



The University of Akron
School of Speech-Language
Pathology and Audiology

Speech-Language Pathology Graduate Clinician Handbook

The University of Akron
College of Health Professions

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Introduction to the University of Akron Speech-Language Pathology Graduate Program

Introduction:

This handbook is intended to provide information for speech-language pathology graduate students related to academic and clinical experiences, some of which will be at the University of Akron Audiology and Speech Center.

What is the mission of *The School of Speech-Language Pathology and Audiology*?

Mission Statement:

The School of Speech-Language Pathology and Audiology is an academic program in the College of Health Professions of The University of Akron. Through professional education, the School prepares highly qualified audiologists and speech-language pathologists who are dedicated to helping individuals achieve their full communication potential. To this end, the School advances excellence in graduate clinician learning, collaborative clinical service delivery, community service, and the scholarship of discovery, integration, application, and teaching.

What is the mission of *The Audiology and Speech Center*?

Mission Statement:

The mission of the Audiology and Speech Center is to provide education and training for undergraduate and graduate students enrolled in the clinical training program and to provide diagnostic and treatment services to persons with language, speech, and/or hearing problems.

Audiology and Speech Center Outcomes

1. Improve the lives of consumers in Akron, Summit County, and throughout Ohio by providing high quality, comprehensive, state of the art audiologic and speech-language services as measured by client/patient satisfaction surveys.
2. University of Akron graduate clinicians will obtain clinical experiences and competencies needed for state licensure, certification, and employment as measured by exit surveys and employment surveys.
3. University of Akron graduate clinicians will obtain evidence-based training in assessment and treatment of a variety of communication/hearing/balance disorders, service delivery models, business practices, and case management procedures as measured by the Knowledge and Skills Assessment (KASA) competencies.

Diagnostic and treatment services are provided at the Audiology and Speech Center by graduate clinician under the supervision of experienced, licensed, and certified clinical instructors. Supervision is carried out in accordance with the guidelines mandated by the American Speech-Language Hearing Association (ASHA) and the Ohio Board of Speech and Hearing Professionals.

Policy of nondiscrimination in programs and activities:

The University of Akron does not discriminate on the basis of sex, sexual orientation, race, color, religion, age, handicap, status as a veteran, or national or ethnic origin in the administration of its

educational policies, admission policies, scholarship and loans programs, or other school-administered programs.

The Master's education program in Speech-Language Pathology at The University of Akron is accredited by the **Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA)** of the American Speech-Language-Hearing Association, 2200 Research Boulevard #310, Rockville, Maryland 20850, 800-498-2071 or 301-296-5700

Services at the Audiology and Speech Center

What services are offered at the Audiology and Speech Center?

Services Provided:

- Evaluation and treatment across the lifespan for a wide range of speech and language disorders and differences. Clinics are available for the following:
 - neurogenic disorders resulting from stroke, degenerative disease, and traumatic brain injury
 - voice
 - fluency
 - phonologic/articulation disorders
 - language disorders
 - hearing impairment (auditory-verbal)
 - augmentative-alternative communication
 - auditory processing disorders
- Individual and group speech therapy
- Testing for audiologic and vestibular disorders
- Hearing aid counseling, selecting, dispensing, orientation, rechecks and repairs
- Assistive listening device counseling, selection, and dispensing
- Individual and group audiologic (re)habilitation
- Family counseling and support groups for individuals and/or family members of individuals who have communication disorders

Population Served:

Children and adults from the Northeast Ohio communities, Akron, and the University of Akron's campus.

Hours of Operation:

Monday through Friday from 8 a.m. to 5 p.m.; other hours by special arrangement.

Fees:

Payment for services and products is expected at the time of service.

1. Some third-party/intermediary payments are accepted
2. Fee adjustments can be made base on family income; application is required
3. Discount schedule available for self-pay
4. Products must be paid for at the time of dispensing

Referral:

Individuals are accepted for assessment and treatment based on the service requested, availability of staff, and appropriateness for clinical training and research.

Speech-Language Pathology Clinic Director: Katie Boarman, MA/CCC-SLP

Audiology & Speech Center Phone: (330) 972-6035

Academic Program Office Phone: (330) 972-6803

Fax: (330) 972-7884

Approved by SLP faculty 6-21-19

Goals:

The specific goals of the Audiology and Speech Center are as follows:

1. To provide appropriate prevention, identification, diagnosis, treatment and/or referral services to individuals with communication disorders or differences
2. To provide graduate clinicians with a continuum of supervised experiences (e.g. observation, diagnosis, treatment) designed to develop competence in total case management
3. To train family members of persons with communication disorders to deal effectively with communication disorders in the home
4. To provide consultative services and act as a resource for local professionals serving persons with communication disorders
5. To provide information regarding the identification and prevention of communication disorders to local communities

Guiding Principles: The ASHA Code of Ethics

What guides the decision making at the Audiology and Speech Center?

The Code of Ethics of the American Speech-Language Hearing Association serves as the “ground rules” for the professions of speech-language pathology and audiology. The principles encompass: conduct toward the client, the public, and fellow professionals. Graduate clinicians are expected to read and observe the principles of the Code of Ethics in all aspects of clinical practice while enrolled in the program.

The complete ASHA Code of Ethics may be found on the ASHA website
<http://www.asha.org/Code-of-Ethics/>

Certificate of Clinical Competence ASHA 2020 Standards

What are the ASHA standards for certification?

Overview of the standards:

- Master's, Doctoral, or another recognized post-baccalaureate degree
- Coursework and clinical work must be completed at an ASHA accredited program. Program must be sufficient in depth and breadth to achieve knowledge and skills outcomes.
- Coursework in statistics and biological, physical, and social/behavioral sciences.
- Knowledge in basic human communication and swallowing processes: biological, neurological, acoustic, psychological, developmental, and linguistic and cultural bases.
- Knowledge in communication and swallowing disorders and differences: etiologies, characteristics, and anatomical/physiological, acoustic, psychological, developmental, and linguistic and cultural correlates
- Knowledge in the principles and methods of prevention, assessment, and intervention for persons with communication and swallowing disorders
- Demonstrate knowledge of ethical standards, research principles, and current professional and regulatory issues
- Skills in oral and written communication
- Practicum experiences that:
 - Encompass the breadth of the current scope of practice
 - Across the lifespan
 - Culturally/linguistically diverse populations
 - Various types and severities of communication and/or related disorders, differences, and disabilities
 - Interprofessional education and collaborative practice
 - Without specific clock-hour requirements for given disorders or settings
- A total of 400 clock hours of supervised practicum with at least:
 - 375 in direct client/patient contact
 - 25 in guided clinical observation
 - 325 must be completed while in an accredited graduate program
 - Up to 75 hours in clinical simulation
- Amount of supervision proportional to graduate clinician's level of knowledge, experience, and competence, with no less than 25% supervision of direct client/patient contact
- A combination of formative and summative assessments for the purpose of improving and measuring graduate clinician learning
- Supervision must be provided by an individual who holds the Certificate of Clinical Competence in the appropriate area of practice.

