Standards of Practice

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Standards of Practice

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Introduction

Background
The Alberta College of Speech-Language Pathologists and Audiologists (ACSLPA) is a regulatory body that carries out its activities in accordance with provincial legislation to protect and serve the public by regulating, supporting and ensuring competent, safe, ethical practice of speech-language pathologists (SLPs) and audiologists in Alberta. SLPs and audiologists have been regulated under the Health Professions Act (HPA) in Alberta since July 1, 2002. The HPA directs the activities of ACSLPA and outlines the regulatory responsibilities of the College that are required to protect and serve the public.

Under the HPA, ACSLPA must establish, maintain and enforce standards of practice for the regulated professions. The Standards of Practice define the minimum level of professional performance that SLPs and audiologists are expected to demonstrate to ensure competent, safe and ethical practice. They are updated on a regular basis to reflect changing practice needs and trends.

Each regulated member of ACSLPA is accountable for practicing in accordance with the Standards of Practice, regardless of role, practice area or practice setting. Practicing in breach of the Standards of Practice may constitute unprofessional conduct, as defined in the HPA.

Purpose of the Standards of Practice
Standards of Practice have a different relevance/purpose to stakeholders both within and external to the professions of speech-language pathology and audiology such as:

- **Regulated members** use the Standards of Practice to obtain guidance related to accountabilities, expectations and continuing competence.
- The regulatory college (ACSLPA) uses the Standards of Practice to inform practice related to continuing competency, complaints and the conduct of regulated members.
- Educators can utilize the Standards of Practice to serve as a framework for curriculum content and development, practice evaluation and program review, in conjunction with entry-to-practice competency statements.
- Managers/employers can use the Standards of Practice to guide development of job descriptions/roles and performance evaluation.
- Other health professionals may use the Standards of Practice to provide insight into roles and responsibilities, overlapping areas of practice and highlight opportunities for collaboration.
- The public may use the Standards of Practice to gain understanding of what they can expect from services that are provided by SLPs and audiologists.

How the Standards of Practice are Organized
The Standards of Practice framework consists of four broad areas including the following:

- Standard Area 1. Service Delivery;
- Standard Area 2. Professional Responsibility/Accountability;
- Standard Area 3. Ethical Practice; and

1 A glossary of terms is included at the end of this document. Key terms included in the glossary are indicated in bold text the first time they are used in each Standard statement, including subsequent indicators and expected outcomes.
Each Standard Area is composed of a number of standards that are outlined as follows:

- **The Standard statement** describes the minimum expected level of performance of a regulated member in the provision of quality services.
- **Indicators** describe actions that demonstrate how a standard statement is applied in practice. They can be used to assist in interpreting or measuring performance to determine if a standard is being achieved. The indicators are not listed in order of importance, nor are they all inclusive. All indicators are applicable to both SLPs and audiologists.
- **Expected outcomes** outline clients' expectations from the services provided by a regulated member.
- **Resources** list the documents that are relevant and provide additional information related to each standard.

**Assumptions/Guiding Principles**

The *Standards of Practice* are based on the following assumptions/guiding principles. Specifically, they:

- Reflect the College’s responsibility and commitment to the delivery of competent, safe and ethical services to the public.
- Outline mandatory expectations/criteria for the professional conduct of regulated members.
- Represent the minimum requirements for professional behaviour and ethical conduct of regulated members.
- Apply to all regulated members regardless of their practice area and setting.
- Are part of the overall legislative scheme and form a continuum with other documents such as Position Statements, Guidelines, Protocols, Code of Ethics and Competency Profiles.
Standard Area 1.0 Service Delivery

Standard 1.1 Client-Centred Service

Standard
A regulated member of ACSLPA uses a client-centred approach in the competent provision of safe and ethical professional services.

Indicators
To demonstrate this standard the regulated member will:

a) Involve clients in decision making and incorporate their needs and goals into the service plan.

b) Adapt communication strategies to facilitate clients’ understanding of assessment and intervention.

c) Obtain clients’ informed consent to proposed assessment and intervention plans, recognizing the right to refuse service or withdraw consent at any time (see Standard 3.2).

d) Monitor clients’ responses to assessment, intervention procedures and address as appropriate.

e) Treat all clients with compassion, dignity, sensitivity and respect.

