders Hearing, Speech and Language Clinic is to promote excellence in the clinical education of students and to provide the highest quality of services to the community.

General Clinic Policies and Procedures

Professional Dress Code

All students should be professional in all clinical sites, both on and off-campus. Professional manner, appearance, and attire must be maintained in the Clinic at all times. This includes manner of dress. Students who are inappropriately dressed will be asked to leave the Clinic area. This code applies when students are seeing clients, working in the office area, attending practicum class in the Clinic, as well as when observing diagnostic or therapy sessions.

1. Casual street clothes are never permitted in the clinic area past the hallway door, which separates the student lounge and work area from the rest of the clinic.
2. Business casual attire only (skirts, slacks, longer ‘walking’ shorts) is to be worn at all times when seeing clients, working in the Clinic, or moving through the Clinic past the hallway door where you may be seen by our Clinic clients.

3. Tank tops, crop tops, halters, or other ‘brief’ attire in the Clinic area are not to be worn.

4. Tops should not contain pictures, designs, logos.

5. Stomach areas, belly buttons, lower backs, and women’s cleavage are not to be visible in any position including standing, sitting on a chair, bending over, or sitting on the floor.

6. Undergarments are not to be visible.

7. Tattoos and body piercings are not to be visible.

8. For reasons of safety, no open-toed shoes are permitted during diagnostic testing or therapy sessions. Closed-toed shoes are required with stockings, socks, or footies.

9. Students are expected to have showered and maintained their personal hygiene prior to their daily clinic assignments.

10. Perfumes and colognes are not permitted.

Please understand that dress codes may vary from work site to work site. When you are assigned to any clinic site away from OU, make certain of the dress code **BEFORE** reporting to that site to complete screenings, diagnostics, or treatment.

**Dependability**

Student clinicians are expected to:

- Prepare for and conduct clinical services as assigned.
- Prepare for and conduct meetings/ conferences/ consultations within appropriate time frames, including attendance at clinical practicum meetings.
- Carry out all duties to accomplish total case management as agreed upon with the clinical supervisor (e.g. forms, phone calls, referrals, etc.).
- Make appropriate arrangements and notify all concerned regarding any changes in schedule, room assignment, or cancellation.

**Punctuality**

Student Clinicians are expected to:

- Begin client appointments at the scheduled time.
• Submit all written assignments (e.g. lesson plans, test results, reports, letters, goals, etc.) in acceptable form (appropriate grammatical usage, paragraph structure, punctuation, and spelling) by scheduled deadlines.
• Attend all meetings/conferences/consultations promptly.

**Client Files**

A file is created for each client who receives services in the Hearing, Speech and Language Clinic. This file contains the case history, diagnostic information, previous treatment reports and any information released to our Clinic. Active files are filed alphabetically in room W180.

All active speech language pathology and audiology client files are kept in room W180. To review client files, clinicians must fill out “File Out” cards with the client’s name, clinician’s name, and the date.

Client files may move between the file room, the front office, and the computer room only. Client files are always to be returned to the file room. Client files must never be left out in public view, or left unattended for any amount of time. Client files must never be removed from the Clinic or stored anywhere in the Clinic other than the file room.

Students who remove client files are subject to disciplinary action.

**Client Fees**

All clients pay a fee for the services received at the Hearing, Speech and Language Clinic. Payment of fees is made at the reception window. Most credit cards are accepted and co-payments can also be made at the reception window. Hardship credit is available for qualifying individuals. Clinic services are offered free of charge to graduate students admitted to the CSD program and/or graduate students admitted to CSD on a conditional basis.

**Parking Passes**

Parking passes are available for clients. These can be valid for either one day or the entire year. Parking passes are mailed to clients by the office staff prior to the diagnostic session. When a client comes for his or her initial therapy session or for a speech, language, or audiology diagnostic, the clinician should always ask to make sure that the client has a parking pass and that he or she is parked in one of the appropriate spaces. Clinic parking passes are not available to student clinicians.

**Release of Information Forms**
Two release forms are used in the Clinic. The client, the client’s family, or a legal guardian must sign the forms. Each form is valid for one year. At the beginning of each term, the clinician must review client files to make sure all forms are valid and to update them as necessary.