Standard V-B: Skills Outcomes:

Evaluation

- Conduct screening and prevention procedures, including prevention activities.
- Collect case history information and integrate information from clients/patients, family, caregivers, teachers, and relevant others, including other professionals.

- Select and administer appropriate evaluation procedures, such as behavioral observations, nonstandardized and standardized tests, and instrumental procedures.
- Adapt evaluation procedures to meet the needs of individuals receiving services.
- Interpret, integrate, and synthesize all information to develop diagnoses and make appropriate recommendations for intervention.
- Complete administrative and reporting functions necessary to support evaluation.
- Refer clients/patients for appropriate services.

Intervention

- Develop setting-appropriate intervention plans with measurable and achievable goals that meet clients'/patients' needs. Collaborate with clients/patients and relevant others in the planning process.
- Implement intervention plans that involve clients/patients and relevant others in the intervention process.
- Select or develop and use appropriate materials and instrumentation for prevention and intervention.
- Measure and evaluate clients'/patients' performance and progress.
- Modify intervention plans, strategies, materials, or instrumentation as appropriate to meet the needs of clients/patients.
- Complete administrative and reporting functions necessary to support intervention.
- Identify and refer clients/patients for services, as appropriate

Interaction and Personal Qualities

- Communicate effectively, recognizing the needs, values, preferred mode of communication, and cultural/linguistic background of the individual(s) receiving services, family, caregivers, and relevant others.
- Manage the care of individuals receiving services to ensure an interprofessional, team-based collaborative practice.
- Provide counseling regarding communication and swallowing disorders to clients/patients, family, caregivers, and relevant others.
- Adhere to the ASHA *Code of Ethics*, and behave professionally

Approved by ASHA Council on Clinical Certification in Audiology and Speech Language Pathology, 2020

Graduate Clinician Clinic Assignment

What do I need to know about clinical assignments?

Clinic assignments are made by the Speech-Language Pathology Clinic Director depending upon the graduate clinician's individual training needs as well as upon his/her level of training and competence. **In order to receive an assignment, graduate clinicians MUST be enrolled in the appropriate practicum course(s).**

Graduate clinicians are assigned to clients by their supervising SLPs in order to meet clinic caseload demands as well as to provide experience necessary for certification. Graduate clinicians may be assigned to evening clinics and/or off-campus sites during their graduate practicum experience, if such clinics are scheduled.

CLINIC ASSIGNMENTS ARE NOT OPTIONAL AND MUST BE A FIRST PRIORITY Clinic scheduling is a complicated process and numerous variables must be considered. It is the graduate clinician's responsibility to arrange employment so that it does NOT interfere with clinical practicum obligations. Any changes in clinical assignments MUST be approved by the Speech-Language Pathology Clinic Director.

Clinical functions to which the graduate clinician may be assigned include:

- Individual therapy with clients with varying disorders
- Group therapy
- Speech-language-hearing screening team
- Speech-language diagnostic team
- Client and family counseling
- Audiologic/speech-language screening
- Externships

How to find out about clinical assignments:

- Graduate clinicians are assigned to SLP supervisor(s) at the beginning of the semester by the Speech-Language Pathology Clinic Director. The SLP supervisor(s) then assign client/patients to graduate clinicians. Assignments are based on several factors including: academic rank, previous coursework or experience, anticipated graduation date, need for specific hours or experience to meet certification and licensure requirements, and client caseload.
- SLP Graduate clinicians will meet with the Speech-Language Pathology Clinic Director to plan and evaluate clinical practicum experiences and needs, as needed.
- Graduate clinicians will be emailed drafts of clinical assignments. Please note* the clinical assignments may change due to scheduling issues. **DO NOT** schedule nonacademic or nonclinical activities until a final draft of the clinic assignments has been sent.

You are expected to respond to any communications from faculty, supervisors and support staff in a timely, professional manner.

Graduate Clinical Practicum Courses

What do I need to know about the Clinical Practicum Program?

Clinical Practicum experiences are organized so that graduate clinicians meet, at a minimum, licensure requirements of the Ohio Speech and Hearing Professionals Board, certification requirements of the American Speech-Language Hearing Association. (ASHA) and licensure requirements of the Ohio Department of Education. Additional experiences may be required to fulfil a graduate clinician's specialization, interests and/or needs, or out of state licensure.

Clinical certification requirements are outlined in ASHA's Certification Handbook for Speech-Language Pathology or Audiology. This may be found on line at <https://www.asha.org/uploadedFiles/SLP-Certification-Handbook.pdf>. All membership and certification forms may be downloaded and printed from the website.

What clinical courses must graduate clinicians have in order to obtain the M.A. in Speech-Language Pathology?

The Speech-Language Pathology Clinic Director of the Audiology and Speech Center coordinates the clinical practica for speech-language graduate clinicians. The Clinic Director can provide you with a description of the clinical opportunities available through the Audiology and Speech Center.

COURSES: FOR SPEECH-LANGUAGE PATHOLOGY GRADUATE CLINICIANS

<u>Course Number</u>	<u>Course Name</u>	<u>Course Description</u>
7700:650 (3 credit hours)	Advanced Clinical Practicum (Repeated three times)	Provides clinical practicum experiences in the Audiology and Speech Center or at external sites. Assignments will be arranged by the Clinic Director. During the first year of graduate study, graduate clinicians will be assigned to a variety of clinical experiences in order to prepare them for externship practica
7700:693 (6 credit hours)	School-Based Extern	Provides graduate clinicians with an opportunity to extend their academic and clinical training outside the Audiology and Speech Center in a public school setting
7700:691 (1 credit hour)	School-Based Extern Seminar	This course is designed as a supplement to the School-Based Extern experience

7700:695 (6 credit hours)	Medical Extern	Provides graduate clinicians with an opportunity to extend their academic and clinical training outside the Audiology and Speech Center in a medical setting
7700:696 (1 credit hour)	Extern Seminar	This course is designed as a supplement to the Medical Extern experience

Externship Information

What is the purpose of the Externship Experiences?

