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Welcome
The Speech and Hearing Rehabilitation Outreach Center (SHROC) at ENMU provides high quality and affordable services to clients of all ages with various communicative disorders. Affectionately known as the “Speech Clinic” by the CDIS students, services are provided by student clinicians under the supervision of ENMU faculty. Operating as a teaching clinic allows our students to gain knowledge in the areas of assessment and management of communicative disorders through clinical experiences.

We are pleased to welcome you to the clinic; and excited to provide services to clients of all ages from both Portales and the communities surrounding Eastern New Mexico University.

History
The “Speech Clinic” at ENMU was first opened in September of 1952, with five student clinicians providing services to 12 children. The clinic was established with funds donated by a Portales businessman with the intention that it would be taken over by the “New Mexico Society for Crippled Children”. The original furniture and equipment used by the clinic was donated by the townspeople of Roosevelt County.

R.E. Burkhalter, a consultant for the “New Mexico Society for Crippled Children”, and two faculty members, P.M. Bailey and Dr. E. Debs Smith, were the first directors of the Speech Clinic. 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 December of 1952, 20 children were enrolled at the Speech Clinic. By March of 1961, the speech clinic was operating as a four phase program under Dr. Willard Jacquot. At that time, not only did the clinic offer training to enable ENMU students to become speech and hearing therapists, but it also served to provide outpatient services, research opportunities, and training to regular classroom teachers.

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 voice lab.

Mission
At ENMU SHROC, our mission is to increase the amount of competent Speech and Language Therapists by increasing the number of graduates with Bachelors and Masters of Science degrees in Communicative Disorders. This is accomplished by providing a comprehensive outcome-based education in the form of teaching core knowledge and providing clinical learning experiences. By striving to build competent therapists, the ENMU SHROC is able to provide high quality and affordable diagnostic and rehabilitative services to those with communicative impairments in the Portales area as well as the surrounding communities of Grady, Elida, Dora, Tucumcari, Melrose, Texico, Ft Sumner, Floyd, and Clovis.
Licensing/Accreditation
The Communicative Disorders program at Eastern New Mexico University holds accreditation from the Council on Academic Accreditation in Audiology and Speech Language Pathology of the American Speech-Language-Hearing Association. 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 as well as a current license to practice in the state of New Mexico. All student clinicians and supervisors carry liability insurance as recommended by the American Speech-Language-Hearing Association.

Confidentiality, Discrimination Policies, and the ASHA Code of Ethics
All student clinicians and licensed supervisors are bound by the ASHA Code of Ethics which can be found at http://www.asha.org/docs/pdf/ET2010-00309.pdf. The ASHA Code of Ethics guidelines ensure that competent and high-quality services are provided and that each client is treated equally without discrimination based on race, gender, age, religion, national origin, sexual orientation, or disability. It further ensures maintaining client confidentiality and that all records remain in a secure location. All clinicians sign a confidentiality statement each year stating they understand the terms of confidentiality and will abide by these terms. If I know or suspect that my personal health information has been handled improperly, I have the right to contact the Clinical Director, Laura Bucknell, verbally and in writing to report the breach of confidentiality.

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. Dr. Linda Weems serves as the dean and the program’s Clinical Director is Ms. Laura Bucknell. Wendy Turner is the program secretary. Additional faculty 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. Erin Sherman 575-562-2186
Mr. Jay Martin 575-562-2379
Ms. Lori Hancock 575-562-2560
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.

Parking is available on the street in front of Lea Hall or in the parking lot in front of the Campus Union Building.

Two designated parking spaces are available at the entrance of the Campus Union circular drive for those needing handicap and/or elevator access to the building.

Clinic Calendar

The ENMU SHROC is open Monday through Friday.

Fall 2018 Semester

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 3</td>
<td>Labor Day – Clinic is closed</td>
</tr>
<tr>
<td>November 21-23</td>
<td>Thanksgiving – Clinic is closed</td>
</tr>
<tr>
<td>December 10-14</td>
<td>Client Conference Week</td>
</tr>
</tbody>
</table>

In the event of weather conditions, ENMU may be closed. Weather closing information is available on the ENMU Information line at 562-4636.
Services
The ENMU SHROC provides diagnostic and rehabilitative services to clients during the Fall, Spring, and Summer semesters. The SHROC provides services to a wide variety of clients that include, but are not limited to:

- **Articulation**: the difficulty pronouncing sounds or words due to apraxia, dysarthria, structural/anatomical differences, traditional/phonological delays or disorders, and/or other etiologies.
- **Receptive/Expressive Language**: Difficulties understanding and using language due to developmental delays, learning disabilities, or aphasia due to a stroke or brain injury
- **Swallowing**: difficulty chewing or swallowing due to developmental delays, structural/anatomical differences, or following a stroke or accident
- **Fluency**: stuttering
- **Voice**: 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 Standard American English pronunciation
- **Endoscopic and Stroboscopic assessment** of the voice, swallowing, and resonance
- **Augmentative and Alternative Communication Services**
- **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
- **Audiological Services**: hearing screening, hearing testing (pure-tone audiometry), otoacoustic emittance, tympanometry, hearing aid selection and fitting.

