

**SPEECH AND HEARING
REHABILITATION
OUTREACH CENTER
CLIENT/PARENT
HANDBOOK**



Communicative Disorders Program
Eastern New Mexico University, 1500 S. Ave K, Portales, NM 88130

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Welcome

The Speech and Hearing Rehabilitation Outreach Center at Eastern New Mexico University, affectionately known as the “Speech Clinic” by the CDIS students, provides high quality and affordable services to clients of all ages with various communicative disorders. Services are provided by student clinicians under the supervision of ENMU faculty who are state licensed and hold the Certificate of Clinical Competence in Speech-Language Pathology. The Speech and Hearing Rehabilitation Outreach Center operates as a teaching clinic to allow our students to gain knowledge in the areas of assessment and management of communicative disorders through supervised clinical experiences.

We are pleased to welcome you to the Speech and Hearing Rehabilitation Outreach Center!

History

The Speech Clinic at ENMU was first opened in September of 1952 and established with funds donated by a Portales businessman. The original furniture and equipment in the clinic were donated by the townspeople of Roosevelt County. The clinic was originally designed to be a bi-monthly program that served children who were referred by the Portales School superintendent, staff, and nurses. By March of 1961, the speech clinic was operating as a four-phase program, under Dr. Willard Jacquot, to train speech and hearing therapists and regular classroom teachers and to provide outpatient services and research opportunities. By the late 1960s, and for the better part of three decades, the speech clinic flourished under the graceful direction of Gail Ferguson. In 1995, Sandy Smith became head of the CDIS program and ran the speech clinic. The positive influence of Gail Ferguson and Sandy Smith is still felt today through scholarships established in their memory. In 2007, the Speech Clinic was renamed the Speech and Hearing Rehabilitation Outreach Center (SHROC), and in 2012, remodeling was completed to allow for a spacious waiting room and materials library. Currently, the Speech and Hearing Rehabilitation Outreach Center is a busy clinic with seven therapy rooms and a swallow/voice lab.



Accreditation Status

The Master of Science (M.S.) education program in speech-language pathology at Eastern New Mexico University is accredited by the Council on Academic Accreditation in Audiology and Speech-Language Pathology of the American Speech-Language-Hearing Association, 2200 Research Boulevard #310, Rockville, Maryland 20850, 800.498.2071 or 301.296.5700.



This accreditation assures that the graduate students serving as student clinicians are educated in a core set of knowledge and skills. All supervisors hold the Certificate of Clinical Competence from the American Speech-Language-Hearing Association, a current license to practice in the

state of New Mexico, and have complete two hours of professional development in the area of supervision. All student clinicians and supervisors carry liability insurance as recommended by the American Speech-Language-Hearing Association.

Mission

Our mission is to increase the number of competent speech and language therapists with Bachelors and Masters of Science degrees in Communicative Disorders to better service those with communicative impairments in our community. This is accomplished by providing a comprehensive outcome-based education in the form of teaching core knowledge and providing supervised clinical learning experiences. We seek to provide high quality but affordable diagnostic and rehabilitative services to the Portales area as well as the surrounding communities of Grady, Elida, Dora, Tucumcari, Melrose, Texico, Ft Sumner, Floyd, and Clovis.

Hours of Operation & Scheduling Services

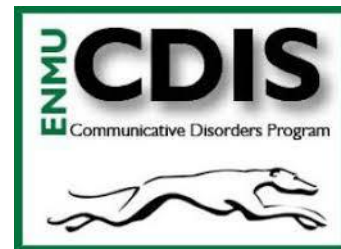
The ENMU SHROC is open Monday through Friday, from 9:00 am to 5:30 pm. The clinic is closed on days that the university is also closed. In the event of weather conditions, ENMU may be closed. Weather closing information is available on the ENMU Information line at 562-4636.

Therapy, evaluations, and screenings can be scheduled by calling Ms. Bucknell at 575-562-4232 or emailing laura.bucknell@enmu.edu.

Faculty and Staff

Dr. Suzanne Swift serves as the Chair of Health and Human Services and Graduate Coordinator/ASHA Program Director. Mr. Dwayne Wilkerson serves as the CDIS Undergraduate Program Director and the program's Clinical Director is Ms. Laura Bucknell. Wendy Turner is the CDIS Support Specialist. Additional faculty supervisors are listed below.