The purpose of the medical and school-based externship experiences is to provide graduate clinicians with the opportunity to extend their academic and clinical training outside the setting of The School of Speech-Language Pathology and Audiology.

The University of Akron Liaisons to the Extern Sites

The Medical Externship Coordinator serves as the liaison between the School of Speech-Language Pathology and Audiology and the medical externship sites for the graduate clinicians in Speech-Language Pathology. All matters related to the medical externship experience should be brought to the liaison's attention.

The School Externship Coordinator serves as the liaison between the School of Speech-Language Pathology and Audiology and the school externship sites. All matters related to the school-based externship experience should be brought to the liaison's attention.

Graduate Clinician Preparation Prior to Beginning the Externships

Prior to beginning the externship experiences, graduate clinicians will have successfully completed at least two semesters of graduate academic and clinical coursework and approximately 100-150 hours of clinical experience.

Prior to or concurrently with the externships, graduate clinicians will gain the theoretical base necessary to understand the communication disorders they will be encountering. They will have observed and directly worked with several clients of various ages, presenting a wide range of communication disorder types and levels of severity. Graduate clinicians will have had practical experiences selecting and implementing diagnostics, interventions, data collection, and report writing procedures. Finally, they will have access to resources they can use for clinical decision-making and problem solving. All these basic experiences serve to prepare graduate clinicians for advanced clinical preparation in the university clinic and at the off-campus externship sites.

Each graduate clinician is covered with professional liability insurance provided through the University prior to beginning the extern experience; the fee for this is paid through course fees; this is arranged by the Director of the Center. A copy of the certificate of insurance can be provided upon request.

Goals of the Externship Experiences:

There are several goals to the externship experiences:

1. To gain competency with communication disorders, service delivery models, and practice management procedures that may not be available at The University of Akron
2. To enable graduate clinicians to experience and better understand the demands and responsibilities unique to the particular work settings
3. To provide graduate clinicians with experiences they need for future employment
4. To gain competency working with specific client populations in accordance with ASHA standards

5. To enable graduate clinicians to gain the clinical hours needed to meet the requirements for the certification and licensure
6. To maintain professional clinical collaboration and interaction between The University of Akron and the extern facility
7. To prepare the graduate clinicians for their Clinical Fellowship following graduation

How Graduate clinicians Are Assigned to Extern Sites:

The University of Akron School of Speech-Language Pathology and Audiology maintains Affiliation Agreements with hundreds of medical centers, hospitals, clinics, private practices, schools and community organizations in order to provide our graduate clinicians with a wide variety of clinical experiences.

The externship experiences typically take place during the graduate clinician's final two semesters in the graduate program. There are exceptions to this sequence for graduate clinicians who participate in special training grant programs or for graduate clinicians who are off-sequence in the program. Graduate clinicians who have met all prerequisites for externships consult with the appropriate coordinator for possible placements. Graduate clinicians submit a clinical externship application to the appropriate coordinator. After consulting with the facility, the coordinator matches the graduate clinician with the appropriate facility.

School-Based Externship

What do I need to know about the School-Based Externship?

The school-based externship is designed to give graduate clinicians experience in public school settings. It also enables a graduate clinician to be eligible for licensure by the Ohio Department of Education; this licensure is required of all speech-language pathologists who work in a public-school setting in the State of Ohio. There is a brief application process involved in this placement:

Instructions for completing the school externship paperwork:

Graduate clinicians will need to complete the School Externship application by the deadline. Instructions for completing the application are available on the SLP Graduate Program Brightspace website.

Application for the School Externship is the graduate clinician's responsibility.

Detailed information regarding the application process, deadlines, and application materials may be found on the Graduate Program's Brightspace site.

School Externship Handbook is available on the Graduate Program's Brightspace site and the SLP Supervisor site at <https://uakron.edu/sslpa/gslpp/slp-supervisors>

School Externship Coordinator

Katie Boarman

kboarman@uakron.edu

330-972-7186

Medical Externship

What do I need to know about the Medical Externship?

Medical externships are designed to give graduate clinicians experience in medical settings. These settings may include: skilled nursing, rehabilitation, acute care, and home health care. It is a requirement of ASHA that graduate clinicians get experience across the lifespan and across disability areas. There is a brief application process involved in this placement:

Instructions for completing the medical externship paperwork

Graduate clinicians will need to complete the Medical Externship application by the deadline. Instructions for completing the application are available on the SLP Graduate Program Brightspace website.

Application for the Medical Externship is the graduate clinician's responsibility.

Detailed information regarding the application process, deadlines, and application materials may be found on the Graduate Program's Brightspace site.

Medical Externship Handbook is available on the Graduate Program's Brightspace site and the SLP Supervisor site at <https://uakron.edu/sslpa/gslpp/slp-supervisors>

Medical Externship Coordinator

Nancy Harris

Nancy21@uakron.edu

330-972-6017

Preferred Practice Patterns

What are the *preferred practice patterns*?

Clinical Instructors and Graduate Clinicians are expected to follow and reference *Preferred Practice Patterns of the Profession of Speech-Language Pathology* as outlined by the American Speech-Language Hearing Association (2004) and available at <https://www.asha.org/policy/pp2004-00191/>

Preferred Practice Patterns define universally applicable characteristics of the activities directed towards the recipients of audiology and speech-language pathology services.

Components of Preferred Practice Patterns describe EACH diagnostic or therapeutic procedure:

- Professionals who perform the procedure(s)
- Support personnel who perform procedure(s)
- Expected outcomes
- Clinical indications
- Clinical processes
- Setting/equipment specifications
- Safety and health precautions

Obtaining and Documenting Clinical Clock Hours

What are ASHA's standards for obtaining and documenting clinical clock hours for certification in Speech-Language Pathology and Audiology?

The graduate clinician is required to log the amount of time spent participating in direct client contact. These clock hours are tracked in the on-line management system, Calipso at <https://www.calipsoclient.com/uakron/account/login>. This system helps to keep accurate records of graduate clinicians' clinical hours that are maintained for graduation, for ASHA certification and state licensure purposes. Graduate clinicians receive instructions on using the Calipso management system when they enter our graduate program.

Prior to supervising a graduate clinician, each supervisor will be emailed instructions and a one-time PIN to register for his/her free supervisor account. Once a supervising SLP has registered, he/she will remain in the Calipso management system for subsequent semesters. Supervisors approve all clinical clock hours within the Calipso management system.

In order to count clinical clock hours toward meeting certification and/or licensure requirements, a graduate clinician must be actively involved in the diagnostic or intervention process.