- **Release of /Request for Information** form must be signed and in the client’s file before any information is released from this Clinic or requested from anyone other than the client or the client’s legal guardian. The forms must include the person or agency to which the information is to be released or requested from and the complete address to which information will be mailed.

- **Consent for Services, Billing and Release of Information** form must be signed and in the client's file before videotaping a diagnostic or treatment session. This form gives consent for students to provide services under supervision of appropriately licensed and certified individuals and also authorizes the billing of services. A current consent form must be in the client file before any therapy or diagnostic services can be provided.

### Student Requirements for Clinical Practicum

Before providing any clinical services either in the Clinic, or at external sites, student clinicians are required to provide documentation of:

- Professional liability insurance (renewed annually)
- Physical examination (must be completed annually)
- TB testing; two-step initially, then one test annually
- CPR renewal (must be current and is dependent upon your renewal date)
- First Aid (must be current and is dependent upon your renewal date)
- Hepatitis B series (series of three shots must be completed)
- Criminal Background check (completed at the start of the program)
- Evidence of immunizations:
  - Diphtheria/pertussis/tetanus
  - Tetanus/diphtheria booster
  - Oral Polio vaccine
  - Measles, mumps, rubella
  - Hepatitis B
  - Varicella or Titer

Students are required to comply with any additional requirements determined by their external placement sites as outlined in the Affiliation Agreement specific to that site.

Students are responsible for the content of their external site-specific Affiliation Agreement. These are available for review prior to the placement. See the Coordinator of Clinical Services or Records Manager for access to this document.
**Client Confidentiality**

All information provided by clients to the Hearing, Speech and Language Clinic must be treated as confidential. It is inappropriate to discuss clients or their diagnoses with anyone who is not associated with the Clinic. Any discussion within the Clinic should not take place in a public area or within the hearing range of other clients, their families or any other person.

All client files must be kept in W180 and must be checked out by clinicians. Client files must not be left unattended or in a public area.

Any treatment or diagnostic materials using a client’s personal information must be kept in the communication file cabinet in room W176. Any rough drafts of reports can be disposed of in the computer or copy rooms where there are paper shredders or HIPAA approved disposal bins.

HIPAA in-service training is completed for all new students, staff, and faculty during Orientation.

Annual HIPAA in-service training is conducted for Clinic staff during Orientation.

**Clinical Correspondence**

Ohio University Hearing, Speech and Language Clinic stationery must be used for all correspondence with clients and any other professionals involved in client care. ALL correspondence must be reviewed and signed by a supervisor. Copies of all correspondence must be placed in the client’s file and noted on the Correspondence Sheet in the client’s file. The recipient’s name and address must be typed on the envelope before it is placed in the Clinic’s outgoing mail. The faxing documentation protocol for Clinic correspondence is located at the fax machine and includes the recipient’s name and fax number.

**Infection Control**

The purpose of infection control is to prevent the spread of infection from clients to clinicians and from clinicians to clients. The most effective methods of infection control are careful hand washing and adherence to the standard precautions specific to either speech-language or audiology treatments. Generally, all students and staff shall follow these procedures.

**When to wash hands:**

- Before and after client contact
- After touching blood, body fluids, secretions, and contaminated items, whether or not gloves have been worn
- Immediately after gloves are removed
Wash hands with either:

- Soaps/detergents
- Antimicrobial solution

***All therapy rooms and/or the kitchen are equipped with sinks, soap and paper towels***

**Fire / Evacuation Plan / Tornadoes**

**Fire Policy:** In the event of a fire or other emergency, the building will be evacuated. Evacuation plans are located outside of rooms W176, W144, W151f, W161i, and W165. A fire extinguisher is located across from room W146.

