



Communicative Sciences and Deaf Studies

STUDENT CLINICIAN MANUAL

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SECTION 1: WELCOME AND PROGRAM OVERVIEW

Purpose of This Manual

This manual provides policies, procedures, expectations, and resources for graduate student clinicians participating in clinical practicum through the Department of Communicative Sciences and Deaf Studies (CSDS) at California State University, Fresno.

Students are responsible for understanding and adhering to all policies contained in this manual, as well as all applicable university, clinic, site, and professional requirements.

Clinical practicum is a required component of the Master of Arts degree in Speech-Language Pathology and is necessary to meet the clinical standards established by the American Speech-Language-Hearing Association (ASHA).

Clinic Mission

The Fresno State–Scottish Rite Speech and Language Clinic is committed to:

- Providing high-quality speech-language services for children and adults.
- Preparing competent, ethical, and culturally responsive speech-language pathologists.
- Meeting the needs of students, clients, and the community.
- Serving as a community resource and providing research opportunities for graduate student clinicians.

Professional Standards

All student clinicians are expected to:

- Adhere to the ASHA Code of Ethics.
- Demonstrate professionalism in all clinical activities.
- Protect client confidentiality.
- Accept and implement supervisory feedback.
- Maintain accurate clinical documentation.
- Represent Fresno State and the profession positively.

SECTION 2: CLINICAL EDUCATION REQUIREMENTS

Clinical Hour Requirements

To satisfy graduation and certification requirements, students must complete 400 clinical contact hours. The following clinical opportunities will be available.

Required Hours

Guided Observation Hours	25 hours
CSDS 230 x 3 Clinics	90 hours-approximately
CSDS 232- SIMUCASE	25 hours-approximately
CSDS 257- Student Teaching	100 hours-minimum
CSDS 267- Externship	120-160-approximately
TOTAL	360-400 hours approximately

Additional Opportunities

Students may earn supplemental clinical hours through approved experiences including:

Undergraduate/SLPA Hours	50 hours
CSDS 232- LOUD Crowd Clinic	12 hours
CSDS 232- Aural Rehab Clinic	12 hours
CSDS 231- Hearing Screening Clinic	33 hours

Maximum allowable hours in each category are below:

Guided Observation Hours	25 hours MAX
Clinical Simulation	75 hours MAX
Telepractice	125 hours MAX
Undergraduate/SLPA Hours	50 hours MAX

Clinical Practicum Sequence

Students must successfully complete:

CSDS 230 X 3 semesters

On-campus or off-campus collaboration clinical practicum. You may be in a preschool or an individual clinic with clients of a variety of ages and clinical needs.

CSDS 257

Student teaching placement in a school district.

CSDS 267

Medical, private practice, or community-based externship.

Additional specialty clinics may be available to supplement clinical experiences.

Observation Hours

Prior to beginning clinical practicum, students must complete 25 documented guided observation hours.

Observation experiences:

- Must be within the Speech-Language Pathology scope of practice.
- Must be supervised by an appropriately certified and licensed Speech-Language Pathologist.
- Must be documented and verified before enrollment in practicum.

SECTION 3: ENROLLMENT AND COMPLIANCE

Enrollment Requirements

Prior to beginning clinical practicum, students must:

- Complete prerequisite coursework.
- Submit documentation of guided observation hours.
- Establish a CALIPSO account and upload required documentation in full.
- Meet all health and compliance requirements.
- Complete required orientation activities.

Failure to complete required documentation may delay or prevent clinic enrollment.

Health and Compliance Requirements

Students are required to upload these documents to the medical clearance and compliance section in CALIPSO. Only these items are required within the extensive list of items. Please ignore any items not on this list:

- Tuberculosis (TB) clearance (**required annually**)
- MMR vaccination
- Hepatitis B vaccination
- Tdap vaccination (**booster is required every 10 years**)
- COVID vaccines are recommended but not required for on-campus placements. However, some off-campus placements require COVID vaccines. You will be alerted ahead of time if this is the case.

Students are responsible for ensuring compliance records remain current throughout their program.

Professional Liability Coverage

Students enrolled at the university and in approved clinical practicum courses are covered under university professional liability policies while participating in assigned clinical activities.

SECTION 4: CLINIC OPERATIONS

Clinic Facilities

The clinic spaces include:

- Eight individual treatment rooms in PHS 222
- Two preschool rooms in PHS 225
- Observation areas in PHS 222 and 225
- Waiting areas in PHS 220
- Media Center in PHS 244
- Clinic Office in PHS 252
- Grad Lounge in PHS 248

Students are responsible for maintaining clinical spaces on a weekly and semesterly basis. Clinic clean-up is mandatory and will be assigned accordingly.

Media Center

The Media Center houses:

- Standardized assessments
- Therapy materials
- Assessment protocols
- Clinical equipment such as sound level meters and audiometers
- Refrigerator, sink, microwave, and coffee maker
- Student mailboxes

Students are responsible for:

- Reserving materials appropriately in the reservation binder on the shelf next to the window in the Media Center.
- Returning materials on time.
- Reporting damaged or missing items.

Client Records

The clinic utilizes ClinicNote as its electronic record system. ClinicNote is HIPAA compliant.

Student clinicians are responsible for reviewing client files prior to services and creating an assessment plan in preparation for the first clinic meeting. At this meeting you will present your plan to your fellow students and clinical educator and obtain approval of the plan. Once approved, you may contact your clients via phone and conduct the interview.

Additionally, students must Maintain accurate client documentation such as SOAP notes, assessment reports/treatment plans, and treatment summaries. It is especially important that ALL communication with the client whether it be an interview, question, absence, or tardy be logged in the Communication Log in ClinicNote.

SECTION 5: CLINICAL RESPONSIBILITIES

Prior to Beginning Services

Once students are assigned clients in ClinicNote, the student can immediately review assigned client records and develop an assessment plan. The clinical educator will schedule a meeting with the group to discuss each plan. Once the clinical educator approves each student's plan, they can call each client to confirm the day/time and conduct the interview to save time. Students may then reserve assessment materials in preparation for the first day.

Client Communication

Approved communication methods include:

- ClinicNote Portal
- University email
- Google Voice

It is not advised to use your personal cell phone number or personal email while communicating with clients. It is also not advised to accept social media friend requests from clients. All communication must be documented in ClinicNote.