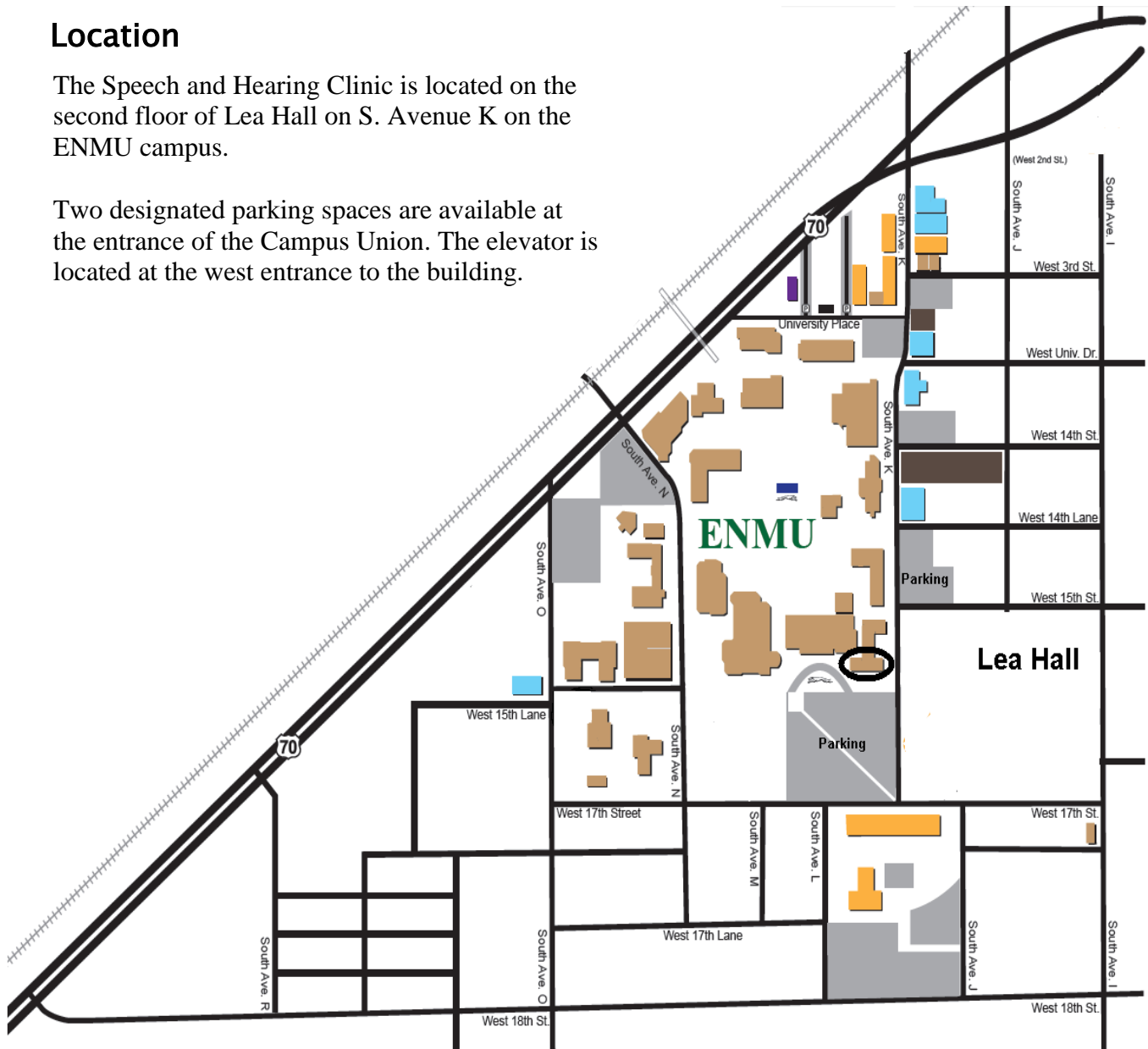
Dr. Suzanne Swift	575-562-2724
Dr. Linda Weems	575-562-2150
Dr. Adrienne Bratcher	575-562-2823
Dr. Karen Copple	575-562-2157
Mr. Dwayne Wilkerson	575-562-2159
Ms. Laura Bucknell	575-562-4232
Ms. Nicole Bougie	575-562-2867
Ms. Lori Hancock	575-562-2560
Mr. Jay Martin	575-562-2379
Ms. Erin Sherman	575-562-2186
Dr. Rachel Lingnau	575-562-2158
Ms. Wendy Turner	575-562-2156



Location

The Speech and Hearing Clinic is located on the second floor of Lea Hall on S. Avenue K on the ENMU campus.