**Procedure:**
1. Person first recognizing the fire will attend to the safety of others in the immediate area and contain the fire by using a fire extinguisher and/or closing the door.
2. A second person will sound the alarm and notify the front office. Office staff will notify Ohio University Security if the fire is at Grover Center.
3. Upon hearing the alarm, staff will report to the nearest treatment area to assist with the evacuation of clients.
4. The building is to be evacuated in accordance with posted evacuation routes. If the fire is blocking an evacuation route, reverse directions.
5. Supervisors will meet the Student Clinicians and Clinic staff outside in the parking lot adjacent to the aquatic center to check that everyone known to be in the Clinic is accounted for.
6. Staff, clients, and/or students will remain in the parking lot adjacent to the aquatic center until Ohio University Security and/or the Athens Fire Department gives permission to reenter the building.
7. In the event of other disasters requiring evacuation, such as bomb threats, procedures three and four will be followed.

**Tornadoes:** Ohio University will sound an alarm in the event of imminent tornado activity. Not all buildings on campus are within range of the alarm. The City of Athens has no early warning alarm system. Warnings will be published on the radio as well as weather web sites. There will be no “All Clear” alerts when the severe weather has passed. Weather reports will be updated on the radio or web sites. Cell phones and mobile devices will serve for report updates.

**Procedure:**
1. Person first recognizing the threat of a tornado will alert all others in the Clinic.
2. All Clinic personnel will be responsible for locating their own clients or assigned students.
3. All Clinic personnel will assemble in the interior hallway where audiology sound booths are located, and remain there until confirmation is obtained that severe weather has passed.
4. Any assessment of damages will be reported to OUPD by Clinic staff.
Copier Use

- It is not the intention of the Clinic staff to have the student clinicians pay for the copies of information, reports, correspondence, or home work sheet used for clients. It will be necessary to plan ahead. Copies of lesson plans, quarterly summaries, and diagnostic reports can be made on the Clinic copier. Please follow the guidelines for Clinic dress when in the office. The Clinic provides a wide variety of therapy materials for use with clients. Clinicians should feel free to use any or all of these with clients. Any materials that are copied by the Clinic must go home with the client.
- Clinicians making copies to develop therapy materials and resources for personal collections may do so with the copier provided in the materials room. Clinicians are asked to donate money in order to supply paper and ink.

Student Concerns

Occasionally, students have concerns and conflicts about aspects of clinical work or supervision. Students are referred to the Student Services section of the Graduate Manual for a review of procedures involving complaints and resolving problems.

Videotaping and Viewing Guidelines

Observation of live sessions and videotaped therapy sessions is important for all student clinicians, supervisors and parents. Observation of live sessions can occur in the respective observation rooms located between therapy rooms if parents or caregivers are not viewing the session. Please remember to maintain client confidentiality in the observation rooms. If you are observing in the Viewing Room, (Room W166) there are six monitors available to watch sessions live or taped. Monitor #1 is not to be used for viewing. Next to Monitor #1, there is a system controller to adjust camera angles. Please note that room numbers have different channels and you will need to find the assigned channel to observe a desired session.

Taping of sessions will be required for practicum classes and also for analysis of therapy sessions. At the beginning of each quarter, all graduate students will be given one videotape and one cassette tape for use during the quarter. These tapes must not leave the Clinic in order to protect confidentiality. Please keep your tapes in the Viewing Room (W166) on the shelf labeled for tape storage. At the end of each quarter, students will be required to erase their tapes.

The equipment does not allow independent viewing/taping capabilities. This means that if someone is taping a session on the adjacent VCR, you cannot change the channel and watch a different session. Please go to a different monitor and respect the signage indicating: “TAPING: DO NOT DISTURB.” When you are finished taping, you need to remove the sign from the equipment and collect your tape. DO NOT allow your VCR to remain taping indefinitely. Supervisors are not Taping Overseers and cannot mind your VCR’s. This is your responsibility.
Videotaping and viewing will occur during clinic business hours and be unavailable during evenings and weekends in order to secure client information in accordance with HIPAA requirements.

In-Service training for specific audio and dubbing procedures will be completed as a practicum class requirement.

**Reporting Potential Child Abuse or Neglect**

*Taken from “Guidelines for Making Referrals to Athens County Children Services” 7-2010*

**When abuse or neglect is suspected:**
Any student clinician who suspects or has reason to believe that a child is being abused or neglected must report the concern to his/her immediate supervisor. The student and supervisor together will determine if the concern constitutes abuse or neglect.