Active involvement includes the following activities when the client is present and participating:

- Actual service delivery (therapy or diagnostics)
- Recording and analyzing data during the session
- Interviewing and counseling with clients/families regarding treatment recommendations, home programming, etc.
- Managing client's behavior
- Managing technological devices with the client present (speech-generating devices, assistive listening devices, preparing computer programs for sessions)
- Clinical documentation with the client present

The following activities CANNOT be counted towards clinical clock hours:

- Report writing without the client present and participating
- Planning sessions
- Learning to administer tests or procedures
- Passively observing without active involvement with the client/family
- Interprofessional or staff meetings without the client present and participating
- Conference time with supervisor

If you are in doubt about the legitimacy of an activity, consult the appropriate coordinator

Supervision of Clock Hours:

Persons holding the CCC-SLP may supervise:

- All Speech-Language Pathology evaluations and treatment services
- Aural habilitation and rehabilitation services

- Audiologic screening (i.e. pure-tone air conduction screening and testing, and screening tympanometry) for the purpose of the initial identification and/or referral of individuals other communication disorders or possible middle ear pathology
- Management of children and adults with central auditory processing disorders

Persons holding the CCC-A may supervise:

- Audiologic evaluation/assessment
- Intervention for central auditory processing disorders
- Amplification (hearing aid selection and management)
- Speech and/or language screening for the purpose of initial identification of individuals who may have other communication disorders
- Aural habilitation and rehabilitation services
- Evaluation and management of children and adults with central auditory processing disorders

How do graduate clinicians keep track of *clinical clock hours*?

Graduate clinicians are required to log the amount of time spent participating in direct client contact. These clock hours are tracked by a web-based program, Calipso. Graduate clinicians are required to enter their clock hours information into this system and monitor it to assure that their clock hours are correct and that they are approved by their supervisor(s). All clock hours must be entered by the graduate clinician into Calipso prior to the end of the clinical placement. Errors in entering clock hours or failure to submit clock hours may result in an In Progress (IP) for the practicum experience, and/or delay or prevention of ASHA certification or state licensure. The accuracy of your clinical hours is NOT the Clinical Instructor's responsibility-it is YOUR RESPONSIBILITY!! It is strongly recommended that graduate clinicians maintain a personal record of clinical hours.

Instructions for the Calipso

- Log into: <https://www.calipsoclient.com/uakron/account/login>
- You will be prompted to enter your UA email and the unique password you created prior to beginning graduate school. If you have not completed this step- contact the clinic director for an initial PIN number.
- Go to "Clockhours" and then create a new daily clock hour. Enter all required site information as well as the hours received. Detailed instructions can be obtained from the clinic director if needed.
- You will be expected to monitor your own clock hours and their approval by your supervisor(s).

Expectations of Graduate Clinicians

What is expected of graduate clinician clinicians?

Attendance:

Student attendance during clinical practicum is mandatory.

Graduate clinicians are not permitted to be absent from clinical practicum unless the absence is excused. Reasons for excused absences include:

- Personal illness/injury
- Significant illness/injury of immediate family (spouse, parents, children, grandparents, siblings, grandchildren) to care for the family member
- Exposure to contagious disease which can be communicated to other
- Funeral
- Religious holidays/observation
- Medically necessary appointment that cannot be scheduled at an alternative time
- Other reasons approved by SLP supervisor and Clinic Director

Graduate clinicians may be required to provide documentation of absences. Unexcused absences or a frequent pattern of excused absences without appropriate documentation may result in a deduction in letter grade and/or an In-Progress (IP) for the practicum experience.

Student with an excused absence must contact his/her SLP supervisor and client as soon as possible. If possible, all clinical session will be rescheduled at a mutually convenient time. Clinical sessions will only be cancelled as a last resort.

If the SLP supervisor has concerns regarding student attendance, s/he will coordinate a meeting with the student, SLP supervisor, and the Clinic Director to discuss concerns and determine a course of action.

Schedule:

Graduate clinicians may be placed in off-campus clinical practicum experiences that do NOT follow the University calendar. They must follow the calendar for the facility where they are completing their clinical practicum. Graduate Clinicians are expected to attend clinical placements during his/her regularly scheduled days and times. If the University of Akron is closed, but the facility remains open, the graduate clinician is expected to report to their externship site. Note: if the facility is closed, but the University of Akron remains open, graduate clinicians are expected to report to class.

Identification:

Clinicians are required to wear a Zip Card name badge at ALL times while working with clients in the Audiology and Speech Center, so that clients, family, and staff members may be able to easily identify them. Zip Cards will also be required to use in our swipe card security lock on the Waiting Room inner door; see the Clinic Administrative Assistant to get your badge registered. Graduate clinicians are encouraged to keep their badges for the entire time they are enrolled in the program.

Dress, Grooming, and Appearance:

Graduate clinicians are expected to dress for evaluations and therapy in an appropriate, **professional** manner, i.e. in attire appropriate to any place of business. Clothing which is either too casual or too dressy, i.e. shorts, sundresses, very short skirts, jeans, tee-shirts, sweatshirts, party wear, see-through clothing, etc., is out of place in a clinical work environment. In general, a clean, neat pair of pants, a dress, a skirt, together with a blouse, shirt, jacket or sweater is considered to be appropriate. **Bare midriffs, plunging necklines and low-rise pants are not allowed.** Makeup, jewelry, and hair color should be tasteful. If you have an obvious body piercing or tattoo, remove it or cover it while you are in the Center. Certain clinical sites have specific dress codes that you must follow; your Clinical Instructor will give you this information. If you have any questions about the matter of dress, consult with your Clinical Instructor.

Lab Coats:

Graduate clinicians are not required to own a lab coat; however, they are available as needed. Lab coats may be useful in a variety of clinical settings and provide a professional appearance.

Food/drink in the Center:

Do not take gum, food, drinks or other liquids into therapy rooms or any other common areas of the Center unless they are included as part of your treatment. **If you do take food, drinks or any other liquid into a therapy area, you are responsible for covering the floor with a sheet or other covering.**

Timeliness:

You are expected and required to be **on time** for all on-campus and off-campus clinical appointments. You are also expected to arrive ahead of the appointment time in order to prepare for your session and begin on time. If there are circumstances beyond your control that cause you to be late or you are ill, you must call your supervisor immediately.