Two designated parking spaces are available at the entrance of the Campus Union. The elevator is located at the west entrance to the building.



Parking

Four parking spaces are reserved for the Speech Clinic in the parking lot in front of the Campus Union Building. Two additional parking spaces are reserved on the Campus Union circle drive next to Lea Hall. Handicap parking is available in the Campus Union parking lot and on the Campus Union circular drive.

Visitors need to secure a parking pass from the ENMU Department of Public Safety to avoid ticketing. Please contact the CDIS Support Specialist, Wendy Turner at 575-562-2156 for additional information, or if you experience difficulties with parking.

Speech, Language, and Swallowing Services

The ENMU SHROC provides diagnostic and rehabilitative services to clients with hearing impairments, deafness, autism spectrum disorders, language and literacy disabilities, learning disabilities, cognitive impairments, and developmental delays, as well as those who have suffered a brain injury, stroke or other acquired progressive neurological disorders such as Parkinson's. We also provide services to those who stutter, for those who have difficulty pronouncing words, for clients who are having trouble with their voice, and for clients who have been affected by cleft lip or palate. Services are provided on campus or via telepractice. We also run aphasia, and social skills support groups. We house an augmentative and alternative communication lab, a speech science lab, and can also provide an endoscopic and stroboscopic assessment of voice, swallowing, and resonance. Our speech-language services include diagnosis and treatment of the following disorders and difficulties:

- **Articulation**: Difficulty pronouncing sounds or words due to apraxia, dysarthria, structural/anatomical differences, traditional/phonological delays or disorders, and/or other etiologies.
- **Receptive/Expressive Language**: Difficulty understanding and using language due to developmental delays, learning disabilities, or aphasia due to a stroke or brain injury.
- **Literacy**: Difficulty with reading, including dyslexia, reading comprehension, and difficulties relating to spelling, composition, and written language.
- **Swallowing**: Difficulty chewing or swallowing due to developmental delays, structural/anatomical differences, or following a stroke or accident.
- **Fluency**: Difficulty with fluent expression of speech, to include stuttering and cluttering.
- **Voice and Resonance**: Difficulty with pitch, quality, loudness, or hyper/hyponasality of the voice.
- **Aural Habilitation/Rehabilitation**: Learning to use your hearing to the best of your ability and/or learning to compensate for a loss of hearing.
- **CAPD/LPD Training**: Learning to process auditory and/or linguistic input.
- **Accent/Dialect Reduction**: Reducing native dialects to approximate General American English pronunciation.
- **Endoscopic and Stroboscopic Assessment** of the voice, swallowing, and resonance.
- **Augmentative and Alternative Communication Services**: Learning to use assistive technology to communicate.
- **Cognitive Communication**: Difficulty with any aspect of communication that is negatively affected or disrupted by cognition and may include difficulties with attention, perception, memory, organization, and executive functioning skills.
- **Social Skills Training**: Difficulty interacting and communicating with others; This may include verbal and non-verbal challenges that interfere with educational progress, professional development, and positive and meaningful social relationships.

Audiology Services

Audiological services available include:

- Hearing screening
- Hearing testing (pure-tone audiometry)
- Otoacoustic emittance
- Tympanometry
- Hearing aid selection, fitting, adjustment and maintenance
- Educational audiology consultation

ADA Compliance

Students, faculty, staff, and clients of the ENMU Communicative Disorders Program are treated equitably without regard to age, citizenship, disability, ethnicity, gender identity, genetic information, national origin, race, religion, sex, sexual orientation, and veteran status. The institution and program comply with all applicable laws, regulation and executive orders, and we will not discriminate based on any category prohibited by applicable law.