Documentation Requirements

Client documentation in ClinicNote includes:

- SOAP Notes
- Assessment/treatment plan reports
- Treatment Summary Reports
- Discharge Reports
- Contact Notes/Communication Log notes.
- Permission to share documents to and from the clinic (Release Forms)

Documentation must be completed accurately and within timelines established by the clinical educator.

SECTION 6: PROFESSIONAL EXPECTATIONS

Professional Conduct

Students are expected to:

- Arrive on time.
- Be prepared for all clinical activities.
- Communicate professionally in both written and verbal communication.
- Demonstrate respect toward clients, families, supervisors, and peers.
- Maintain ethical standards.
- Accept feedback readily and be prepared to implement recommendations.
- Respect clinic spaces and materials by maintaining them and returning them in good condition.

Professional Appearance

All student clinicians and undergraduate student observers are expected to be well groomed and dressed professionally.

Hair must be clean, well maintained, have a natural appearance, and should not be an unnatural/unconventional color. Facial hair must be well maintained.

Clothing should be practical, yet professional, allowing students to perform activities such as sitting on the floor, bending, leaning over, and reaching overhead without revealing skin or undergarments.

Jewelry must be minimal and should not present a hazard to clients or students.

Excessive perfumes, colognes, or strong scented lotions should be avoided due to sensory issues or allergies.

***Students must follow the dress code of their specific off-campus site.**

ACCEPTABLE	UNACCEPTABLE
Nondistressed jeans and pants free of holes and frays	Torn or frayed pants/jeans
Plain T shirts- no large logos/pictures/words	Flip-Flops
Comfortable and well-maintained shoes, sneakers, and sandals	Dresses or skirts above the knee
Blouses and sweaters	Leggings or shorts
Knee length (or longer) dresses and skirts	Sweatshirts, sweatpants, or flannel
Cardigans and jackets	Midriff or tight-fitting tops

	Spaghetti straps, off the shoulder, low cut, or open back tops
	Plugs, body piercings in the eyebrows, tongue, nose, or lip

Identification

Students must wear university or site-issued identification when providing clinical services. Some clinical sites may want students to wear the university badge, and others may prefer students to wear site specific badges. Students will receive instructions if the university badge is not needed for a particular site.

SECTION 7: CONFIDENTIALITY

HIPAA Compliance

All client information is confidential.

- HIPAA Compliance is the LAW! See <https://www.hhs.gov/hipaa/for-professionals/index.html>
 - Students must ALWAYS adhere to HIPAA compliance, or students could lose their license or face fines/penalties.
 - Do not discuss patients in the open at clinical sites.
 - Do not share stories about clients with friends or family, including when names are omitted.
 - Don't lose documents in the site, bring anything out of the site, or leave them in the car.
 - DO NOT access the medical records system to access medical records for yourself, friends, family, or ANYONE at any time unless it is directly for patient care.

Violations may result in disciplinary action.

SECTION 8: SAFETY AND INFECTION CONTROL

Students are expected to:

- Follow universal precautions.
- Wash hands before and after sessions.
- Disinfect treatment areas and materials.
- Use personal protective equipment when indicated.
- Follow all clinic infection-control procedures.

Safety concerns should be reported immediately to clinic personnel.

SECTION 9: EVALUATION AND GRADING

Student performance is evaluated continuously through:

- Observation
- Written and verbal feedback
- Conferences
- Midterm evaluations
- Final evaluations

Clinical Educators complete evaluations in CALIPSO.

Students earn Credit (CR) or No Credit (NC) according to program requirements.

SECTION 10: END-OF-SEMESTER RESPONSIBILITIES

Students must:

- Complete all documentation and archive all goals in ClinicNote. Ensure all reports are in place and signed.
- Submit clock hours in CALIPSO.
- Complete supervisor evaluations.
- Complete clinic checkout procedures.

Failure to complete these requirements may delay final grades or clinical hour approval.

POLICIES, PROCEDURES, AND CLINICAL GOVERNANCE

SECTION 11: ETHICAL AND PROFESSIONAL STANDARDS

ASHA Code of Ethics

All student clinicians, Clinical Educators (CEs), faculty, and staff are expected to adhere to the current American Speech-Language-Hearing Association (ASHA) Code of Ethics. <https://www.asha.org/policy/code-of-ethics/?srsltid=AfmBOorDJQ-XUIPGoTR3pcRE4kJY0pzWfwbFWzzYXwwBINloTE39eI>

Ethical responsibilities include:

- Individuals shall honor their responsibility to hold paramount the welfare of people they serve professionally or who are participants in research and scholarly activities.

- Individuals shall honor their responsibility to achieve and maintain the highest level of professional competence and performance.
- In their professional role, individuals shall act with honesty and integrity when engaging with the public and shall provide accurate information involving any aspect of the professions.
- Individuals shall uphold the dignity and autonomy of the professions, maintain collaborative and harmonious interprofessional and interprofessional relationships, and accept the professions' self-imposed standards.

Failure to comply with ethical standards may result in disciplinary action, remediation, removal from clinic, or failure of clinical practicum.

Equitable Treatment Policy

The Fresno State-Scottish Rite Speech and Language Clinic, including the faculty, staff, and student clinicians, adheres to a policy of nondiscrimination. The Clinic does not discriminate against clients, student clinicians, or staff based on race, religion, national origin, gender, age, sexual orientation, marital status, or disability.

All clients, students, faculty, and staff are entitled to respectful and equitable treatment.

SECTION 12: CLINICAL PLACEMENT POLICIES

Placement Philosophy

Clinical placements are educational experiences designed to provide students with progressively advanced opportunities to develop clinical competencies.

Placement decisions are made by the clinic director and are based on:

- Student learning needs/standards
- Clinical readiness
- Available supervision
- Site availability
- Client needs
- Existing affiliation agreements

Student preferences are considered whenever possible; however, placement requests cannot be guaranteed.

Student Teaching (CSDS 257)

Student Teaching placements are generally completed in public school settings.

Requirements include:

- Full-semester participation.
- Attendance according to district and site schedules.

- Completion of the required 100 hour minimum.
- Closely follow the learning checklist in the syllabus.
- Be concurrently enrolled in CSDS 209.
- Complete assigned credential application components.
- Demonstrate professional behavior.
- Be flexible and don't be afraid to ask questions or request demonstrations!