Clinic Assignments:

Clinic assignments are not optional! When you are assigned to a particular client or clinical experience, it is because it is part of YOUR clinical training program and the standards mandated by ASHA and the Ohio Board of Speech and Hearing Professionals. We are also obligated to provide services to the clients of our Center and off-campus contract sites. Turning down or refusing to participate in a clinical assignment may result in lowered practicum grades and an extension of your graduate school program.

Clinical Supervision Guidelines

What are the clinical supervision requirements for graduate clinicians?

ASHA Standard V-E: Supervision of graduate clinicians must be provided by a clinical educator who holds ASHA certification in the appropriate profession, who has the equivalent of a minimum of 9 months of full-time clinical experience post-certification, and who has completed a minimum of 2 hours of professional development in clinical instruction/supervision after being awarded ASHA certification.

The amount of direct supervision must be commensurate with the graduate clinician's knowledge, skills, and experience; must not be less than 25% of the graduate clinician's total contact with each client/patient; and must take place periodically throughout the practicum. Supervision must be sufficient to ensure the welfare of the individual receiving services.

It is understood that in a clinical training program, clinical supervision takes place according to the training level and individual needs of each graduate clinician and each client served. ASHA standards specify a minimum of 25% supervision; however, clinical supervision time must be adjusted accordingly for beginning clinicians and adjusted as the graduate clinician become more independent.

Supervision provided at the Audiology and Speech Center will be provided according to the Speech-Language Pathology Supervision Policy.

How are graduate clinicians graded for clinic?

Evaluation and Grades:

At a minimum, graduate clinicians should be provided with a formal verbal and written evaluation twice during the experience; once at the midterm and again at final. Clinical Performance Evaluations are completed using an on-line management system, Calipso. During the evaluation, the graduate clinician and supervisor should discuss the graduate clinician's strengths and areas in need of improvement. Efforts should be made to establish objectives for improving performance.

What if a graduate clinician needs support in his/her academic achievement or clinical skills?

Academic and Clinical Support Plans:

If a graduate clinician scores "3" or lower on any category of the Clinical Performance Evaluation or if s/he fails to demonstrate competency with the skills and abilities as outlined in the Technical Standards, a Clinical Skills Support Plan form must be completed. Support plan is designed to support students in achieving competence in knowledge, skills, and abilities that are outlined in course syllabi, Clinical Performance Evaluation, and the Technical Standards. If a graduate clinician requires a Support Plan, the appropriate coordinator (Clinic Director or

Externship Coordinator for clinical support plans, or Graduate Coordinator for academic support plans) will assist with development of the Support Plan.

Procedures:

Support plans can be either academically or clinically based. The instructor(s) and/or supervisor(s), along with the appropriate coordinator(s) are responsible for creating a plan based on knowledge, skill, or ability deficiencies demonstrated by a graduate clinician with the academic or clinical setting. Once a plan has been devised, the instructor/supervisor must review and discuss the plan with the graduate clinician. After doing so, the graduate clinician, instructor/supervisor, and coordinator must sign and date the plan, acknowledging the goals created, and the anticipated completion date/deadline. A copy of the signed support plan must be provided to the graduate clinician, the graduate clinician's graduate file, the supervisor/instructor, and the Clinic Director (clinic) or Graduate Coordinator (academic).

Prior to the start of a new clinical semester, the graduate clinician's supervisor(s) will be notified and receive a copy of the graduate clinician's plan from the Clinic Director.

The instructor(s) and/or supervisor(s) will assist the graduate clinician with development of knowledge, skill, and/or ability area(s) specified on the Support Plan. This assistance may include strategies including but not limited to: written feedback, verbal feedback, modeling of a skill, clinician self-assessments, research into a disorder, audio taping, videotaping, skill proficiency checklists, review of policies/procedures, in-services, supplemental readings, regular supervisory conferences, data collection by supervisor or the graduate clinician.

Until the plan is completed, the graduate clinician must meet with their instructor(s) and/or supervisor(s) on a pre-determined schedule to discuss progress made toward accomplishing the specified plan goals. The plan goals must be achieved no later than the end of the subsequent semester.

If an instructor(s) and/or supervisor(s) observes minimal to no improvement and/or failure of the graduate clinician to meet the plan deadline, the instructor(s) and/or supervisor(s) must inform the Clinic Director (for clinical support plans) or Graduate Coordinator (for academic support plans). In this situation, the Clinic Director or Graduate Coordinator will set up a meeting with the graduate clinician to discuss potential plans of action, e.g., delay externship placement, repeating a course, extension of a graduate clinician's program, etc.

Completion of the clinical support plan goals will be verified by the Clinic Director; this verification will be provided by the graduate clinician's current or subsequent supervisor once the plan is in place. Once the plan has been completed, the Clinic Director will document the graduate clinician's attainment of goals on the original plan or as a written addendum.

Completion of the academic support plan goals will be verified by the Graduate Coordinator; this verification will be provided by the graduate clinician's current or subsequent instructor once the plan is in place. Once the plan has been completed, the School Director will document the graduate clinician's attainment of goals on the original plan, or as a written addendum.

Clock Hours:

If a graduate clinician receives an average of 3.9 or lower as their final clinical grade on any Calipso evaluation, the graduate clinician will not be granted the hours for that clinical experience.

Current UA Graduate School Grade/Dismissal Policies: Graduate Bulletin

<http://www.uakron.edu/gradsch/docs/Gradbulletin.pdf>

Grades:

A graduate clinician admitted to graduate study under any status at the University is expected to maintain a minimum 3.00 grade-point average (4.00="A") at all times. A minimum grade-point average of 3.00 is required for graduation. No more than six semester credits of "C," "C+," and "C-" may be counted toward the degree. Grades of "D+," "D," and "D-" are treated as "F" grades. No grades below "C-" may be counted toward a degree.

Probation and Dismissal:

Any graduate clinician whose cumulative graduate grade-point average falls below 3.00 will be placed on probation and is no longer in good standing. In consultation with the college or department, as appropriate, the dean of the Graduate School will dismiss full-time graduate clinicians who do not return to good academic standing within two consecutive semesters (excluding summers) and part-time graduate clinicians who do not return to good academic standing within the attempting of 15 additional credits. For the purpose of administration of the full-time and part-time provisions of this policy, full-time and part-time status are determined by the semester in which the graduate clinician goes on probation. Full-time enrollment constitutes nine or more graduate credits; part-time is less than nine graduate credits. The dean of the Graduate School, with the approval of the relevant department chair, may also dismiss anyone who fails to make satisfactory progress toward declared goals or who accumulates six semester credits of "C+" or below. The accumulation of six semester credits of "F" will result in mandatory dismissal.* A graduate clinician dismissed from the Graduate School for academic reasons may not be readmitted for one calendar year, and then only if evidence for expecting satisfactory performance is submitted and found to be acceptable.