Expected Outcomes
Clients can expect that the regulated member considers their unique values and needs, explains proposed assessment and intervention procedures and obtains informed consent.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard 1.2 Evidence-Informed Practice

Standard
A regulated member of ACSLPA actively seeks, promotes, supports and incorporates an evidence-informed approach in his/her practice.

Indicators
To demonstrate this standard the regulated member will:

a) Assess new research, knowledge and emerging trends to determine applicability to practice.

b) Incorporate current evidence, best practices and professional guidelines into service delivery decisions.
c) Support the development of new knowledge through data collection, program evaluation and clinical inquiry as appropriate.
d) Evaluate his/her practice to determine the impact of evidence-informed procedures on client outcomes and quality services.

Expected Outcomes
Clients can expect that the regulated member seeks, promotes, supports and incorporates an evidence-informed approach in the provision of quality services.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard 1.3 Client Assessment and Intervention

Standard
A regulated member of ACSLPA selects and applies appropriate screening/assessment procedures, analyzes/interprets the information gathered to determine diagnosis and implements appropriate interventions to deliver quality services that correspond to clients’ priorities and changing needs.

Indicators
To demonstrate this standard the regulated member will:
a) Use an evidence-informed approach, sound professional judgment and client priorities and needs to determine appropriate screening/assessment procedures, interventions, and measureable outcomes.
b) Implement screening/assessment procedures and interventions within his/her professional scope of practice and the limitations of personal knowledge and competence.
c) Ensure contraindications to proposed screening/assessment procedures and interventions are identified, managed and documented.
d) Conduct screening/assessment procedures ensuring accurate administration, recording, scoring, interpretation and documentation of results.
e) Use critical inquiry and sound professional judgment in the collection and interpretation of formal and informal assessment results to obtain a diagnosis and determine interventions.
f) Monitor effectiveness of interventions, modify approaches and implement alternatives as needed.
g) Ensure the optimal use of available resources for assessment procedures and interventions.
h) Counsel, educate and facilitate clients’ participation in their care including management of their own care post-discharge.
i) Implement discharge planning (e.g., referral to other health care providers, client education) and discontinue treatment when appropriate.

j) **Advocate** for clients as appropriate to obtain required resources and services.

**Expected Outcomes**

Clients can expect that the regulated member will appropriately select, apply and interpret screening/assessments and interventions, and that services are delivered in a competent, effective and safe manner.

**Resources**

All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [http://acslpa.ab.ca](http://acslpa.ab.ca).


**Standard 1.4 Communication**

**Standard**

A **regulated member** of ACSLPA communicates respectfully, effectively and in a **timely** manner in the provision of **professional services**.

**Indicators**

To demonstrate this standard the regulated member will:

a) Communicate effectively and clearly, incorporating **plain language** into all forms of communication (e.g., spoken, written, electronic).

b) Select appropriate communication techniques, adapting communication style and minimizing barriers by incorporating required supports (e.g., use of interpreters, technological devices, written cues).

c) Encourage clients’ understanding of proposed services by using **active listening** and facilitating open, two-way communication.

d) Document clearly, professionally and in a timely manner, in all forms of written communication.

e) Disseminate written reports, as appropriate, to relevant stakeholders (including referral sources), respecting relevant privacy legislation and consent requirements.

**Expected Outcomes**

Clients can expect that the regulated member will communicate respectfully, effectively and in a timely manner.
Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard 1.5 Collaboration

Standard
A regulated member of ACSLPA works collaboratively to facilitate the delivery of quality client-centred services.

Indicators
To demonstrate this standard the regulated member will:

a) Work collaboratively and respectfully with others to facilitate an integrated approach to client services.

b) Consult with others and refer to the appropriate professional when clients’ needs fall outside his/her scope, area of expertise and/or competence.

c) Contribute actively with team members to facilitate an integrated approach to services.

d) Actively engage with relevant team members, including the client, to share in decision making, prevent misunderstandings, manage differences and take positive action to mitigate/resolve any conflicts which may arise.

e) Serve as an educator and/or mentor to clients, students, colleagues, the public and others by contributing as appropriate to teaching/learning strategies.

f) Know and explain to others, when appropriate, his/her scope of practice, roles and responsibilities.

g) Understand and seek clarification, when required, regarding the scope of practice and roles of other team members.

Expected Outcomes
Clients can expect that the regulated member works collaboratively to facilitate an integrated approach in the provision of quality services.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.