Scheduling Services
Therapy, evaluations and screenings can be scheduled by calling Ms. Bucknell at 575-562-4232.

Forms
The following forms are completed and signed prior to receiving an Evaluation or Therapy:

- Permission for Evaluation, Therapy, Use of Clinical and Scientific Material, and Observation
- Permission to Release/Obtain Information
- Permission Form for Edibles
- Authorization for Release
- Permission for Use of Video Excerpts
- Notice of Privacy Practices
- Case History Form
Fees and Payment
Payment for services are expected at the start of therapy. Fees are based on services provided per semester and are as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiology Screening</td>
<td>FREE</td>
</tr>
<tr>
<td>Speech/Language Screening</td>
<td>FREE</td>
</tr>
<tr>
<td>Audiological Evaluation</td>
<td>$50.00</td>
</tr>
<tr>
<td>Speech/Language Evaluation</td>
<td>$50.00 - $200.00</td>
</tr>
<tr>
<td>Speech/Language Therapy 1X Week</td>
<td>$65.00 per semester</td>
</tr>
<tr>
<td>Speech/Language Therapy 2X Week</td>
<td>$120.00 per semester</td>
</tr>
</tbody>
</table>

We accept cash or checks. Credit cards are not accepted. 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.

As the outpatient speech clinic for the Roosevelt General Hospital, we accept a variety of insurance plans. Third Party billing may be accepted with prior authorization. Please contact RGH at 575-359-1800 to check if your insurance plan covers speech-language services.

In an effort to keep our services affordable, we also offer a sliding fee scale based on income. This can be found on our website or obtained from the CDIS Secretary.

Clinic Procedures
The SHROC waiting room is located on the second floor in 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 ask that you do not bring in food or drink into the waiting room. 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.

Family members are welcome to observe therapy from the observation room. 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. Please turn off cell phones and lights while observing. Conversation and laughter in the observation room is easily heard in the therapy room. In addition, we ask that you refrain from bringing in food or drink into the observation room. Thank you for following these rules as it is important to keep distractions to a minimum while therapy is in session.

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. A semester report will be provided and reviewed with the client, Graduate Student Clinician, and supervisor. This will provide the opportunity to discuss progress, techniques and materials used during therapy, and future goals and objectives.

**Attendance Policy**

In that the ENMU SHROC is a teaching clinic, frequent client absences can 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. If you are 15 minutes late without notice, the therapy session will be cancelled
3. If you need to miss a session, please provide 24 hour notice by calling 575-562-2156
4. If there is a total of 3 cancellations or no-shows during the semester, we reserve the right to cancel services
5. If services are provided through RHG, 3 cancellations or no-shows may require a return to your physician for a new script
6. Clients that cancel with 24 hour notice will be offered a make-up session

If there are extenuating circumstances resulting in missing therapy please contact the Clinical Director, Laura Bucknell at 562-4232. Occasionally the speech clinic may need to schedule a closure. Advanced notice will be provided and make-up sessions will be offered.

**Health**

Staff, faculty and Graduate student Clinicians work together to maintain a healthy and germ free clinic. All clinicians hold CPR certification and understand and follow infectious control procedures. To help us maintain a healthy environment, we ask that you stay home if you are sick or contagious. Therapy may be cancelled by contacting the clinic via phone at 575-562-2160 or via email at SHROClib@enmu.edu. You may also cancel by calling Wendy Turner at 575-562-2156 or Laura Bucknell at 575-562-4232. We appreciate your help in maintaining a healthy and safe therapeutic environment.

**Emergency Preparedness**

If you would like to receive campus emergency notifications on your cell phone, you can sign up by texting 888-777-ENMUP.

In the event of a fire, chemical spill, or bomb threat, evacuation plans are posted and easily located. Please follow the predetermined route on the evacuation plan in order to evacuate the building safely.
In the event of a tornado, the city will siren will be activated and a RAVE ALERT will be sent. All clients and their families will be asked to take shelter on the first floor in an interior hallway or bathroom 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 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.

Shelter in Place Protocol
- Close and lock the door
- Silence cell phones but not turn off
- Encourage others to stay off their phones and avoid texting as the system will be busy delivering emergency information
- Limit noise and conversation
- Move away from windows or doors with sight lines into the room
- Remain 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
After Hours/Weekends/ Holidays................................................................. 575-760-2945
Portales Police ........................................................................................... 575-356-4404
NM State Police....................................................................................... 575-356-5139 or 888-442-6677

We appreciate your support of our clinic and student clinicians. If at any time you have questions, please feel free to contact the Clinic Director, Laura Bucknell, at 575-562-4232.