



SPEECH, LANGUAGE, HEARING CLINIC POLICIES AND PROCEDURES

Effective Date: 9/05/2023

Revision Date: 7/01/2023

CLINIC SCHEDULING POLICY

- Returning clients have priority for clinic assignments however, **no clinic assignment is guaranteed and is based on spot 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 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:**
 - _____ Alert the student clinician and clinic office of your absence by entering your absence in your ClinicNote Portal.
 - _____ Clients are allowed up to 3 absences during the semester. An absence qualifies as:
 - no show/no call
 - Vacation
 - Other non-emergency
 - Illness
 - _____ Some flexibility will be granted if an absence is COVID related only and at the clinic director's discretion.
 - _____ 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 - _____ Any client who is late (15 minutes or more) 3 times will be withdrawn from clinic for that semester.
 - _____ 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:**
- _____ Prior to coming to campus and attending clinic, complete the following **Daily Health Screening** https://fresnostate.co1.qualtrics.com/jfe/form/SV_9KOhK4erEgDTuSN
 - If a **RED X** is noted on the questionnaire, the client should not attend the clinic and the student clinician should be notified.
- _____ Please show your survey results to the student clinician upon clinic entry each day.
- _____ The client can return to on-campus therapy sessions with a NEGATIVE COVID 19 PCR or Rapid Home Antigen test if a **RED X** is noted on the Daily Health Screening.
- _____ **If the client's COVID-19 test is POSITIVE**, the client can return to clinic in the following circumstances:
 - After ten (10) days from the date you tested positive or experienced symptoms (whichever comes first is day zero) without further testing if you have had at least 24 hours of feeling better and no fever. *Example: If you tested positive/started feeling symptoms on the 1st day of the month (day zero), you would be able to return to in-person activities on the 12th day of the month.* **OR**
 - If you test negative after five (5) days with a Rapid Antigen Home Test you may return as early as day six (6) following day zero.
- _____ 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).

PAYMENT POLICY

- **Clinic will be FREE of charge but would gratefully accept donations.**
- 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 https://fresnostate.co1.qualtrics.com/jfe/form/SV_9KOhK4erEgDTuSN 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.
- 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

- 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.
- 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 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 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 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 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