Standard 1.6 Concurrent Practice

**Standard**
A regulated member of ACSLPA participates in concurrent practice only in situations in which the benefits outweigh the risks.

**Indicators**
To demonstrate this standard the regulated member will:

a) Inquire whether clients are receiving concurrent interventions.

b) Ensure clients are informed of the risks and benefits of concurrent practice and document appropriately.

c) With the clients’ permission, collaborate and communicate with the other regulated member(s) involved in the care of the same client(s) to ensure that goals and interventions are complementary.

d) Monitor the efficacy and appropriateness of concurrent practice and discontinue if it is determined that the benefits do not outweigh the risks.

**Expected Outcomes**
Clients can expect that they are informed of the risks and benefits of concurrent practice and that due diligence has been carried out when making decisions regarding concurrent services.

**Resources**
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [http://acslpa.ab.ca](http://acslpa.ab.ca).


Standard 1.7 Telepractice

**Standard**
A regulated member of ACSLPA will ensure the provision of ethical, quality services when using telepractice as a service delivery option.
Indicators
To demonstrate this standard the regulated member will:
  a) Ensure he/she has acquired the necessary knowledge, skills and support (e.g., technical, communication, observation) to effectively deliver client services through telepractice.
  b) Ensure that methods of telepractice service delivery and documentation meet applicable privacy and confidentiality requirements (e.g., encryption of images, appropriate retention and destruction of audio and video records) (See Standard 3.1).
  c) Make informed decisions based on best practices, evidence and sound professional judgment as to whether telepractice is an appropriate option to address specific clients’ needs.
  d) Obtain clients’ informed consent to the proposed telepractice services ensuring that clients are fully aware of the risks, benefits and other service options (See Standard 3.2).

Expected Outcomes
Clients can expect to be informed about the risks and benefits of telepractice. Just as with face-to-face services, they can expect to receive ethical, quality services via telepractice.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard Area 2.0 Professional Responsibility/Accountability

Standard 2.1 Professional Practice Obligations

Standard
A regulated member of ACSLPA practices in compliance with the legislated and regulatory requirements applicable to his/her profession.

Indicators
To demonstrate this standard the regulated member will:
  a) Practice in compliance with all legislation, regulations and key ACSLPA documents2 applicable to his/her profession.
  b) Ensures that he/she maintains registration with ACSLPA and holds a valid practice permit prior to providing professional services.
  c) Participate in the ACSLPA Continuing Competence Program.
  d) Practice within his/her professional scope of practice and competency level, including performance of restricted activities.
  e) Report abuse, incapacity or unprofessional conduct to the appropriate authority.

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Expected Outcomes
Clients can expect that the professional services that they receive are provided by a competent, registered practitioner who complies with the legislated and regulatory requirements applicable to his/her profession.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard 22 Use of Title

Standard
A regulated member of ACSLPA accurately uses his/her appropriate protected titles, abbreviations or initials to identify him/herself to clients and others in all professional encounters.

Indicators
To demonstrate this standard the regulated member will:
- a) Ensure he/she is registered with ACSLPA and holds an active practice permit prior to using the protected titles, abbreviations and initials of his/her profession.
- b) Accurately represent his/her protected title to clients and others to ensure understanding of his/her professional identity.
- c) Follow the conventions for listing protected titles and other credentials and certifications.
- d) Use the title ‘doctor’ in compliance with established criteria to ensure clear identification as a regulated member when providing a health service.

Expected Outcomes
Clients can expect the regulated member to communicate his/her professional identity and credentials clearly and accurately.

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Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [http://acslpa.ab.ca](http://acslpa.ab.ca).


Standard 2.3 Continuing Competence

Standard
A regulated member of ACSLPA actively ensures his/her continuing competence.

Indicators
To demonstrate this standard the regulated member will:

a) Engage in the process of self-reflection, seeking feedback and self-monitoring to establish ongoing learning needs.

b) Engage in career-long learning and continuing professional development to address areas for learning and maintain competence in his/her areas of practice.

c) Take necessary actions in situations when he/she is unable to provide safe and competent services until the necessary competence has been acquired.

d) Participate in appropriate learning activities to acquire competence in new areas of practice.

e) Participate in the ACSLPA Continuing Competence Program.

Expected Outcomes
Clients can expect that the regulated member is competent to provide professional services.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [http://acslpa.ab.ca](http://acslpa.ab.ca).