**Definitions of abuse or neglect:**
- **Abuse** represents an action against a child. It is an act of commission and is generally of three kinds:
  - **Physical** abuse refers to injury or death inflicted other than by accident.
  - **Sexual** abuse is any act of sexual nature upon or with a child.
  - **Emotional** abuse is a chronic attitude or acts which interfere with the psychological and social development of a child.

- **Neglect** represents a failure to act on behalf of a child. It is an act of omission and may be either physical or medical:
  - **Physical & Medical** neglect refers to the failure to meet the child’s physical development such as supervision, housing, clothing, medical attention, nutrition, and support.

**Making the referral:**
If abuse or neglect is suspected, any speech-language pathologist or audiologist is required by law to report the concern. The supervisor will contact Athens County Children Services by phone @ 592-3061 between the hours of 8:00 am to 4:30 pm, or @ 1-888-803-8514 after hours, weekends, or holidays.

Ohio Revised Code Section 2151.42 provides immunity from civil or criminal liability for those making reports, and also requires that the identity of the referral source remain confidential.

**What information to provide:**
• Name and address of child
• Age of child
• Names(addresses of parents or caretakers or alleged victim
• Description of abuse or neglect
• Name/address of alleged perpetrators

**Reporting Harassment**

_Taken from “Ohio University’s Responsibilities under Title IX” training - 2009_

Harassment is defined as any conduct directed toward an individual or group based on race, religion, age, color, sex, sexual orientation, national origin, ancestry, gender, identity or expression, mental or physical disability, or veteran status, and severe enough so as to deny or limit a person’s ability to participate in or fully benefit from the University’s educational and employment environments, or activities, or severe enough that it creates an intimidating, offensive or hostile environment.

Any member of the OU Community who receives a complaint of sexual harassment from a student or other Community member is required to report the behavior.

Students or staff of the Hearing, Speech and Language Clinic should report any instance of harassment to as supervisor, or to the Coordinator of Clinical Services, or to the Chair, Division of Communication Sciences and Disorders, or to the Office of Institutional Equity, as soon as possible following the incident. Reports made within 180 days are eligible for full investigation.

Upon receiving a complaint, the staff person will:
1. Assess the immediacy of the situation.
2. Validate the experience and refrain from offering personal opinion.
3. Inform the compliant that the Office of Institutional Equity will be made aware of the complaint.
4. Do not promise confidentiality.
5. Suggest resources such as Hudson Health Center’s Counseling Services for students, or Ombudsman or the Employee Assistance Program for staff.

Submit a complaint to the Office of Institutional Equity
Phone: 740-593-2620
Email: equity@ohio.edu
Office: 101 Crewson House, Ohio University, Athens, Ohio
**Incident/Accident Report**

A Report is filed in any event resulting in harm to the client, clinician, or other staff member. These reportable events can take the form of: bumps, scratches, bites, hits, falls, etc. When witnessing or being part of an incident, an Incident/Accident Report form is to be completed in its entirety, and signed by a supervisor or staff member involved in the incident.

In the event of injury to a minor child:
1. Solicit input from the guardian regarding preferred disposition of the injury. A first-aid kit is available in W170.
2. Document any preferences made by the guardian.
3. Document any procedures followed to mitigate the injury.
4. Document if the guardian was involved in the response.
5. Document if follow-up was requested by the guardian.

In the event of injury to an adult:
1. Follow above procedures, omitting the guardian.
2. If there is a situation where an adult’s ability to make his/her own choices secondary to compromised cognition is in question, report the best solution offered, and/or consult next of kin if permissible and specifically named as a contact on the Release of Information form.

The signed Report is forwarded to the Coordinator of Clinical Services for review and signature. The CCS files the original Report in the client’s file or staff member’s personnel file, and a copy to the Incident Report file located in the CCS’s office.

**Off-Campus Assignments**

Student clinicians placed at off-campus sites for observation, screenings, diagnostics, or treatment, are expected to abide by all Clinic standards, guidelines and procedures as well as those standards specific to the site.