Students are expected to attend their assigned placement five days per week through the final day of instruction unless otherwise approved by the clinic director.

Externship (CSDS 267)

Externship placements may occur in:

- Hospitals
- Rehabilitation facilities
- Skilled nursing facilities
- Private practices
- Outpatient clinics
- Early intervention programs
- County agencies

Students are expected to:

- Follow site schedules.
- Follow site policies.
- Complete all required onboarding procedures by the deadline.
- Demonstrate professional behavior.
- Be flexible and don't be afraid to ask questions or request demonstrations!

Weekend participation may be required depending on the placement. Students are expected to attend their assigned placement five days per week through the final day of instruction unless otherwise approved by the clinic director.

Employment During Placements

Students employed at a clinical site must disclose their employment status to the clinic director.

Clinical supervision requirements must remain independent from employment responsibilities.

Clinical hours may only be counted when supervision and activities meet ASHA requirements.

SECTION 13: CLIENT ADMISSION AND SERVICE POLICIES

Admission Criteria

Client admission decisions are based on:

- Availability of qualified supervision.
- Educational needs of student clinicians.
- Clinic resources.
- Client needs and diagnoses.
- Clinic scheduling parameters.

Admission to clinic services is not guaranteed and is limited to three (3) semesters.

Priority Considerations

When multiple referrals are received, consideration may be given to:

- Continuing clients.
- Student clinician educational needs.
- Availability of specialized services.
- Date of referral.
- Clinic scheduling parameters.

Client Referrals

When services cannot be provided by the clinic, referrals may be made to appropriate community providers.

All referrals must be reviewed and approved by the clinical educator.

Referral activity must be documented in ClinicNote.

SECTION 14: CLIENT ATTENDANCE AND PARTICIPATION

Attendance Expectations

Consistent client attendance is a commitment and is essential for:

- Client progress toward goals.
- Treatment effectiveness.
- Graduate student clinical needs (hours and experience).

Clients are expected to:

- Attend regularly.

- Arrive on time.
- Notify the clinic when unable to attend.
- Clients are not permitted to miss more than three (3) sessions per semester before being removed from clinic. However, some flexibility is given by the clinic director for extenuating circumstances.

Excessive Absences

The clinic director may review continued eligibility for services when excessive absences occur.

Factors considered include:

- Number of absences.
- Pattern of attendance over past semesters.
- Client or caregiver commitment.

Clinic decisions regarding continuation of services are final.

Cancellation Procedures

Clients should notify the clinic via phone, email, or ClinicNote portal as soon as possible when cancellations are necessary.

Student clinicians are responsible for documenting all attendance-related communication in ClinicNote.

SECTION 15: INFECTION CONTROL POLICY

Purpose

The purpose of infection control procedures is to protect:

- Clients
- Student clinicians
- Clinical educators
- Faculty
- Staff
- Community visitors

Standard Precautions

Student clinicians shall:

- Wash hands before and after each session.
- Use gloves when appropriate.
- Disinfect treatment surfaces with provided 7th Generation Wipes.
- Clean therapy materials after each use.

- Dispose of contaminated materials appropriately.

Illness

Students who are ill should not attend clinical activities.

Students are responsible for notifying:

- Their clinical educator
- Clinic personnel
- Clients so they don't attempt to attend the session.

Students may be required to make up missed clinical experiences at the clinical educator's discretion.

Exposure Incidents

Potential exposure incidents must be reported immediately.

The clinic director will initiate university reporting procedures when necessary.

SECTION 16: STUDENT PERFORMANCE EVALUATION

Evaluation Process

Student clinicians receive ongoing evaluations through:

- Direct observation
- Written feedback
- Informal conferences
- Midterm evaluations
- Final evaluations

Evaluations are completed through CALIPSO.

Credit / No Credit Standards

First Clinical Experience CSDS 230 (C1)

Students must meet the following standards to earn a credit (CR) for the semester.

- Earn a minimum overall rating of 3.0 in the Student Performance Evaluation in CALIPSO
- Earn no score below 2.0.
- Demonstrate satisfactory professional behavior.

Second and Third Clinical Experience CSDS 230 (C2 and C3)

Students must meet the following standards to earn a credit (CR) for the semester.

- Earn a minimum overall rating of 3.5.
- Earn no score below 3.0.
- Demonstrate satisfactory professional behavior.

Student Teaching CSDS 257 and Externship CSDS 267

Students must meet the following standards to earn a credit (CR) for the semester.

- Earn a minimum overall rating of 4.0.
- Earn no score below 3.0.
- Demonstrate satisfactory professional behavior.

Failure to meet these standards may result in a grade of No Credit (NC).

SECTION 17: CLINICAL REMEDIATION PLAN (CRP)

Purpose

A Clinical Remediation Plan (CRP) provides structured support when student performance falls below expected standards.

The purpose of a CRP is to:

- Identify performance concerns.
- Establish measurable goals.
- Provide support and resources.
- Create a timeline for improvement.

CRP Process

When concerns arise:

1. Clinical educator documents concerns.
2. Clinic director is notified.
3. Student receives written feedback and formal remediation goals are established during a group meeting.
4. Follow-up observations and support meetings are conducted.

A CRP may be discontinued when all established goals are successfully achieved, and the student is predicted to meet the standard for passing or earning a credit (CR) for the clinical experience.

Failure to Meet CRP Requirements

Failure to meet remediation expectations may result in:

- Extension of remediation with potential modification to the established goals or an updated deadline.
- Additional supervision.
- No Credit (NC) in practicum.
- Delay in progression through the clinical sequence.

SECTION 18: CLINICAL INCIDENT REPORTS

Purpose

A Clinical Incident Report (CIR) addresses concerns involving:

- Professional conduct
- Ethical behavior
- Confidentiality violations
- Attendance concerns
- Policy violations
- Safety concerns

CIR Procedures

1. Incident is documented by the clinic director and clinical educator.
2. Student is notified and a meeting is scheduled.
3. Corrective actions are identified in the report and each party signs off.
4. Follow-up review occurs.
5. No further action is taken if the incident is resolved.
6. If the incident or issue continues, a no credit (NC) is earned, and the student will be instructed to return to clinic the next semester.