Standard 2.4 Restricted Activities

Standard
A regulated member of ACSLPA performs only those restricted activities he/she is authorized and competent to perform in compliance with legislation that applies to his/her practice.

Indicators
To demonstrate this standard the regulated member will:

a) Assess the associated risks and benefits and communicate this information to clients.
b) Monitor his/her application of restricted activities and be accountable for his/her actions and decision making.
c) Ensure that appropriate strategies are in place to address any critical or unexpected occurrences associated with the application of restricted activities.

Expected Outcomes
Clients can expect that the regulated member has the authorization and required competence to perform restricted activities safely and effectively.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard Area 3.0 Ethical Practice

Standard 3.1 Privacy/Confidentiality

Standard
A regulated member of ACSLPA respects clients’ right to privacy/confidentiality of information and practices in compliance with relevant legislation and regulations.

Indicators
To demonstrate this standard the regulated member will:

a) Comply with all relevant privacy legislation.
b) Maintain an environment and engage in practices that protects the privacy and confidentiality of client information (e.g., paper-based, audio, video and electronic) in all contexts of service delivery (e.g., collection, storage, use, disclosure and destruction of records).

c) Access information and archival systems (e.g., electronic records, paper files) only as required for the provision of professional services.

d) Ensure any risks to privacy and confidentiality of client information involved in the transport of records from one location or medium to another are minimized.

**Expected Outcomes**
Clients can expect that their rights to privacy and confidentiality are maintained according to existing legislation and regulations.

**Resources**
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [http://acslpa.ab.ca](http://acslpa.ab.ca).


**Standard 3.2 Informed Consent**

**Standard**
A regulated member of ACSLPA ensures that he/she obtains informed consent prior to the provision of services.

**Indicators**
To demonstrate this standard the regulated member will:

a) Inform clients of the risks, benefits and alternative options of any proposed service plans initially and whenever there are changes to the services provided.

b) Assess clients’ understanding of proposed services and adapt communication accordingly.

c) Obtain informed consent from client or from a legally authorized representative. If consent is verbal, then a notation must be made to that effect in the client file.

d) Respect clients’ rights to choose service options, refuse interventions and withdraw consent at any time.
Expected Outcomes
Clients can expect that the regulated member will inform them of the risks and benefits to service options provided and respect their autonomy to exercise their right to consent, refuse and/or withdraw from services.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard 3.3 Professional Boundaries

Standard
A regulated member of ACSLPA acts with integrity and maintains appropriate professional boundaries with clients, professional colleagues, students and others at all times.

Indicators
To demonstrate this standard the regulated member will:

a) Demonstrate understanding of the distinction between professional and nonprofessional relationships, the elements of power and trust and the situations when professional boundaries could be compromised (e.g., treatment of family members, friends).

b) Demonstrate respect and responsible behavior to clients and colleagues at all times including avoiding sexually suggestive comments/actions or the expression of opinions/remarks that could violate professional boundaries.

c) Exercise additional care to ensure that informed consent is obtained for procedures that clients could misinterpret (e.g., touching and physical closeness).

d) Terminate the professional relationship if boundaries cannot be established or maintained, transferring care as necessary.

e) Protect the integrity of his/her profession by being responsible and accountable for his/her actions at all times (including personal interactions and the use of social media).

Expected Outcomes
Clients and colleagues can expect that their relationships with the regulated member are respectful and professional boundaries are maintained.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.

Standard 3.4 Conflict of Interest

Standard
A regulated member of ACSLPA identifies and manages all situations or circumstances of real, perceived or potential conflict of interest to protect his/her professional integrity and the clients’ best interests.

Indicators
To demonstrate this standard the regulated member will:
  a) Identify situations that could lead to or be interpreted as a conflict of interest (e.g., potential for personal or financial gain), avoiding such conflicts whenever possible.
  b) Manage real, perceived or potential conflict of interest situations through appropriate actions (e.g., disclosure, refusal) to minimize the impact.
  c) In situations when conflicts of interest cannot be avoided or resolved, document a description of the situation, efforts to resolve the conflict and the outcome.

Expected Outcomes
Clients can expect the regulated member to provide services that are in their best interests, disclose conflicts of interest and offer possible options to resolve any conflicts.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [http://acslpa.ab.ca](http://acslpa.ab.ca).


