

SPEECH, LANGUAGE, HEARING CLINIC POLICIES AND PROCEDURES

Effective Date: 1/1/2024

Revision Date: 11/13/23

CLINIC SCHEDULING POLICY

- Returning clients have priority for clinic assignments however, **no clinic assignment is guaranteed and is based on availability, student needs, and client needs.**
- There is a 5-semester limit policy for the clinic; after a client's 5th semester, the client can request to return to the wait list after sitting out, at least, 1 semester.
- If siblings are participating in the clinic, each sibling must adhere to the 5th-semester rule.
- **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:**
 - _____ Clients are expected to attend regularly, be on time, and ready to engage in therapy sessions twice a week for 12 weeks.
 - _____ Clients are allowed up to 3 absences during the semester. An absence qualifies as:
 - no show/no call
 - Vacation
 - Other non-emergency
 - Illness
 - Clients who miss any three (3) sessions, including informed absences, are subject to the clinic director's sole discretion regarding whether treatment will continue. The clinic director's determination is final.
 - _____ If the client is dropped from the clinic for excessive tardies, absences, or they unexpectedly drop themselves, the client will not be invited back in future semesters.
 - _____ Some flexibility will be granted if an absence is COVID related only and at the clinic director's discretion.
 - _____ Alert the student clinician and clinic office of your absence by entering your absence in your ClinicNote Portal.
 - _____ I understand that consistent attendance is vital for client progress AND student clinical hours needed to graduate.

COVID 19 POLICY

- **Please initial on the lines below:**
- _____ **If the client's COVID-19 test is POSITIVE**, the client can return to clinic in the following circumstances:
 - After five (5) days from the date you tested positive or experienced symptoms (Day 0 is the day you began feeling sick; Day 1 is the next day):
 - **If You have no symptoms, or your symptoms are mild and getting better; AND**
 - **You have not had a fever** for 24 hours without taking medicine that lowers fevers.
 - Wear a mask until day ten (10).
- _____ Sessions can be conducted via teletherapy in the event of a positive test or illness until the client is cleared to return to clinic (if the client feels well enough to participate).

EQUITABLE TREATMENT POLICY

- The Department of Communicative Sciences and Deaf Studies is Committed to the principle of equal opportunity. The University, College, and Department do not discriminate in the delivery of professional services or the conduct of research scholarly activity on the basis of race, ethnicity, religion, national origin, gender, gender-identity, sexual orientation, age, marital status, physical characteristics, or disability.

PAYMENT POLICY

- 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>

TREATMENT SESSION/WAITING ROOM POLICY

- Clients with significant health and/or behavioral needs may require the attendance of the client's parent/caregiver for the client to be able to participate in clinic.
- 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.
- Everything viewed or heard in the clinic observation space is considered strictly confidential.

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 allow 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 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 number of tickets available in the office and are handed out in a first come, first served basis.
- If you do receive a parking ticket, be sure to look at 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 Fresno State-Scottish Rite 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