Outcomes

Possible outcomes include:

- Informal resolution.
- Additional training.
- Remediation.
- Clinical probation.
- Failure of clinical practicum.

SECTION 19: STUDENT RIGHTS AND APPEALS

Grade Appeals

If a student receives a grade for a clinic practicum they believe was assigned incorrectly, unfairly, prejudicially, or capriciously, the following steps should be taken:

- The student should speak with the clinical educator who assigned the grade by no later than the end of the third week of the next semester. It may simply be that an error has occurred, which can be easily corrected with a grade correction form signed by the instructor and submitted to the records office.
- If the student is not satisfied with the supervisor's explanation, he or she may discuss the issue with the clinic director, which may arrange a conference with the student and clinical educator to develop a resolution.
- If the student is not satisfied with the clinic director's intervention, the student may appeal the grade and speak to the department chair about it immediately. The department chair will discuss the allegation with the clinical educator and give the student a response within ten working days.
- If the student is still not satisfied with the department chair's response, the student may submit a written statement protesting the grade to the chair of the [Student Academic Petitions Committee](#) (SAPC) within five working days.
- The student should contact the [Office of Advising Services](#), Joyal Administration Building, Room 224, at 278-1787, and ask to make an appointment with the counselor in charge of grade protests. The counselor will provide the student with the necessary paperwork to be submitted to the Student Academic Petitions Committee and will help guide the student through the grade protest process.
- The chair of the SAPC will send the students' statement to the supervisor who is required to respond by a specified date. The students' statement and the supervisor's statement will be reviewed by the SAPC committee at its next meeting.
- Once a decision by the SAPC is reached, the student will be notified of it in writing and will receive a copy of the supervisor's written response.
- Further information on the University's Dispute Policy can be found.

here: <http://fresnostate.edu/academics/facultyaffairs/documents/apm/415.pdf>

Disability Accommodations

Upon identifying themselves to the instructor and the university, students with disabilities will receive reasonable accommodation for learning and evaluation. For more information, contact Services for Students with Disabilities in the University Library, Room 1202 (278-2811).

Title IX

Fresno State is committed to fostering a safe, productive learning environment for all students. Title IX and CSU policy prohibit discrimination on the basis of sex, which includes sexual harassment, domestic and dating violence, sexual assault, sexual exploitation, and stalking. We understand that sexual violence can undermine students' academic success and we encourage students who have experienced some form of sexual misconduct to access appropriate resources so they can get the support they need and deserve.

As an instructor, I have mandatory reporting responsibility as a part of my role. It is my goal that you feel comfortable sharing information related to your life experiences in classroom discussions, in your written work, and in our one-on-one meetings. I will seek to keep the information you share private to the greatest extent possible. However, I am required to report information I receive regarding sexual misconduct or information about a crime that may have occurred during your time at Fresno State.

Students can report incidents of alleged sexual misconduct to either or both of the following resources:

Title IX and Clery Compliance Office | titleix.fresnostate.edu | 559.278.5003

Fresno State Police Department | fresnostate.edu/police | 559.278.8400

Students can access confidential support from two separate resources on campus:

Survivor Advocates | fresnostate.edu/survivoradvocate | 559.278.6796

Counseling Services | fresnostate.edu/health/counseling | 559.278.2734

If you have concerns and you are unsure who to contact, please visit the [Concern & Action Guide](#).

SECTION 20: QUALITY IMPROVEMENT

The clinic continuously evaluates:

- Client outcomes
- Student performance
- Clinical Educator effectiveness
- Consumer satisfaction

Student feedback collected through CALIPSO and university evaluation systems contributes to ongoing program improvement. Additionally, consumer satisfaction surveys are maintained in GOOGLE DRIVE.

APPENDICES, QUICK GUIDES, FORMS, AND REFERENCE MATERIALS

APPENDIX A

STUDENT QUICK START CHECKLIST

Before Your First Semester

Complete the following:

- Register for CALIPSO with the PIN provided by the clinic director
- Upload and enter 25 guided observation hours
- Upload immunization records including TB tests
- Attend clinic orientation and complete orientation modules
- Review the Student Clinician Manual in GOOGLE DRIVE
- Review ASHA Code of Ethics

Before Clinic Begins Each Semester

- Complete Placement Request Survey
- Verify immunization and TB compliance records remain current in CALIPSO
- Review assigned clients
- Meet with the clinical educator (CE)
- Develop assessment plans
- Reserve assessment materials
- Confirm client appointments
- Review ClinicNote procedures

APPENDIX B

CLINICAL DOCUMENTATION CHECKLIST

Every Session

Complete:

- Attendance in Communication log (if absent, late, or other)
- SOAP Note
- Data collection
- Session preparation for next visit

Every Client

Maintain:

- Assessment report/Treatment plan
- Current goals
- Treatment summary
- Discharge documentation (if applicable)
- Communication log

APPENDIX C

CLINICNOTE QUICK GUIDE

Before Services Begin

ClinicNote Knowledge Base/training is found at <https://clinicnote.thinkific.com/> BEFORE CLINIC STARTS-PREP TIME (1-2 weeks prior to the clients arriving)

- Clients are connected to -supervisors and students.
- Students view all previous reports/notes/case histories to ensure all information about the client is familiar.
- Prepare client/parent interview.
- Prepare an assessment plan to present to the clinical educator.
- Meet with the clinical supervisor to present treatment plan (template in DRIVE).
- Once the plan is approved, call the client/parent:
 - Interview the parent/caregiver if appropriate.

- Confirm time/location of clinic session.
- Answer any questions.
- Notify the clinic assistant if the client informs you they are not coming or missing many sessions.
- Record client contact in CONTACT NOTE in ClinicNote.

Initial Session

- Conduct interview and assessment as planned.
- Start the assessment process.
- Go to GENERATE REPORT and open SOAP Note.

Assessment Report and Treatment Plan

- Go to GENERATE REPORT and use the pull-down menu to choose ASSESSMENT AND TREATMENT PLAN REPORT.
- Create a report and SUBMIT back and forth with your supervisor until approved and finalized with an Esignature.
- Enter GOALS in the GOAL MANAGER.
- Print a copy of the report and present the report to the client/parent. The client/parent can take the report home.

Daily Documentation

Following every session:

- Enter SOAP Note.
- Record attendance if absent or late.
- Update goals as needed.