Standard Area 4.0 Practice Management

Standard 4.1 Safety and Risk Management

Standard
A regulated member of ACSLPA practices in compliance with occupational health, safety and risk management legislation and requirements in all practice settings.

Indicators
To demonstrate this standard the regulated member will:
  a) Comply with occupational health and safety legislation and agency/employer policies/procedures related to safe work practices.
b) Participate in appropriate training related to occupational health and workplace safety.
c) Identify and manage potential risks that may impact safety in the work environment (e.g., working alone, environmental hazards).
d) Respond to adverse events and emergency situations to minimize impact and participate in processes to document and prevent future occurrences.
e) Ensure the safe handling and cleanliness of equipment/supplies and potentially infectious substances according to infection prevention and control standards.
f) Use protective equipment/supplies as appropriate (e.g., goggles, gloves).
g) Implement, document and maintain records regarding the regular calibration, inspection and maintenance of equipment according to manufacturers’ standards.
h) Comply with reporting procedures related to incidents involving workplace safety.

Expected Outcomes
Clients can expect that the regulated member practices in compliance with occupational health, safety and risk management legislation and requirements in all practice settings.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard 4.2 Quality Improvement

Standard
A regulated member of ACSLPA participates in continuous quality improvement activities to promote the effectiveness and safety of service delivery.

Indicators
To demonstrate this standard the regulated member will:
  a) Initiate and/or participate in program evaluation activities (e.g., satisfaction questionnaires, data gathering, analysis) to evaluate the effectiveness of new and/or ongoing services.
  b) Use the feedback obtained from quality improvement initiatives to continually improve service effectiveness and safety.
Expected Outcomes

**Clients** can expect that the regulated member participates in continuous quality improvement activities to promote effective and safe services.

**Resources**

All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [http://acslpa.ab.ca](http://acslpa.ab.ca).


### Standard 4.3 Documentation and Information Management

**Standard**

A regulated member of ACSLPA prepares and maintains clear, accurate, **timely** and complete **records** to document the delivery of **professional services**.

**Indicators**

To demonstrate this standard the regulated member will:

a) Practice in compliance with employer policies, contractual agreement requirements, applicable legislation and key ACSLPA documents regarding documentation.

b) Practice in compliance with employer policies, contractual agreement requirements, applicable legislation and key ACSLPA documents regarding management of information (e.g., retention, transfer, disposal).

**Expected Outcomes**

**Clients** can expect that processes are followed to ensure the appropriate preparation, maintenance and disposal of records.

**Resources**

All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [http://acslpa.ab.ca](http://acslpa.ab.ca).


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Standard 4.4 Clinical Supervision

Standard
A regulated member of ACSLPA is responsible for quality services delivered by personnel under his/her direction and supervision (e.g., employees, support personnel, students).

Indicators
To demonstrate this standard the regulated member will:

a) Comply with relevant guidelines pertaining to the supervision of personnel.

b) Identify clients who are appropriate to receive services delivered by personnel under the direction and supervision of the regulated member.

c) Ensure that clients have all the relevant information regarding any supervised personnel who will be providing services (e.g., training, titles, roles, responsibilities) and consent to receipt of services by supervised personnel.

d) Assign activities based on the knowledge, skills and abilities of supervised personnel that fall within their scope of practice (e.g., do not involve interpretation of findings, development or modification of treatment plans).

e) Carry out direct and indirect clinical supervision in compliance with relevant legislation and ACSLPA guidelines to ensure safe and competent service delivery.

f) Assess the role of and services provided by supervised personnel and monitor service outcomes.

g) Inform employers and clients of the need to discontinue services by supervised personnel when the regulated member is not available (e.g., extended absence, resignation) to provide the required supervision.

Expected Outcomes
Clients are informed of the roles and responsibilities of the personnel providing services and that the services they receive are supervised and delivered in a competent manner.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.

Standard 4.5 Advertising and Promotional Communications

Standard
A regulated member of ACSLPA ensures that advertising and promotional communications are professional, ethical and accurate.

Indicators
To demonstrate this standard the regulated member will:

a) Limit him/herself to advertising and promotional communications that are relevant to the scope of practice of his/her profession.

b) Ensure that his/her advertising and promotional communications are a factual and accurate description of the products/services offered.

c) Refrain from guaranteeing the success or superiority of a product/service unless the claim is supported by evidence.

