



Discovery. Diversity. Distinction.

SPEECH, LANGUAGE, HEARING CLINIC POLICIES AND PROCEDURES

Effective Date: 10/5/2021

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CLINIC SCHEDULING POLICY

- Returning clients have priority for clinic assignments:
 - if a spot is available
 - the client questionnaire is returned by the clinic registration deadline
- **No clinic assignment is guaranteed.**
- Starting September 2021, the 5 semester limit policy for clinic will be reinstated; after a client's 5th semester beginning September 2021, the client can request to return to the wait list after sitting out, at least, 1 semester.
- If siblings are participating in clinic, each sibling must adhere to the 5th semester rule.
- Clients will be moved to the inactive waitlist if they have been contacted 2 consecutive semesters and no reply is received.
- **Clients who confirm a clinic placement and withdraw less than two weeks prior to the start of clinic (including AFTER clinic starts), will be moved to the bottom of the clinic waitlist.**
- Clients may not request specific clinicians or request a "more advanced" clinician in the program. This is a learning institution and the clinic director will match clients with clinicians as appropriate.

ABSENCE/LATE POLICY

- **Please initial on the lines below:**
 - Contact the clinic assistant at (559) 278-2422 if you will be absent from clinic. The clinic assistant will notify the student clinician for you.
 - _____ Clients are allowed up to 2 *unexcused* absences. An unexcused absence qualifies as:
 - no show/no call
 - Vacation
 - Other non-emergency
 - _____ More than 2 *unexcused* absences will constitute withdrawal of the client from clinic for that semester.
 - _____ Clients are allowed up to 3 total *excused* absences. An excused absence qualifies as:
 - illness
 - family emergency
 - an absence out the client's control
 - The clinic assistant **MUST be notified 2 hours prior** to the start of the session to be considered excused.

- _____ The client may request to be placed back on the waitlist after sitting out for 2 semesters following withdrawal for any of the above reasons.
- _____ Any client who is late (10 minutes or more) 3 times will be withdrawn from clinic for that semester.

COVID 19 POLICY

- **Please initial on the lines below:**
 - _____ Prior to coming to campus and attending clinic, complete the following **Daily Health Screening** [Daily Health Screening Questionnaire](#)
 - If a **RED X** is noted on the questionnaire, the client should not attend the clinic and the clinic director should be notified.
 - Please show your survey results to the student clinician upon clinic entry each day.
 - _____ If a community guest/client becomes ill within two (2) days after a clinic session, they must notify the clinic director or student clinician and follow the steps below.
 - _____ If the client has been exposed to COVID 19, receives a **RED X** on the Daily Health Screening, is diagnosed with or is suspected to have COVID 19, the clinic director must be notified and a report made to the university for contact tracing.
 - **A report must be made immediately at the following link:**
https://fresnostate.co1.qualtrics.com/jfe/form/SV_3faIASuC8CzuFjD?Q_FormSessionID=FS_UFJ902LXgDJbKeZ
 - _____ The client can return to on-campus therapy sessions with a **NEGATIVE COVID 19 PCR test and/or doctor note.**
 - _____ **If the client's COVID 19 test is POSITIVE, only a doctor's note will clear the client to return to campus.**
 - Sessions can be conducted via teletherapy in the event of exposure or illness until the client is cleared to return to clinic (if the client feels well enough to participate).

PAYMENT POLICY

- **FALL 2021 clinic will be FREE of charge**
- The speech, language and hearing clinic does not accept insurance.
- The Fresno State Speech Clinic will gladly accept donations to cover operational costs but a donation is NOT required for participation. Donations can be made at the link below:
 - <https://chhs.fresnostate.edu/csds/shl-clinic/donate.html>

UNIVERSITY PROCEDURES FOR COMMUNITY GUESTS

- Community guests accompanying the client to sessions should complete the [Daily Health Screening Questionnaire](#) in advance of coming to campus. If the questionnaire participant receives a red X, they should not attend clinic.
 - Please show the Daily Health Screening to the student clinician each day.
- All caregivers/parent/significant others MUST wear a facemask at all times.
- Only ONE caregivers/parent/significant other may observe clinic sessions. Any other members must wait in the waiting room or outside until the session has ended.
- If a community guest/client becomes ill within two (2) days after the clinic, they must notify the student clinician or clinic director.

- A COVID 19 online report will be completed on behalf of the client for tracking purposes.
<http://www.fresnostate.edu/president/coronavirus/index.html>
- The community guest can return to on-campus therapy sessions with a NEGATIVE COVID 19 PCR test and/or doctor note.
- If the community guest's COVID 19 test is POSITIVE, only a doctor's note will clear the client to return to campus with the client.
- Sessions can be conducted via teletherapy in the event of exposure or illness until the community guest is cleared to return to clinic and there are no other caregivers to transport the client to the sessions.

TREATMENT SESSION/WAITING ROOM POLICY

- **MASKS ARE REQUIRED FOR ALL OBSERVERS AT ALL TIMES.**
 - **If an observer cannot tolerate a mask, we ask that they wait outside.**
- Clients with significant health and/or behavioral needs may require the attendance of the client's parent/caregiver at all times in order for the client to be able to participate in clinic.
- Due to limited space and equipment, **no more than 1 family member is** allowed to sit in the observation area at any time.
 - All other visitors may wait in the clinic waiting room or outside.
- The clinic will not be responsible for personal belongings left in the observation and/or clinic observation area.
- Phones/tablets may be allowed in the clinic observation area as long as the device is not a distraction to the clinic supervisor and other clients' families.
- Please respect both the clinic observation and waiting room areas by keeping them clean and quiet.

TREATMENT MAKE-UP SESSIONS

- If clients are absent due to COVID, therapy can be conducted via teletherapy but missed sessions cannot be made up.
- If the clinician is absent, the client/parent/guardian *may* be given the choice to make-up the session at the end of the semester if time permits.
- During summer clinic, make up sessions are not offered due to time constraints.

PARKING POLICY

- Clients are allowed to park in either the yellow or green parking lots by displaying a parking slip received from one of the on-campus parking dispensers.
 - **A parking code will be provided to you from the speech and hearing clinic after an appointment has been confirmed.**
- If you experience difficulties with the parking dispenser, contact campus police at (559) 278-8400. Please be sure to allot yourself enough time so that you do this and still make it on time to your scheduled appointment.
- You cannot park in one of the parking meters with the parking slip because you will receive a ticket.
- **For clients with physical limitations**, designated parking slots in front of the Social Sciences building are available. **Note:** a special card must be displayed along on your dashboard along with your parking slip or you may also be subject to a ticket.
 - The card can be received at the clinic office and is reserved for clients with physical limitations only.
 - There is a limited amount of tickets available in the office and are handed out in a first come, first serve basis.

- If you do receive a parking ticket, be sure to look on the back of it or contact the police department at (559) 278-8400 for information on how to contest it.
 - The Speech and Hearing Clinic does not petition tickets on behalf of clients.

If you have any questions about any of these policies, please contact the Speech, Language, and Hearing Clinic office at (559) 278-2422.

I have read and understand the above policy and procedure _____

Client or Caregiver Signature

Date