End of Semester

- GENERATE REPORT
- Enter dates for the semester START and END at the top.
- Choose TREATMENT SUMMARY REPORT in the drop-down menu and GENERATE.
- Complete the SUMMARY report.
- Obtain approval from your supervisor and Esign the document.
- Print a copy of the report and send the copy home with the client/parent on the last day after you have reviewed the report with them.

APPENDIX D

CALIPSO QUICK GUIDE

<https://www.calipsoclient.com/fresnostate>

CALIPSO INSTRUCTIONS FOR SLP STUDENTS

****SEE THE SUPPLEMENTAL INSTRUCTIONS ON WHAT TO ADD/DOCUMENT TO CALIPSO WHEN YOU ENTER THE PROGRAM FOR THE FIRST TIME**

Step 1: Register as a Student User on CALIPSO

- Before registering, have available the PIN provided by your Clinic Director via e-mail.
- Go to <https://www.calipsoclient.com/fresnostate>
- Click on the “Student” registration link located below the login button.
- Complete the requested information, **being sure to enter your “school” e-mail address**, and record your password in a secure location. Click “Register Account.”
- Please note: **PIN numbers are valid for 40 days**. Contact your Clinic Director for a new PIN if 40 days has lapsed since receiving the registration e-mail.

Step 2: Login to CALIPSO

- To login, go to <https://www.calipsoclient.com/fresnostate> and login to CALIPSO using your school e-mail and password that you created for yourself during the registration process
- **Our department pays for CALIPSO for you. Alert Sabrina if you are prompted to pay.**

Step 3: Enter Contact Information

- Click on “Student Information”
- Click on “Contact Info” and then “Edit” for each corresponding address.
- Enter your local, permanent, and emergency contact info. Enter “rotation” contact info when on externships. Return to this link to update as necessary.
- Click “Home” located within the blue stripe to return to the home page.

Step 4: View Immunization and Compliance Records

- Before each semester, click on “Student Information” and then “Compliance/Immunizations” to view a record of compliance and immunization records.
- Missing or expired records are highlighted in red.
- To create a document to save and/or print, click “PDF” located within the blue stripe.
- Documentation of immunizations and verifications can be uploaded by clicking “Files” located within the blue stripe and then clicking “Upload file.”
- Click “Home” located within the blue stripe to return to the home page.

Step 5: View Site Information Forms

- The “Site Information Forms” link located on the lobby page displays pertinent information on the sites/facilities that your school affiliates with for clinical placements.
- To view available information, identify the desired site and click “View” located in the fifth column under submitted.
- Please note: “In progress” forms are not accessible to students; only “submitted” forms are accessible to students.

Step 6: View/Upload Clinical Placement Files

- The file management feature allows you to upload any type of file (e.g. Word, PDF, JPEG, audio/video) to share with your clinical supervisor or clinical administrator.
- From the Lobby, click on “Student Information” and then “Clinical Placement” to upload your own file and/or view a file uploaded by your supervisor or clinical administrator.
- **First, select a folder by clicking on the folder name or create a new folder or subfolder.** To create a new folder or subfolder, type in desired folder name in the "Add folder" field and press "create."
- **Upload a file** by pressing the “Browse” button, selecting a file, completing the requested fields, and clicking "upload." The upload fields will display if you have selected an unrestricted folder. **Set the file permission** by choosing “public” for supervisor and clinical administrator access or “private” for clinical administrator access only.
- **Move files** by dragging and dropping from one folder to another.
- **Rename folders** by clicking the "rename" link to the right of the folder name.
- **Delete files** by clicking the “delete” button next to the file name. **Delete folders** by deleting all files from the folder. Once all the files within the folder have been deleted, a “delete” link will appear to the right of the folder name.

Step 7a: Enter Daily Clock Hours

- Click on the “Clockhours” link located on the lobby page or the “Student Information” link then “Clockhours.”
- Click on the “Daily clockhours” link located within the blue stripe.
- Click on the “Add new daily clockhour” link.
- Complete the requested information and click “save.”
- Record clock hours and click “save” located at the bottom of the screen. You will receive a “Clockhour saved” message.

To add clock hours for a *different* supervisor, clinical setting, or semester:

- Repeat above steps to enter additional clock hours gained under a different supervisor, clinical setting, or semester.

To add additional clock hours to the *same* record:

- Click on the “Daily clockhours” link located within the blue stripe.
 - Select the record you wish to view (posted by supervisor, semester, course, and setting) from the drop-down menu and click “Show.”
 - Click the “Copy” button located next to the date of a previous entry.
 - Record the new clock hours (changing the date if necessary) and click “save” located at the bottom of the screen. You will receive a “Clockhour saved” message.
- To view/edit daily clock hours, click on the “Daily clockhours” link located within the blue stripe.
 - Select the record you wish to view (posted by supervisor, semester, course, and setting) from the drop-down menu and click “Show.”
 - Select the desired entry by clicking on the link displaying the entry date located along the top of the chart. Make desired changes and click save.
 - Please note: Supervisors are not notified and are not required to approve daily clock hour submissions.

Step 7b: Submit Clock Hours for Supervisor Approval

- Click on the “Daily clockhours” link located within the blue stripe.
- Select the record you wish to view (posted by supervisor, semester, and course) from the drop-down menu and click “Show.”
- Check the box (located beside the entry date) for all dates you wish to submit for approval then click “Submit selected clockhours for supervisor approval.” Clock hours logged for the dates selected will be consolidated into one record for supervisor approval. The designated supervisor will receive an automatically generated e-mail requesting approval of the clock hour record.
- Please note: Daily entries cannot be edited once approved. However, if you delete the entry from the “Clockhour list” link prior to approval, daily hours may be resubmitted.
- View consolidated clock hour entries by clicking “Clockhours list” located within the blue stripe.

Step 8: View Clinical Performance Evaluations

- Click on “Student Information” and then “Evaluations.”
- As clinical performance evaluations are completed on you by your supervisors, the evaluations will automatically post to this link.
- View a desired evaluation by clicking on the “current evaluation” link highlighted in blue.

Step 9: View Cumulative Evaluation

- Click on “Student Information” and then “Cumulative evaluation” to view a summary of your clinical competency across the 9 disorder areas.
- Upon graduation, you must demonstrate competency for all clinical competencies listed on the form.
- Please make note of any areas of deficiency which are highlighted in orange.