Fees and Payment

Payment for services is expected at the start of therapy. Fees are based on services provided per semester and are as follows:

Audiology Screening	FREE
Audiological Evaluation	\$50.00
Hearing Aid Evaluation	\$75.00
Hearing Assistance Technology Evaluation	\$75.00
Speech/Language Screening	FREE
Speech/Language Evaluation	\$50.00 - \$250.00
Speech/Language Therapy 1x week	\$65.00 per semester
Speech/Language Therapy 2x week	\$120.00 per semester
Speech/Language Therapy during Summer	\$70.00 per semester

We accept cash, checks or credit cards. Please make checks payable to the Speech and Hearing Rehabilitation Outreach Center. There will be a \$30.00 fee on any returned check. Therapy will be discontinued for non-payment of services or three consecutively missed therapy appointments. Payment is non-refundable.

The Speech and Hearing Rehabilitation Outreach Center also provides outpatient speech services for Roosevelt General Hospital (RGH). If you would like outpatient speech services through Roosevelt General Hospital, please contact RGH at 575-359-1800. Out of pocket co-pays may apply.

To keep our services affordable, we also offer a sliding fee scale based on income. The application is located on our website or can be obtained from the CDIS Administrative Assistant, Ms. Turner.

Therapy Sessions

The clinic waiting room is located on the second floor of Lea Hall. Please arrive a few minutes early to allow time to sign in so that therapy can start at the scheduled time. The sign in sheet is located at the waiting room window. We respectfully request that you do not bring in food or drink into the clinic. Some of our clients and clinicians have severe food allergies, especially to nuts, which can become life-threatening with air-borne exposure. Once signed in, your assigned clinician will greet the client in the waiting room and accompany the client to the therapy room. A therapy session is usually 50 minutes unless other arrangements have been made.

If you have arranged for someone other than yourself to pick up the client, please provide the person's name and number on the Authorization of Release form. The clinic will only release clients to those listed on the form. We are not able to provide supervision of the client if you are late. We ask that you pick up the client on time.

Conferences are held at the end of the semester to discuss progress, techniques, and materials used during therapy, and future goals and objectives. A semester report will be provided and reviewed during the conference.

Therapy Observation

Family members are welcome to observe therapy from the observation room. Student clinicians may also observe at times. The observation rooms are connected to the therapy room via a two-way mirror with limited separation of sound. We kindly request a quiet environment when observing to keep distractions to a minimum. Conversation and laughter in the observation room are easily heard in the therapy room. Please turn off cell phones and lights as well. In addition, we ask that you refrain from bringing in food or drink into the observation room as many of our clients have food allergies. Thank you for following these rules.

Attendance Policy

Frequent client absences can limit progress in therapy and cause student clinicians a hardship in acquiring contact hours and gaining clinical experiences needed to move forward in their studies. Our attendance policy is as follows:

1. Please arrive before the start of the scheduled therapy time.
2. All therapy session will end on time regardless of start time.
3. If you are 15 minutes late without notice, the therapy session will be canceled.
4. If there is a total of 3 no-shows during the semester, we reserve the right to cancel services
5. If you need to miss a session, please provide advance notice.
6. Make-up session sessions will be offered to clients that cancel with 24-hour notice, based on clinician and supervisor availability.

If extenuating circumstances result in missing therapy, please contact the Clinical Director, Laura Bucknell at 562-4232 or Wendy Turner at 575-562-2156. Occasionally a session may need to be rescheduled due to a university or clinic closure. Make-up sessions will be offered based on clinician and supervisor availability.

Health

Staff, faculty and graduate student clinicians work together to maintain a healthy and germ-free clinic. All clinicians follow infection control procedures and hold CPR certification. To help us maintain a healthy environment, we ask that you stay home if you are sick or contagious. We respectfully request that you do not bring in food or drink into the clinic as many of our clients have food allergies, including severe allergies to nuts. We appreciate your help in maintaining a healthy and safe therapeutic environment.

Confidentiality and ASHA Code of Ethics

All faculty, student clinicians, and licensed supervisors are bound by the ASHA Code of Ethics, which can be found at <https://www.asha.org/practice/ethics/>. The guidelines ensure that competent and high-quality services are provided in a manner that is consistent with the professional code of ethics. All supervisors, student clinicians, and staff maintain client confidentiality in accordance with HIPAA requirements, and all records are kept in a secure location. All student clinicians sign a confidentiality statement each year stating they understand the terms of confidentiality and will abide by these terms. If you know or suspect that your personal health information has been handled improperly, please contact the HIPAA Officer, Wendy Turner, verbally or in writing to report the breach of confidentiality.