Expected Outcomes
Clients can expect that advertising and promotional communications are accurate and assist them in making informed choices.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard 4.6 Human Resources Management
This standard is applicable to regulated members who are responsible for the management of employees.
Standard
A regulated member of ACSLPA, who is responsible for the management of employees, ensures the appropriate management of human resources to support competent and effective service delivery.

Indicators
To demonstrate this standard the regulated member will:
   a) Recruit and employ staff with the appropriate background, education and registration to support competent service delivery.
   b) Ensure that appropriate administrative policies, procedures and documents are in place and implemented to support effective human resources management (e.g., job descriptions and contracts, orientation procedures, periodic performance review, human resources policies).
   c) Ensure clinical policies, procedures and training opportunities are in place and implemented to ensure competent and effective service delivery, within available resources.

Expected Outcomes
Clients can expect that the appropriate management of human resources is in place to support competent and effective service delivery.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.


Standard 4.7 Fees and Billing
This standard is applicable to regulated members working in a private practice environment.

Standard
A regulated member of ACSLPA, working in a private practice environment, ensures that fees for products/services are justifiable and that clients are informed of fee schedules prior to the delivery of services.

Indicators
To demonstrate this standard the regulated member will:
   a) Ensure that the fees charged for products/services are justifiable.
   b) Fully disclose the fee schedules for products/services including fees for assessment and intervention; reports; equipment and any other associated costs.
   c) Obtain and document clients’ consent for fees prior to service delivery.
   d) Provide clients with accurate, detailed invoices regarding fees in a timely manner.
e) Maintain accurate financial records related to fees and services provided.
f) Correct any fee or billing discrepancies in a timely manner.

Expected Outcomes
Clients can expect that the fees for products/services received are transparent and they are fully informed of fee schedules prior to the initiation of services.

Resources
All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at http://acslpa.ab.ca.

Glossary

Active listening refers to “attentiveness to the speaker. Non-verbal signs of active listening include smile, eye contact, posture, and mirroring of facial expressions and body movements/posture. Verbal signs of active listening include positive reinforcement, remembering, questioning, reflection, clarification, and summarization”.

Adverse event refers to “an event that results in harm to the patient, and is related to the care and/or services provided to the patient rather than to the patient’s underlying medical condition”.

Advertising and promotional communications are intended for potential users of a product or service, with the intent of informing or influencing those who receive them.

Advocate refers to “to support or argue for (a cause, policy, etc.)”

Assessment refers to “the rehabilitation process for gathering in-depth information to identify the individual’s strengths and needs related to body function, body structure, activity and participation, to understand the individual’s goals and then to determine appropriate services and interventions based on these. It is initiated when there are questions about a client’s needs and how best to meet these needs. It includes both formal and informal measures ranging from administering standardized assessment tools to observing a client in a specific setting or listening to family concerns”.

Client refers to “an individual, family, substitute decision maker, group, agency, government, employer, employee, business, organization or community who is the direct or indirect recipient(s) of the regulated member’s expertise”.

Client-centered services refer to “a partnership between a team of health providers and a client where the client retains control over his/her care and is provided access to the knowledge and skills of team members to arrive at a realistic team shared plan of care and access to the resources to achieve the plan”.

Collaboration refers to “an approach that enables health care providers to deliver high quality, safe, person centered services to achieve the best possible individual health outcomes. Collaborative practice is not the goal in and of itself: rather, it is a means to move the system to a higher level of quality and safety while maintaining a focus on the needs of the individual seeking health services.”

Competence/competent/competency refers to “the combined knowledge, skills, attitudes and judgment required to provide professional services”.6

Complementary refers to “combining in such a way as to enhance or emphasize the qualities of each other or another”.

Concurrent practice refers to “the independent provision of interventions to a client for the same or related concerns by two or more service providers. The provision of interventions can be face-to-face or

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via telepractice and may involve SLPs or audiologists within the province, may involve situations where some of the clinicians involved are located outside of the province, and/or may also involve regulated members of ACSLPA and professionals from other health care disciplines”.  

**Conflict of interest** refers to “a situation in which someone in a position of trust has competing professional and/or personal interests. Such competing interests can make it difficult to act impartially. A conflict of interest may exist even if no unethical or improper act results from it. A conflict of interest can undermine confidence in the person or the profession”.  