Step 10: View KASA

- Click on “Student Information” and then “KASA” to view your progress in meeting the academic and clinical requirements for graduation. KASA stands for Knowledge and Skills Acquisition, which is a “roadmap” of academic and clinical standards toward certification requirements.
- Upon graduation, all requirements should have been met, represented with a green check mark.

Step 11: View Performance Summary

- Click on “Student Information” and then “Performance summary” to view a summary of your clinical performance across all clinical courses to date.

Step 12: View My Checklist

- Click on “Student Information” and then “My Checklist” to view your progress in meeting the clinical requirements for graduation.
- Upon graduation, all requirements should have been met, represented with a green check mark.

Step 13: Complete Self-Evaluation

- At the completion of each clinical course or as directed by your Clinic Director, complete a self-evaluation.
- From the lobby page, click on the “Self-evaluations” link.
- Click on “New self-evaluation.”
- Complete required fields designated with an asterisk and press “save.”
- Continue completing self-evaluation by scoring all applicable skills across the Big 9 using the provided scoring method and saving frequently to avoid loss of data.
- Once the evaluation is complete, check the “final submission” box and click “save.”
- Receive message stating “evaluation recorded.”
- Please note: you may edit and save the evaluation as often as you wish until the final submission box is checked. Once the final submission box is checked and the evaluation saved, the status will change from “in progress” to “final”.
- To view the evaluation, click “Evaluations list” located within the blue stripe.

Step 14: Complete Supervisor Feedback Form

- At the completion of each clinical course or as directed by your Clinic Director, complete feedback for each clinical supervisor.
- From the lobby page, click “Supervisor feedback forms.”
- Click “New supervisor feedback.”
- Complete form and click “Submit feedback.”
- Your completed feedback form will be posted for Clinic Director approval. Once approved, feedback will be posted for the clinical supervisor to view. Until approved, the feedback may be edited by clicking on “View/edit.”
- Additionally, there will be a brief UNIVERSITY supervisor evaluation for on campus clinics only. You will be prompted by an email to complete this.

Step 15: Complete Evaluation of Off Campus Placement

- At the completion of each clinical course or as directed by your Clinic Director, complete feedback for each off-campus placement.
- From the lobby page, click “Student Evaluation of Off Campus Placement.”
- Click “New off campus placement evaluation.”
- Complete form and click “Save.”

APPENDIX E

OBSERVATION REQUIREMENTS

Observation hours must:

PLEASE READ INSTRUCTIONS CAREFULLY:

FIRST STEP: Click on the link to read and sign the affidavit if one has not been submitted. **If you have already filled one out, please proceed to the second step below.*

SUMMARY INFORMATION:

_____ Total Hours

_____ Total Number of Different Observation Sites

_____ Total Number of Different Supervisors

ACTIVITY CODE: Check either (SP) for Speech Pathology or (A) for Audiology for each Observation. Identify the specific type of Observation using one of the following:

SPEECH PATHOLOGY

(A) Articulation
(L) Language
(AP) Aphasia
(V) Voice
(F) Fluency
(D) Diagnostic
(S) Screening

AUDIOLOGY

(HA) Hearing Aid
(AR) Aural Rehabilitation
(ENG) Electronystagmography
(BSER) Brainstem Evoked Response
(CAT) Central Auditory Testing
(SL) Site of Lesion Testing
(S) Screening
(O) Otolaryngological
(IV) Initial Evaluation

APPENDIX F

PROFESSIONAL EXPECTATIONS CHECKLIST

Students are expected to:

- Arrive on time (early)
- Be prepared
- Maintain confidentiality
- Dress professionally
- Accept feedback
- Communicate professionally
- Complete documentation promptly
- Follow ethical standards
- Demonstrate cultural responsiveness
- Maintain professional boundaries

APPENDIX G

EMERGENCY REFERENCE GUIDE

Medical Emergency

1. Contact Campus Police at 559-278-8400.
2. Follow emergency procedures.
3. Notify clinical educator.
4. Notify clinic director.
5. Complete incident documentation.

Fire Emergency

1. Evacuate immediately.
2. Contact Campus Police.
3. Assemble at designated location.
4. Await instructions.

Injury or Exposure Incident

1. Seek appropriate care.
2. Notify clinical educator.
3. Notify clinic director.
4. Complete required reports with guidance from the clinic director.

APPENDIX H

CLINICAL REMEDIATION PLAN POLICY

CLINICAL REMEDIATION PLAN (CRP) POLICY & PROCEDURE

I. Purpose of the Clinical Remediation Plan (CRP)

The purpose of a **Clinical Remediation Plan (CRP)** is to identify clinical concerns beyond the typical development of skills, offer concrete feedback and recommendations, and set clearly defined goals for student success.

II. Concern beyond typical development of clinical skills arises

1. Email the student, instructor of record and CC the clinic director with the following information:
 - a. Indicate the exact clinical concern and the situation that brought the issue to light.
 - b. Offer specific feedback and suggestions for improvement.

III. Concern persists despite informal written feedback

1. Contact the instructor of record to develop and initiate a **Clinical Remediation Plan (CRP)**
 - a. The clinical educator completes the Performance Evaluation Form-midterm on CALIPSO detailing the specific areas of concern.
 - b. The instructor of record creates the actual CRP and sends it back to the clinical educator for the development and addition of goals specific to the areas of concern.
 - c. The instructor of record will observe a clinical session.
 - d. A meeting is scheduled between the student, clinical educator and instructor of record.
 - (a) Discuss each area of concern and present goals that must be achieved to earn a CREDIT for the clinic as outlined on the CRP.
 - (b) Offer concrete strategy and recommendations for improvement.
 - (c) Determine a follow-up date that all goals must be met in order for the CRP to be discontinued.
 - e. Require weekly email updates to the instructor of record on progress from the clinical educator and student.
2. If the student meets all goals by the determined date, the CRP is formally discontinued.

IV. Concern persists beyond the formal Clinical Remediation Plan (CRP) follow-up date

1. Contact the instructor of record and clinic director to revise and update the **Clinical Remediation Plan (CRP)**.
 - a. The clinical educator adds updated details of the persistent areas of concern on the CRP.
 - b. A meeting is scheduled between the student, clinical educator, instructor of record, and clinic director to discuss the updated CRP.