Safety

In the event of a fire, chemical spill, or bomb threat, evacuation plans are posted near the stairwells and easily located. Please follow the predetermined route on the evacuation plan to evacuate the building safely.

In the event of a tornado, the city sirens will be activated. All clients and their families will be asked to take shelter in an interior hallway or bathroom on the lowest floor and away from all windows and doors until the weather has passed.

ENMU may conduct drills for safety preparedness in case of a severe weather event or an active shooter on campus. If a shelter in place drill is conducted and you are in the clinic waiting room, please close the door and move out of the line of sight from any windows. If you are in the clinic observation room, the student clinician will bring you into the therapy room, close and lock the door, and request that you stay out of the line of sight from any windows. Please silence cell phones and remain sheltered in place until the all clear is given.

Emergency Telephone Numbers

Police/Ambulance/Fire Department.....	911
University Safety Officer	575-562-2796
Campus Police	575-562-2392
Portales Police	575-356-4404
NM State Police	575-356-5139 or 888-442-6677

Patient Bill of Rights

The Right to a Reasonable Response to Request/Needs for Treatment or Service

- Patients must be scheduled for evaluation within a reasonable period of time or given the option of being referred elsewhere.
- Following the evaluation, patients must be scheduled for treatment within a reasonable period of time or given the option of being referred elsewhere.
- Requests for copies of reports to be sent to other professionals must be complied with within a reasonable period of time.
- The reason(s) for not honoring a patient's request for treatments for services must be given, and if the patient challenges the decision, he or she must be informed about procedures for appealing it.
- A patient of another health-care professional who requests a referral to a speech-language pathologist or audiologist has a right to receive a prompt response to his or her request.
- A patient who requests funding for speech-language pathology or audiology services from a third-party payer has a right to receive a prompt response to his or her request.

The Right to Considerate and Respectful care

- The clinician must be sensitive to and respect any attitude toward treatment a patient has that arises from his or her cultural background and differs from the clinician's attitude towards it.
- The clinician should be on time for appointments.
- The clinician should really "listen" to what the patient has to say.
- The clinician should not communicate with the patient in a manner that is condescending or patronizing.
- The clinician should involve the patient and possibly his or her family in the treatment planning process if the patient is not a young child or an adult who is severely cognitively impaired.
- The clinician should answer any treatment and prognosis-related questions honestly.

The Right to Make Decision, in Collaboration with the Physician (and Other Involved Health-Care Workers), Involving Health Care

- The patient has the final word with regard to his or her healthcare or that of his or her minor children (assuming that the patient has legal custody of them).
- The patient has the right to refuse or to accept any or all of the recommendations made by the clinician for treatment.
- The patient has the right to pursue treatment options that are not recommended by the clinician.

The Right to Information Necessary to Make Treatment Decisions That Reflect Wishes

- The Patient has the right to expect the clinician to provide sufficient information about treatment options available to enable them to make such decisions.

The Right to Information at Admission on Grievance Procedures and Specific Patient Rights

- The patient should be informed of his or her rights before beginning treatment, as well as whom to contact if he or she believes that at any time they were ignored.

The Right to be Informed of Any Human Experimentation or Research Affecting Treatment

- If at any time the treatment that a patient will be receiving could be regarded as "experimental" or if some of the data that the clinician collects from the patient while he or she is in treatment will be used

for research purposes, the patient has the right to know, and these regulations must be compiled with -- particularly the requirement to obtain the patient's (or his or her legal guardian's) informed consent.

The Right to Personal Privacy within Law's Limits and Personal Privacy and Confidentiality of Information

- A patient has the right to expect any information that he or she gives a clinician orally or in writing to be treated as confidential under almost all circumstances.
- A patient has the right to expect any reports that are written about him or her to be treated as confidential under most circumstances.

The Right of the Patient's Guardian, Next of Kin, or Authorized Person to Delineate the Patient's Wishes Should He or She Become Incapable

- If a patient has communicated certain wishes regarding treatment to a family or other authorized persons before losing the ability to communicate, the patient has the right to have his or her wishes honored.