**Evidence-informed** refers to “using the best available information combined with the client’s perspective and the professional judgment of the provider in clinical decision making”.

**Incapacity/incapacitated** refers to “suffering from a physical, mental or emotional condition or disorder or an addiction to alcohol or drugs as defined in the Pharmacy and Drug Act or other chemicals that impairs the ability to provide professional services in a safe and competent manner”.

**Informed consent** refers to when “a client gives consent to receive a proposed service following a process of decision-making leading to an informed choice. Valid consent may be either verbal or written unless otherwise required by institutional or provincial/territorial regulation. The client is provided with sufficient information, including the benefits and risks, and the possible alternatives to the proposed service, and the client understands this information. The client can withdraw informed consent at any time”.

**Intervention/intervention strategy** refers to “an activity or set of activities aimed at modifying a process, course of action or sequence of events in order to change one or several of their characteristics, such as performance or expected outcome.” In speech-language pathology and audiology, intervention is a term used to describe the various services provided to clients, including but not limited to individual and group treatment, counselling, home programming, caregiver training, devices, discharge planning, etc.”

**Plain language** refers to “communication your audience can understand the first time they read or hear it. Language that is plain to one set of readers may not be plain to others. Written material is in plain language if your audience can:
- Find what they need;
- Understand what they find; and
- Use what they find to meet their needs”.

**Professional boundaries** refers to “the limitations around relationships between clients and health care providers to ensure the delivery of safe, ethical client-centred care. Professional boundaries are characterized by respectful, trusting and ethical interactions with clients that are free of abuse, sexual and/or romantic encounters.”

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Professional services refer to “all actions and activities of a regulated member in the context of professional practice”.  

Quality services refers to “services in the health care system as measured by accessibility, acceptability, appropriateness, efficiency, effectiveness, and safety factors”.

Quality improvement refers to “the combined and unceasing efforts ...to make the changes that will lead to better patient outcomes (health), better system performance (care) and better professional development”.

Record refers to “information in any form or medium, including notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded or stored in any manner”.

Recusal refers to “the removal of oneself from participation (in an activity) to avoid a conflict of interest”.

Regulated member refers to “an individual who is registered with ACSLPA in any of the categories of membership prescribed in Regulation and the ACSLPA Bylaws.”

Restricted activities refer to “procedures or services that pose significant risk and require a high level of professional competence to be performed safely. Restricted activities may only be performed by persons authorized by their regulatory College to do so”.

Restricted activities for SLPs include to:
- Insert air or gas under pressure into the ear canal,
- Insert or remove instruments or devices beyond the point in the nasal passages where they normally narrow,
- Insert or remove instruments or devices beyond the pharynx,
- Insert or remove instruments or devices into an artificial opening into the body, and
- Administer diagnostic imaging contrast agents.

Restricted activities for audiologists include to:
- Insert air or gas under pressure into the ear canal,
- Insert or remove instruments, devices, fingers or hands beyond the cartilaginous portion of the ear canal, and
- Insert a substance that subsequently solidifies into the ear canal.”

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Risk management refers to “the identification, assessment, and prioritization of risks followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events”.

A standard refers to “a statement that provides requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose”.

Screening refers to “a high level needs identification process that gathers salient information that is sufficient enough to guide the professional in making recommendations to the individual or for the population”.

Support personnel refers to “individuals providing services under the direct supervision of a speech-language pathologist and/or audiologist. This excludes teachers, volunteers and family members”.

Telepractice refers to “the use of communications and information technologies to overcome geographic distances between health care practitioners or between practitioners and service users for the purposes of diagnosis, treatment, consultation, education and health information transfer”.

Timely refers to “coming early or at the right time; appropriate or adapted to the times of the occasion.

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Appendix A. How the Standards of Practice Document was Developed

Over a 22-month period the *Standards of Practice* were developed using the following steps:

i. Development of a Background Document that included an environmental scan of current trends/frameworks in Standards of Practice and other relevant background materials.

ii. Establishment of a Standards of Practice Advisory Group (SPAG) to provide input into document development through all phases of the project.

iii. Development of a draft *Standards of Practice* document.

iv. Facilitation of a face-to-face meeting with the SPAG to review Draft 1 of the *Standards of Practice*.

v. Stakeholder validation of the revised *Standards of Practice* using an electronic survey.

vi. Creation of a final *Standards of Practice* document.