- (a) Present the updated CRP and offer concrete strategy, recommendations, and expectations in order to earn a CREDIT for the clinic.
 - (b) Determine a follow-up date that all goals must be met for the CRP to be discontinued and for the student to earn a CREDIT for the clinic.
2. If the student meets all goals by the determined date, the CRP is formally discontinued.

V. Goals are ultimately not met by the formal Clinical Remediation Plan (CRP) update

1. The clinical educator completes the Performance Evaluation Form-final on CALIPSO reflecting all performance and highlighting the reason for the student earning NO CREDIT.
 - a. The student does NOT earn a CREDIT for the clinical experience and will be rescheduled for the next semester.

APPENDIX I

CLINICAL INCIDENT REPORT POLICY

FRESNO STATE SPEECH-LANGUAGE-HEARING AND RESEARCH CLINICS Department of Communicative Sciences and Deaf Studies	
CLINICAL INCIDENT REPORT POLICY & PROCEDURE	
I.	Purpose of the Clinical Incident Report (CIR) The purpose of a Clinical Incident Report (CIR) is to thoroughly document a specific clinical incident or concern, identify the standards impacted, offer concrete feedback, and set a clearly defined intervention.
II.	A specific clinical incident or concern arises 1. Email the student, university supervisor and CC the clinic director with the following information: a. Indicate the exact incident or concern and the situation that brought the issue to light. b. Inform the student that a Clinical Incident Report (CIR) will be developed.
III.	Development of the Clinical Incident Report (CIR) 1. Contact the clinic director to help develop and initiate a Clinical Incident Report (CIR) . a. The clinical supervisor completes the <i>Incident/Concerns and Intervention portions</i> of the Clinical Incident Report (CIR) and sends the document back to the university supervisor/instructor of record. b. The instructor of record adds the specific <i>Standards Impacted</i> . c. The clinical supervisor and instructor of record schedule a meeting with the student to discuss the incident and present the Clinical Incident Report (CIR) . (a) Discuss the specific incident that occurred, and the standards impacted. (b) Offer concrete intervention to remediate the situation. (c) Determine a follow-up date that the intervention must be completed, and the issue must be resolved in order for the CIR to be discontinued. e. Require weekly email updates to the clinic director on progress from the supervisor and student. 2. If the student meets all goals by the determined date, the CIR is formally discontinued.
IV.	Clinical incident or concern persists beyond the specified Clinical Incident Report (CIR) follow-up date 1. Contact the clinic director and university supervisor and report the persistent issues despite a clearly defined intervention on the CIR . a. The clinical supervisor, clinic director and the university supervisor schedule a meeting with the student to discuss the persistent issues and the consequences of not following the CIR . b. The clinical supervisor completes the Performance Evaluation-final on CALIPSO indicating the standards in question were not met. c. The student receives a NO CREDIT for the clinical experience.

APPENDIX J

INFECTION CONTROL POLICY



FRESNO STATE-SCOTTISH RITE SPEECH AND LANGUAGE CLINIC INFECTION CONTROL POLICY AND PROCEDURES

Effective Date: 6/8/26

Revision Date: 6/8/26

PURPOSE

This policy and procedure were developed to ensure the healthiest possible environment for our clients, families, students, faculty, and staff. The goal is to limit contact with contagious diseases and prevent the spread of illness and disease within our clinics, voice lab, and department.

GENERAL PROCEDURES FOR ALL ON-CAMPUS CLINICAL SETTINGS

1. ALL CLINIC INFECTION CONTROL

- a. **Handwashing Guidelines:** <https://www.cdc.gov/handwashing/when-how-handwashing.html> Handwashing is one of the most effective ways to prevent the spread of infection and illness. Clean hands can stop germs from spreading from one person to another and throughout an entire community.
 - i. Follow these five steps every time.
 1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
 2. **Lather** your hands by rubbing them together with soap. Lather the backs of your hands, between your fingers, and under your nails.
 3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
 4. **Rinse** your hands well under clean, running water.
 5. **Dry** your hands using a clean towel or air dry them.
- b. **Hand Sanitizer Guidelines:** Use hand sanitizer when soap and water are not readily available or between handwashing.
 - i. Hand sanitizers do not get rid of all types of germs.
 - ii. Hand sanitizers may not be as effective on visibly dirty hands.
 - iii. How to use hand sanitizers:
 1. Apply a hand sanitizer (60% alcohol) to the palm of one hand.
 2. Rub hands together.
 3. Rub the sanitizer all over the surface of your hands and fingers until dry (about 20 seconds).
 - iv. You must clean your hands before working with a client, before placing gloves, immediately upon removal of gloves, and at the end of each session.
- c. **Regular Surface Cleaning Guidelines:** <https://www.cdc.gov/flu/school/cleaning.htm>

- i. Tables and other non-porous surfaces- Use the university-provided cleaning spray to clean nonporous surfaces such as tables, chairs, doorknobs, and light switches before and after each client to reduce the spread of illness and germs.
 - ii. Plastic toys- For plastic toys with batteries, use food-grade disinfecting wipes or spray (7th Generation Wipes) and let them completely dry before allowing a child to handle them.
 - iii. The above must be completed before each client's session *and* after each client leaves the clinic.
- d. **Universal Precautions-Gloves:** <https://www.cdc.gov/oralhealth/infectioncontrol/summary-infection-prevention-practices/standard-precautions.html> Gloves are considered Personal Protective Equipment (PPE) and are designed to protect professionals from exposure to or contact with infectious agents.
- i. In the on-campus clinic, gloves should be worn to cover your hands and reduce exposure to blood, saliva, and mucous membranes during oral-motor assessment and treatment activities.
 - ii. Reduce the further spread of contamination while using gloves during contact with the client:
 - 1. Keep hands away from your face.
 - 2. Limit touching surfaces with a gloved and contaminated hand.
 - 3. Remove gloves when done with the procedure, immediately discard gloves, and wash hands using the procedures above. Gloves cannot be reused.
 - 4. Gloves (PPE) must be used during the following procedures:
 - a. Oral motor assessment and treatment
 - b. Swallowing/feeding
 - c. Articulation therapy with physical prompts
 - d. Cleaning clinic surfaces (table, chairs, handles, toys) with university-provided disinfecting spray after each session
- e. **Universal Precautions- Masks, Plexiglas Barriers, and Air Filtration**
- i. **Masks:**
 - 1. Masks are optional for all sessions. If a client OR student clinician prefers a mask, then a mask must be worn for the whole session.
 - 2. If the client and student clinician are comfortable without a mask, masks do not need to be worn.
 - ii. **Air Filtration:**
 - 1. Air filtration is provided in each clinical space due to reduced natural airflow in the clinic. Students are expected to turn the filtration system on at the start of each day but must **remember to turn off the unit at the end of each day.**