*Grades of "D+," "D," and "D-" are treated as "F" grades. (See previous section on **Grades**.)

A graduate clinician may be dismissed from the Graduate program if:

- If they have accumulated 6 credits of C+ or lower in clinical practicum over two semesters AND
- A maximum of two Clinical Support Plans will developed for the graduate clinician; if they are not able to complete these plans after two semesters with a reasonable amount of assistance from faculty, the graduate clinician may be dismissed from the program.

Should a clinical graduate clinician accrue clinic grades as described above, a conference to discuss the graduate clinician's progress will be held with the graduate clinician and members of the SLP faculty. The graduate clinician may provide a written statement prior to this meeting addressing any issues they feel are pertinent to the proceedings. Should a determination be made that the graduate clinician has made insufficient clinical progress to warrant continuing in the program, dismissal may be recommended.

If the graduate clinician is non-compliant with the support plan, is unable to complete the plan or additional issues arise, discussion by the Faculty will determine the next course of action:

Approved by SLP faculty 6-21-19

- Education/Counseling
- Continue/revise current support plan
- Referral to Graduate clinician Judicial Affairs
- Dismissal from the program
- Contacting appropriate authorities

At any time if it is determined by the faculty that a graduate clinician's behavior poses a risk to the health or safety of clients, faculty/supervisors, staff or fellow graduate clinicians, clinical practicum may be terminated, and the case will be referred by the School Director to the Office of Judicial Affairs or the proper authorities. The Dean of the College of Health Professions will be notified of this referral.

Termination of a Clinical Experience:

A graduate clinician may be removed/terminated from a clinical site at any time for safety reasons. Following a removal from a clinical site a meeting will be held with the graduate clinician to discuss the removal and the appropriate next steps.

Orientation to the Audiology and Speech Center

What is covered during orientation?

Every graduate clinician is expected to participate in orientation during the fall of their first year of graduate school. Information will be provided in person or on-line. At the end of the orientation, the graduate clinician should be comfortable with the following protocols and procedures unique to this work setting:

- ASHA Code of Ethics
- HIPAA training
- Technical Standards
- Informed Consent
- Release of Information
- Clock hours management (Calipso)
- Super Bills
- Scheduling diagnostic and therapeutic sessions
- Video recording
- Checking items out of the Resource Room
- Checking out diagnostic materials
- Where to Find forms, materials, and help
- Infection Control Procedures
- Emergency Procedures
- Access to the Center
- Safety/Security Issues and Procedures
- Graduate clinician obligations/responsibilities; academics and clinic
- Professional behavior

Graduate Clinician Contact Information:

It is essential that accurate home address, e-mail address, and home/cell phone numbers are filed in MyAkron and with the Graduate Coordinator. If your address, phone number, or e-mail address changes, it is the graduate clinician's responsibility to update this information with the Academic Administrative Assistant, the Graduate Coordinator and all clinical supervisors.

Graduate Clinician Mailboxes:

Each graduate clinician is assigned a graduate clinician mailbox at the beginning of the academic year by the School's Administrative Assistant. Graduate clinician mailboxes are located in the Graduate Room. Clinic information may be put in the graduate clinician's mailbox. It is **imperative** that graduate clinicians check their mailboxes for information related to clinic matters.

Graduate Room:

The Grad Room is a space provided by the School of SLPA for use by our graduate clinicians. Graduate clinicians are responsible for keeping it clean and to treat all furnishings with care.

Technical Standards

What are the technical standards?

The technical standards of the University of Akron School of Speech-Language Pathology and Audiology & Audiology and Speech Center reflect the essential qualities and abilities that are considered necessary to a student's academic and clinical performance. Once admitted, ability to meet these technical standards must be maintained throughout a student's progress in the graduate program. In the event that, during training, a student is unable to fulfill these technical standards, with or without reasonable accommodation, then the student may be asked to leave the program.

The Master of Arts in Speech-Language Pathology is designed to prepare students to enter the profession as a generalist with skills, knowledge, and ability to perform successfully all the required functions associated with the role of an entry-level speech-language pathologist. In keeping with applicable federal and state law regarding disabilities and our program philosophy, we are committed to making reasonable accommodations for individuals with disabilities to enable them to perform successfully the skills necessary to fulfill the role of a speech-language pathologist. **If a student has a disability that they feel may require special accommodation to perform any of the tasks identified as essential to the clinical practice of speech-language pathology, it is the student's responsibility to inform the Office of Accessibility so appropriate steps can be taken to accommodate the student's needs.**

Students should carefully review the technical standards below to determine whether or not they can meet these standards (with or without accommodation).

COPIED FROM THE UNIVERSITY OF AKRON SCHOOL OF SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY, AUDIOLOGY AND SPEECH CENTER TECHNICAL STANDARDS

TECHNICAL STANDARDS

To perform the essential functions of a speech-language pathologist and be successful in the MA graduate program, an individual must possess specific skills and abilities in the following five areas:

1. **Communication**
2. **Sensory/Observation Skills**
3. **Psychomotor Skills**
4. **Cognitive Abilities**
5. **Affective/Behavioral/Social Skills**

1. **Communication Skills**

A student must possess adequate communication skills to:

- Communicate proficiently in both oral and written English language.
- Possess reading and writing skills sufficient to meet curricular and clinical demands.

- Perceive and demonstrate appropriate non-verbal communication for culture and context.
- Modify communication style to meet the communication needs of clients/patients, caregivers, and other persons served.^{[[SEP]]}
- Communicate professionally and intelligibly with clients/patients, colleagues, other healthcare professionals, and community or professional groups.^{[[SEP]]}
- Communicate professionally, effectively, and legibly on patient documentation, reports, and scholarly papers required as a part of course work and professional practice.^{[[SEP]]}
- Convey information accurately with relevance and cultural sensitivity.