**Accepting Gifts**

Acceptance of gifts or other benefits of substantial value by anyone involved in the operation or service delivery at the Hearing, Speech and Language Clinic is prohibited.

It is permissible, as part of the ordinary courtesies and hospitality of daily life, to accept gifts of token value for appreciation of services.
**Clinic Closing**

In the event of weather and the anticipation of poor client attendance, the CCS will post a message on the Clinic office phone: 740-593-1404 **before** 7:00 a.m. on the date in question.

All staff and students are to check the voice answering machine at the above number, **after** 7:00 a.m. to determine status for the day.

Additionally, in the event of a closure, the CCS will initiate a “call tree” protocol to advise staff of the closing.

If there is no closure message, the Clinic will be operational as usual.

Do not anticipate a closure without checking first.

The Clinic will automatically close if the University closes, or if a Level 3 Emergency is issued.

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**Facility/Space Policies and Procedures**

**Clinic Waiting Area**

Clients are able to wait for their student clinicians in the waiting area inside the main entrance to the Clinic.

To maintain an atmosphere of professionalism, clinicians should wait for the arrival of clients in the hallway outside the waiting area, not in the Clinic office.

**Bathroom**

The bathroom for client use is located in room W171. This bathroom is handicapped accessible and has a changing table. Clinicians and staff are expected to use the restrooms located outside the Clinic near the Grover Center entrance.

**Mailboxes**

Student mailboxes are located in room W176. Mailboxes are used for correspondence between clinicians and supervisors/professors as well as for important announcements. These mailboxes should be checked frequently, and students should respond to correspondence in a timely fashion when a response is necessary.
**Lockers**

Room W178 contains many lockers and shelf areas available for graduate students to store their belongings and therapy items. Students may claim a locker on a first-come/first served basis with second year students having preference. A lock is suggested, but is not provided by Ohio University. NEVER store food or perishable items in these lockers. Lockers containing trash or old papers will be emptied. The Clinic is not responsible for items left in lockers. Please remember to clean out your locker upon graduation. All personal items not needed in the therapy session are to be stored in W 176. This is your area, keep it tidy.

**Refrigerator/Kitchen**

Room W170, is stocked with Clinic supplies, along with a microwave and refrigerator available for preparing and storing light lunches and snacks.

**THIS IS NOT YOUR PERSONAL REFRIGERATOR.** Room W170 is part of the Clinic, the Clinic falls under Health Department sanitation rules, those rules apply:

1. Clean up your own spills to maintain clean counter surfaces, inside microwave, and inside the refrigerator.

2. Wash your own dishes and cutlery. Do not store dirty items in the sink.

3. Date all items in the refrigerator.

4. Any undated item in the refrigerator (including lovely lunch containers) will be tossed if there is no date on the item.

5. Any item in the refrigerator will be tossed (including lovely lunch containers) after seven days of the date labeled on the item.

**Responsibilities**

**Student Clinician**

Developing good professional behaviors is one of the key elements to being a successful audiologist or speech-language pathologist. Through practicum assignments, opportunities are available to develop clinical skills at the CSD Hearing, Speech and Language Clinic and the outside contract sites. In addition to learning about the clients and evaluation/therapy procedures,
clinicians will learn to manage themselves as professionals. The following is a list of behaviors to give clinicians a basis for developing professional skills.

Keep up to date with the institutional requirements of your setting:
- Learn the paper work requirements for your setting including release forms, census logs, billing sheets, insurance forms, scheduling sheets, etc. When you fill out these forms, make sure you fill them out completely. If something is not applicable, write n/a in the blank. Even if you are not responsible for forms now, you will be in the future.
- Familiarize yourself with the goals and missions for your institutional setting (e.g., who is seen for services, what outside services does the setting provide, etc.).
- Familiarize yourself with the rules and procedures of your setting (e.g., getting access to materials and forms, checking out and using equipment, etc.).
- Read through the latest policy and procedure manuals for you institution. In the Hearing, Speech and Language Clinic, these are General Procedures Clinic Manual, the Speech-Language Pathology Clinic Procedures Manual, and/or the Audiology Clinic Procedures Manual, all of which are revised regularly. Each of the contract sites and the externship placements will have different policies and procedures. You will need to be familiar with them.
- Keep up with changes in institutional routines, procedures, schedules. In the CSD Hearing, Speech and Language Clinic this means looking for new postings in the student lounge and checking your mailbox daily.