VOICE/SPEECH SCIENCE LAB INFECTION CONTROL

1. All procedures described above for *ALL CLINIC INFECTION CONTROL* will be adhered to in the Voice / Speech Science Lab. In addition, the following precautions will be followed:
 - f. **Handwashing** is required before using any of the lab equipment and prior to interacting with each new client/student.
 - g. **Gloves** are to be worn when using the endoscopy unit.
 - h. **Cleaning CSL Equipment**
 - i. The microphone, keyboard, mouse, and surrounding surface area are wiped down prior to each lab session using the *PDI Super Sani Cloth Germicidal Disposable Wipes*. This procedure is repeated at the end of each session.
 - i. **Videostroboscopy Unit**

- i. The laryngeal microphone, keyboard, mouse, movable tray table, endoscope, and surrounding surface area are wiped down prior to each lab session using the *PDI Super Sani Cloth Germicidal Disposable Wipes*. This procedure is repeated at the end of each session.
- ii. Disposable cardboard tube liners are used for the endoscope holder. These are discarded and a new one placed prior to using the scope with a new client/student.
- iii. The gauze pads that are used to hold the client's tongue are disposable, individually wrapped items that are opened just prior to each exam and disposed of immediately after the exam.
- iv. A disposable liner is used to cover the tray table which will hold the gloves and gauze pad for the exam. This liner is replaced just prior to the exam and discarded immediately following the exam.
- v. The endoscope is sanitized and cleaned using the following recommended procedures:
 1. The scope is sanitized using a Cidex OPA solution. The Cidex OPA is mixed on an as needed basis, according to the manufacturer's instructions and the activation date is written on the label, where indicated. Any unused portion is discarded after 75 days, as per the manufacturer's instructions.
 2. Prior to each exam, a wall-mounted vessel designed for this purpose is filled with Cidex OPA. At the end of the session, any unused Cidex OPA in the wall vessel is discarded and the vessel is rinsed.
 3. Prior to each exam, the scope is wiped using the disposable PDI Super Sani Cloth, then placed in a solution of Cidex OPA. Upon removal from the Cidex OPA, it is wiped again with the Sani Cloth, then rinsed with water and dried before being placed in the holder.

VACCINE POLICY FOR GRADUATE CLINICIANS

1. Proof of the following valid vaccines is required prior to the student clinician's contact with clients:
 - a. Hepatitis B- 3 doses
 - b. Measles/Mumps/Rubella (MMR)- 2 doses
 - c. Diphtheria, Tetanus, and Pertussis (TDap)- 10 years
 - d. TB- annually
 - e. COVID vaccines and boosters are required per university policy

PROCEDURES POST-EXPOSURE

1. Although the risk of blood exposure in our clinic is unlikely, there is a possibility of exposure to body fluids such as saliva during oral motor examinations or some speech sound training techniques. The following procedure must be followed in the event one occurs:
 - a. Exposure to blood/bodily fluids <https://www.nhs.uk/common-health-questions/accidents-first-aid-and-treatments/what-should-i-do-after-contact-with-someone-elses-blood-or-saliva/>
 - i. Wash the blood or saliva off your skin with soap and lots of running water.
 - ii. If your skin is broken, encourage the wound to bleed and rinse it thoroughly under running water – but don't scrub or suck the wound.
 - iii. Wash the blood or saliva out of your eyes, nose or mouth with lots of cold water – if you wear contact lenses, rinse before and after taking them out, and spit the water out after washing your mouth.
 - iv. Inform the clinic director of exposure so an incident report can be initiated with Risk Management if the client has known communicable illness and/or fluid encountered an open sore or mucus membranes.
 - b. When to seek medical attention:
 - i. If the client you are working with has a known communicable illness and/or fluid came in contact with an open sore or mucus membranes.

2. COVID-19 exposure instructions:
 - a. Immediately complete a COVID-19 reporting form with the university at the following link if a student test comes out positive <http://www.fresnostate.edu/president/coronavirus/index.html>
 - i. The following is required to return to the clinic upon a positive COVID test:
 1. **If the COVID-19 test is POSITIVE**, the student can return to clinic in the following circumstances:
 - a. 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):
 - b. **If you have no symptoms, or your symptoms are mild and getting better; AND**
 - c. **you have not had a fever for 24 hours without taking medicine that lowers fevers.**
 - d. Wear a mask until day ten (10).
 2. Sessions can be conducted via teletherapy in the event of a positive test or illness until the student is cleared to return to clinic (if the student feels well enough to participate).

UNIVERSITY PROCEDURES FOR COMMUNITY GUESTS/CLIENTS

3. The following is required to return to the clinic upon a positive COVID test:

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/What-to-do-if-You-Test-Positive-for-COVID-19.aspx#>:

 - i. The following is required to return to the clinic upon a positive COVID test:
 1. **If the COVID-19 test is POSITIVE**, the client can return to clinic in the following circumstances:
 - a. After five (5) days from the date they tested positive or experienced symptoms (Day 0 is the day you began feeling sick; Day 1 is the next day):
 - b. **If they have no symptoms, or your symptoms are mild and getting better; AND**
 - c. **they have not had a fever for 24 hours without taking medicine that lowers fevers.**
 - d. Wear a mask until day ten (10).
 2. 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).

Appendix K

CSDS 230 CLINC DRIVE

As students are admitted to the program, they will be given access to the CSDS 230 Clinic GOOGLE DRIVE. The drive contains helpful information that will assist students as they start clinic. This drive is updated regularly and contains the following information:

- The assessment library/list
- CALIPSO guidance
- Clinic schedules
- ClinicNote guidance
- Credential application
- Helpful resources and websites
- Policies and procedures
- Pre clinic meeting agendas
- Release forms
- Remediation information
- Teletherapy resources
- Templates
- Interpreting access
- Clinic/building maps