2. **Sensory/Observation Skills**

A student must possess adequate sensory skills of vision, hearing, tactile, and smell to:

- Observe client's/patient's activity and behavior to visually and auditorily identify normal and disordered communication during assessment and treatment procedures.
- Identify the need for alternative modalities of communication
- Visualize and identify anatomic structures
- Read, comprehend, and interpret information (text, numbers, tables, and graphs) accurately from diagnostic test, equipment, and client records.
- Accurately monitor through both visual and auditory modalities, materials and equipment used for assessment and treatment of patients.
- Visualize, identify, and discriminate imaging findings
- Recognize when a client's/patient's family does or does not understand the clinician's written and/or verbal communication

3. **Psychomotor Skills**

A student must possess adequate motor skills to:

- Attend and arrive on time to lecture and laboratory classes, and access laboratories, classrooms, and work stations.
- Attend clinical internships/externships in assigned locations.
- Sustain necessary physical activity level in required clinical and academic settings.
- Have the fine motor coordination to accurately and efficiently use materials/equipment used for assessment and treatment of patients.
- Respond quickly to provide a safe environment for clients/patients in emergency situations including fire, choking, etc.
- Manipulate patient-utilized equipment (e.g. durable medical equipment to include AAC devices, hearing aids, etc) in a safe manner
- Access technology for clinical management (i.e. billing, charting, therapy programs, etc.

4. **Cognitive Abilities**

A student must possess adequate intellectual and cognitive skills to:

- Comprehend, integrate, synthesize, infer, evaluate, and apply a large body of information/knowledge in a short period of time.
- Identify significant findings from history, evaluation, and data to formulate a diagnosis and develop a treatment plan

- Solve problems, reason, analyze, and make sound clinical judgments in patient assessment, diagnostic, and therapeutic plan implementation when analyzing complex patient problems.
- Reflect on clinical and academic performance and self assess performance accurately.
- Utilize appropriate and effective spoken, written and non-verbal communication. Students must be able to understand and speak the English language at a level consistent with competent professional practice.

5. **Affective/Behavioral/Social Skills**

A student must possess adequate behavioral and social attributes to:

- Display mature, empathetic, and effective professional relationships by exhibiting compassion, integrity, and concern for others
- Demonstrate appreciation and respect for individual, social, and cultural differences in fellow students, colleagues, staff, and patients.
- Demonstrate appropriate behaviors, to protect the safety and well-being of clients/patients and classmates.
- Possess and demonstrate empathy, and demonstrate commitment to the role of health care provider.
- Demonstrate ability to appropriately handle situations that may be emotionally, physically, or intellectually stressful.
- Demonstrate flexibility and the ability to adjust to changing situations and uncertainty in academic and clinical situations.
- Manage the use of time effectively to complete professional and technical tasks within a realistic time constraints
- Accept appropriate suggestions and constructive criticism and respond by modification of behaviors
- Dress appropriately and professionally
- Demonstrate honesty, integrity, and professionalism.
- Maintain confidentiality of patient information.
- Provide services to all clients/patients regardless of sex, sexual orientation, race, color, religion, age, handicap, status as a veteran, political affiliation, socioeconomic status, or national or ethnic origin.

Continuation in the graduate program will be contingent on the student's verification that they understand and meet these technical standards either with or without accommodation. **Students who may have a disability and believe they can meet the technical standards with accommodation are encouraged to contact the Office of Accessibility** to discuss and identify reasonable accommodations the University or program would need to make so the candidate may be able to meet these standards.

Technical Standards: Procedures for Enforcement

The technical standards of the University of Akron School of Speech-Language Pathology and Audiology & Audiology and Speech Center reflect the essential qualities and abilities that are considered necessary to a student's academic and clinical performance. Ability to meet these technical standards must be maintained throughout a student's progress throughout the graduate

program. The technical standards are tied to all academic and clinical coursework and are included in the syllabi of all faculty.

These standards were approved by the faculty of the School of Speech-Language Pathology & Audiology in the Spring 2018.

If an area of concern arises with a student regarding violation of any Technical Standard(s), the following steps will be taken:

- The issue of a suspected violation may be raised by the following sources: faculty, supervisors, staff, clients/patients, caregivers, or fellow student(s). This concern should be submitted in writing to the School Director of The University of Akron.
- A conference to discuss this concern will be held with the student, the School Director, the Graduate Coordinator and/or Clinic Director, academic advisor, and any other appropriate faculty members/preceptors.
 - Factual information, such as but not limited to supervisor evaluations, grades, written incident reports that document date/time/place, written statements of individuals, or written witness accounts will be provided regarding the concern. The factual information required will be decided upon on a case by case basis.
- If the committee determines that a violation has occurred, a written warning will be issued to the student, along with a support plan to remediate the issue. This plan will be signed by the student and Graduate Coordinator and/or Clinic Director, indicating that the student agrees to the plan. The student will be given the opportunity to provide a written response regarding the concern; the written response must be submitted within one month of the issuance of the written warning.
- If a student disagrees with the initiation of the plan, refuses to participate in, or fails to agree to the terms of the plan, the student may be disciplined, which may include dismissal from the program.
 - If it is determined at any point in the process that no violation has occurred, or the concern is unfounded, then no action will be taken. Documentation to this effect will be placed in the student's file.
- Copies of the developed support plan will go to the School Director, the Graduate Coordinator and/or Clinic Director, the student's academic advisor, and to the student's permanent file.
- A follow-up conference or conferences will be scheduled, with the date for completion included in the plan. This follow-up conference will be held no later than one year after the original conference.
- At the follow-up conference, which will include the same people listed above, it will be determined if the plan has been successfully completed.
- If the plan has been successful, it will be considered to be achieved; a memo to this fact will be written and distributed to the School Director, the Graduate Coordinator and/or Clinic Director, the student's academic advisor, and to the student's permanent file.
- If the student is non-compliant with the plan, is unable to complete the plan or additional violations regarding the technical standards arise, the faculty will determine the next course of action:
 - Education/Counseling
 - Remediation

- Referral to Student Judicial Affairs
 - Dismissal from the program
 - Contacting appropriate authorities
- At any time if it is determined by the faculty that a student's behavior poses a risk to the health or safety of clients/patients, faculty, supervisors, staff or fellow students, the case will be referred by the School Director to the Office of Judicial Affairs. The Dean of the College of Health Professions will be notified of this referral.

Criminal Background Checks

As future speech-language pathologists, there are important ethical and professional considerations of which you should be aware. Convictions of egregious felonies may prevent you from being licensed in Ohio or elsewhere and may preclude you from obtaining gainful employment as a professional in your field. Even after obtaining your license, convictions of such crimes may cause your license to be suspended or revoked. Background checks may reveal graduate clinician's unsealed and sealed criminal records. It is therefore important that you conduct yourself professionally and ethically as a law-abiding citizen. Please read the following information.

All graduate clinicians in The School of Speech-Language Pathology and Audiology are subject to criminal background checks upon acceptance into the programs. The results are valid for one year, and annual checks must be completed. Fingerprints are submitted to the state Bureau of Criminal Identification and Investigation and Federal Bureau of Investigation.