Develop the good habit of being punctual:
- Keep a calendar of all your appointments, meetings, and important deadlines. This calendar should be with you at all times. Information in your calendar should include time and date, names and phone numbers of contact people, items you should bring (who, what, where, when, and why).
- A timely response to memos is crucial to good professional communication. Therefore, read memos immediately, transfer all important information to your calendar, and respond to anyone as needed.
- Be on time to all therapy sessions, meeting, and appointments.
- Communicate with staff, colleagues, and clients concerning all changes in scheduling. Absences from Clinic must be cleared with you supervisor to be considered excused.
- All deadlines must be met. If you are not able to meet a given deadline, contact the individuals affected and negotiate a new deadline.

Develop good professional communication skills:
- Check your mailboxes and communication file folder at least once a day. Arrange assistance with this activity if you do not plan to be in the Clinic on any given day.
- Any correspondence you send out (i.e. including memos, reports, letters, home assignments, etc.) should be appropriately identified with the date, your name and title, the client’s name, and supervisor’s name.
Be prepared and follow through:

- Prepare for all meetings. If you are attending a meeting about your clients with your supervisor, read through the chart and plan ahead the points you want to make and the questions you want to ask.
- When scheduling a meeting with the Clinic staff, please indicate the nature and need for the meeting. In this way, not only will you be prepared for the meeting, but your supervisor will also be able to be prepared.
- Learn to say “no” appropriately and politely. Don’t agree to do something if you don’t have the time to do it. If you do agree to something, be sure to follow through with it.
- Anticipate problems before they arise and when they do come up, start to problems solve possible solutions. Be prepared to discuss solutions with your supervisor.

Confidentiality:

- Remember that you have access to personal identification about clients.
- It is your responsibility to maintain confidentiality at all times.
- You must abide by institutional regulations that pertain to confidentiality. Refer to HIPAA In-service training materials.

Supervisors may issue a warning when a clinician does not follow the guide for professional behavior. If the student continues to exhibit unprofessional behavior, a meeting with the Coordinator of Clinical Services will be scheduled. At the end of every term, supervisors use the Ohio University Student KASA to evaluate students' performance in Clinic.

Clinical Supervisor

Full-time clinical supervisors in the Hearing Speech and Language Clinic maintain a 75% productivity requirement for billable income, as well as supervise students within ASHA guidelines.

Supervisor Responsibilities

- Supervision and grading of students assigned to them.
- A minimum of 25% direct observation of all treatment and 50% of all diagnostic sessions conducted under their supervision.
- Clinical management of clients assigned to them for either evaluation or treatment.
- Approval of all therapy progress notes, evaluation reports, reassessment plans or any other correspondence prior to their distribution and/or entry into a client's file.
- Maintenance of ASHA certification in Speech-Language Pathology or Audiology.
- Maintenance of Ohio license and professional liability.
- Maintenance of Continuing Education Requirements.
Supervisor Procedures
All supervisors fulfill their responsibilities in a variety of ways. Clinicians should meet with their clinical supervisors once they have been assigned in order to discuss plans for the clinical experience.

Evaluation of Supervision
At the end of every term, students are asked to evaluate their supervisor(s) using the departmental evaluation form.

Coordinator of Clinical Services

The Coordinator of Clinical Services is responsible for the fiscal management of the Clinic’s business operations, the management of staff, the clinical education of all students, and the coordination of external clinical sites that are part of the CSD Hearing, Speech and Language Clinic.

The CCS also maintains a 30% productivity requirement for billable income and supervises student clinicians in the Clinic and at external sites. As a clinical supervisor, the CCS meets expectations listed above.
The preservation of the highest standards of integrity and ethical principles is vital to the responsible discharge of obligations by speech-language pathologists, audiologists, and speech, language, and hearing scientists. This Code of Ethics sets forth the fundamental principles and rules considered essential to this purpose.

Every individual who is (a) a member of the American Speech-Language-Hearing Association, whether certified or not, (b) a nonmember holding the Certificate of Clinical Competence from the Association, (c) an applicant for membership or certification, or (d) a Clinical Fellow seeking to fulfill standards for certification shall abide by this Code of Ethics.

Any violation of the spirit and purpose of this Code shall be considered unethical. Failure to specify any particular responsibility or practice in this Code of Ethics shall not be construed as denial of the existence of such responsibilities or practices.
The fundamentals of ethical conduct are described by Principles of Ethics and by Rules of Ethics as they relate to the responsibility to persons served, the public, speech-language pathologists, audiologists, and speech, language, and hearing scientists, and to the conduct of research and scholarly activities.

Principles of Ethics, aspirational and inspirational in nature, form the underlying moral basis for the Code of Ethics. Individuals shall observe these principles as affirmative obligations under all conditions of professional activity.

Rules of Ethics are specific statements of minimally acceptable professional conduct or of prohibitions and are applicable to all individuals.

**Principle 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.

**Rules of Ethics**

1. Individuals shall provide all services competently.

2. Individuals shall use every resource, including referral when appropriate, to ensure that high-quality service is provided.

3. Individuals shall not discriminate in the delivery of professional services or the conduct of research and scholarly activities on the basis of race or ethnicity, gender, gender identity/gender expression, age, religion, national origin, sexual orientation, or disability.

4. Individuals shall not misrepresent the credentials of assistants, technicians, support personnel, students, Clinical Fellows, or any others under their supervision, and they shall inform those they serve professionally of the name and professional credentials of persons providing services.

5. Individuals who hold the Certificate of Clinical Competence shall not delegate tasks that require the unique skills, knowledge, and judgment that are within the scope of their profession to assistants, technicians, support personnel, or any nonprofessionals over whom they have supervisory responsibility.

6. Individuals who hold the Certificate of Clinical Competence may delegate tasks related to provision of clinical services to assistants, technicians, support personnel, or any other persons only if those services are appropriately supervised, realizing that the responsibility for client welfare remains with the certified individual.
7. Individuals who hold the Certificate of Clinical Competence may delegate tasks related to provision of clinical services that require the unique skills, knowledge, and judgment that are within the scope of practice of their profession to students only if those services are appropriately supervised. The responsibility for client welfare remains with the certified individual.

8. Individuals shall fully inform the persons they serve of the nature and possible effects of services rendered and products dispensed, and they shall inform participants in research about the possible effects of their participation in research conducted.

9. Individuals shall evaluate the effectiveness of services rendered and of products dispensed, and they shall provide services or dispense products only when benefit can reasonably be expected.

10. Individuals shall not guarantee the results of any treatment or procedure, directly or by implication; however, they may make a reasonable statement of prognosis.

11. Individuals shall not provide clinical services solely by correspondence.

12. Individuals may practice by telecommunication (e.g., telehealth/e-health), where not prohibited by law.

13. Individuals shall adequately maintain and appropriately secure records of professional services rendered, research and scholarly activities conducted, and products dispensed, and they shall allow access to these records only when authorized or when required by law.

14. Individuals shall not reveal, without authorization, any professional or personal information about identified persons served professionally or identified participants involved in research and scholarly activities unless doing so is necessary to protect the welfare of the person or of the community or is otherwise required by law.

15. Individuals shall not charge for services not rendered, nor shall they misrepresent services rendered, products dispensed, or research and scholarly activities conducted.

16. Individuals shall enroll and include persons as participants in research or teaching demonstrations only if their participation is voluntary, without coercion, and with their informed consent.

17. Individuals whose professional services are adversely affected by substance abuse or other health-related conditions shall seek professional assistance and, where appropriate, withdraw from the affected areas of practice.

18. Individuals shall not discontinue service to those they are serving without providing reasonable notice.
**Principle of Ethics II**

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

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**Rules of Ethics**

1. Individuals shall engage in the provision of clinical services only when they hold the appropriate Certificate of Clinical Competence or when they are in the certification process and are supervised by an individual who holds the appropriate Certificate of Clinical Competence.

2. Individuals shall engage in only those aspects of the professions that are within the scope of their professional practice and competence, considering their level of education, training, and experience.

3. Individuals shall engage in lifelong learning to maintain and enhance professional competence and performance.

4. Individuals shall not require or permit their professional staff to provide services or conduct research activities that exceed the staff member's competence, level of education, training, and experience.

5. Individuals shall ensure that all equipment used to provide services or to conduct research and scholarly activities is in proper working order and is properly calibrated.

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**Principle of Ethics III**

Individuals shall honor their responsibility to the public by promoting public understanding of the professions, by supporting the development of services designed to fulfill the unmet needs of the public, and by providing accurate information in all communications involving any aspect of the professions, including the dissemination of research findings and scholarly activities, and the promotion, marketing, and advertising of products and services.

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**Rules of Ethics**

1. Individuals shall not misrepresent their credentials, competence, education, training, experience, or scholarly or research contributions.

2. Individuals shall not participate in professional activities that constitute a conflict of interest.
3. Individuals shall refer those served professionally solely on the basis of the interest of those being referred and not on any personal interest, financial or otherwise.

4. Individuals shall not misrepresent research, diagnostic information, services rendered, results of services rendered, products dispensed, or the effects of products dispensed.

5. Individuals shall not defraud or engage in any scheme to defraud in connection with obtaining payment, reimbursement, or grants for services rendered, research conducted, or products dispensed.

6. Individuals' statements to the public shall provide accurate information about the nature and management of communication disorders, about the professions, about professional services, about products for sale, and about research and scholarly activities.

7. Individuals' statements to the public when advertising, announcing, and marketing their professional services; reporting research results; and promoting products shall adhere to professional standards and shall not contain misrepresentations.

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**Principle of Ethics IV**

Individuals shall honor their responsibilities to the professions and their relationships with colleagues, students, and members of other professions and disciplines.

**Rules of Ethics**

1. Individuals shall uphold the dignity and autonomy of the professions, maintain harmonious interprofessional and intraprofessional relationships, and accept the professions' self-imposed standards.

2. Individuals shall prohibit anyone under their supervision from engaging in any practice that violates the Code of Ethics.

3. Individuals shall not engage in dishonesty, fraud, deceit, or misrepresentation.

4. Individuals shall not engage in any form of unlawful harassment, including sexual harassment or power abuse.

5. Individuals shall not engage in any other form of conduct that adversely reflects on the professions or on the individual's fitness to serve persons professionally.

6. Individuals shall not engage in sexual activities with clients, students, or research participants over whom they exercise professional authority or power.
7. Individuals shall assign credit only to those who have contributed to a publication, presentation, or product. Credit shall be assigned in proportion to the contribution and only with the contributor's consent.

8. Individuals shall reference the source when using other persons' ideas, research, presentations, or products in written, oral, or any other media presentation or summary.

9. Individuals' statements to colleagues about professional services, research results, and products shall adhere to prevailing professional standards and shall contain no misrepresentations.

10. Individuals shall not provide professional services without exercising independent professional judgment, regardless of referral source or prescription.

11. Individuals shall not discriminate in their relationships with colleagues, students, and members of other professions and disciplines on the basis of race or ethnicity, gender, gender identity/gender expression, age, religion, national origin, sexual orientation, or disability.

12. Individuals shall not file or encourage others to file complaints that disregard or ignore facts that would disprove the allegation, nor should the Code of Ethics be used for personal reprisal, as a means of addressing personal animosity, or as a vehicle for retaliation.

13. Individuals who have reason to believe that the Code of Ethics has been violated shall inform the Board of Ethics.

14. Individuals shall comply fully with the policies of the Board of Ethics in its consideration and adjudication of complaints of violations of the Code of Ethics.

Index terms: ethics


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www.audiology.org

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2200 Research Blvd.
Rockville, MD 20850-3289
800-498-2071
www.asha.org

Council of Academic Accreditation (CAA)
2200 Research Blvd. #310
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800-498-2071

National Black Association for Speech, Language, and Hearing
www.nbaslh.org

Ohio Speech Language Hearing Association
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