The steps for obtaining a background check are as follows:

1. Go to The University of Akron Police Department to get your fingerprints scanned
2. Pay the fee; graduate clinicians are responsible for the cost
3. Provide a **sealed** copy of the results to the Speech-Language Pathology Clinic Director

Applications for professional certification with the American Speech-Language-Hearing Association, licensure by the Ohio Speech and Hearing Professionals Board and Ohio Department of Education require that you disclose any criminal convictions and/or attest that you have no prior convictions.

For your information regarding criminal offenses, excerpted information from The Rules and Regulations of the Ohio Board of Speech-Language Pathology and Audiology follows below.

4753.10 Disciplinary actions. *Effective Date: 11-05-1992*

In accordance with Chapter 119. of the Revised Code, the board of speech-language pathology and audiology may reprimand or place on probation a speech-language pathologist or audiologist or suspend, revoke, or refuse to issue or renew the license of a speech-language pathologist or audiologist. Disciplinary actions may be taken by the board for conduct that may result from but not necessarily be limited to:

- *Committing any act of dishonorable, immoral, or unprofessional conduct while engaging in the practice of speech-language pathology or audiology;*
- *Engaging in illegal, incompetent, or habitually negligent practice;*
- *Using any narcotic or controlled substance or other drug that is in excess of therapeutic amounts or without valid medical indication.*

- *Being convicted of or pleading guilty or nolo contendere to a felony or to a crime involving moral turpitude, whether or not any appeal or other proceeding is pending to have the conviction or plea set aside;*
- *Being disciplined by a licensing or disciplinary authority of this or any other state or country or convicted or disciplined by a court of this or any other state or country for an act that would be grounds for disciplinary action under this section.*
- *If any person has engaged in any practice which constitutes an offense under the provisions of this chapter or rules promulgated thereunder by the board, the board may apply to the court of common pleas of the county for an injunction or other appropriate order restraining such conduct, and the court may issue such order*

The full text of these Rules and Regulations may be found at:

<http://slpaud.ohio.gov/lawsandrules.htm>

Graduate clinicians will be required to complete clinical rotations at public schools or health care facilities. The clinical sites will review the background checks for confirmation that a graduate clinician would not be barred under the clinical sites rules and regulations or under state or federal law. Clinical sites may bar graduate clinicians with certain types of convictions, which could negatively impact a graduate clinician's ability to successfully complete the academic program.

Specialized Training Requirements

Will I need any specialized health training?

Crisis Prevention Institute (CPI): non-violent crisis intervention training is required for all graduate clinicians prior to beginning clinical practica. This training helps clinicians manage difficult situations and disruptive behaviors by identifying at-risk individuals and using nonverbal and verbal techniques to defuse hostile or belligerent behavior. This training will be offered in the Fall Orientation and a renewal during summer semester.

Cardiopulmonary Resuscitation (CPR): CPR training will be required of all incoming graduate clinicians. Information will be given to you prior to the Fall Orientation.

Health Insurance Portability and Accountability Act of 1996 (HIPAA): All graduate clinicians entering the program will be required to complete HIPAA training; graduate clinicians who do not comply with this requirement will not be allowed to participate in clinical practicum until it is completed.

Since April 14, 2003, the Audiology and Speech Center has been HIPAA compliant.

Each Fall Semester, HIPAA training is conducted in conjunction with the Office of Human Resources and/or the Office of General Counsel. The following groups are trained:

- All undergraduate graduate clinicians participating in any clinical observations, screening practica, or Senior Practicum
- All speech-language pathology graduate clinicians
- Any new faculty or staff

At the completion of the training, all participants are required to sign the *HIPAA Training and Confidentiality Pledge*, which acknowledges that they have received training and pledge to abide by the standards. Copies of this Pledge are kept on file in Brightspace. Originals are kept in the Speech-Language Pathology Clinic Director's Office or in the Executive Committee Office in the Audiology and Speech Center.

At the beginning of each Spring Semester, any new graduate clinicians who have not received the training are identified by the Clinic Director, course instructor, or practicum instructors, and additional training sessions are conducted as needed.

HIPAA training instructions will be provided to all graduate clinicians each Fall and subsequently as needed.

No graduate clinician or faculty member is allowed to participate in clinic or have access to client files until this training has been completed.

Universal Precautions for Infection Control

What procedures are utilized for infection control in the Audiology and Speech Center?

Personal Protection:

WASH HANDS when arriving on duty for clinical practicum activities, before leaving, before and after eating, after using the restroom, between clients, before handling clean supplies, after handling dirty items, and as needed.

Use gloves when handling blood, saliva, cerumen, and any other body fluids and/or anytime you are in contact with mucous membranes or broken skin.

Wear a cover if any clothing is likely to be soiled.

Use face protection if spraying is possible.

Wear a mask for suspect respiratory illnesses.

Treatment Rooms and Materials:

Each treatment room is equipped with Infection Control materials including: gloves, alcohol wipes, hand sanitizer, tissues, disinfecting wipes, and paper towels.

Clean all surfaces and materials with disinfectant solution after each session. This includes but is not limited to the following: tables, chairs, windows, doorknobs, light switches, mirrors, treatment/diagnostic materials, and toys.

Throw away all contaminated material including tissues, tongue blades, cups, q-tips, gloves, therapy materials etc.

Become familiar with standard precautions taken at various work sites and share these procedures with your clinical instructors and fellow graduate clinicians.

Social Media Guidelines

What are the guidelines for social media?

You may not post any content that is personal health information, including client/patient images, on any social media site or any other Internet site. Remember that these are public forums and whatever information you share will be viewed by others and may be archived by various third parties.

Do not post opinions of any kind about clients, faculty and/or staff of the University of Akron, or any fellow graduate clinician.

Think twice before posting:

Privacy does not exist in the world of social media. Consider what could happen if a post becomes widely known and how that may reflect on both you and the University. Search engines can turn up posts years after they are created and comments can be forwarded or copied.

Graduate clinicians who share confidential or inappropriate information do so at the risk of disciplinary action or expulsion.

The School of SLPA has a Facebook page and Twitter feed for general information, announcements, and posts of general interest about our School. This page is **not** for making personal posts or comments.

Always think about consequences when using social media or the Internet.

Health Forms

What do I need to know about health forms, TB tests, and immunizations?

Graduate clinicians entering our graduate programs are expected to comply with all health requirements. This includes a physical examination by a State of Ohio licensed physician, current tuberculosis (TB) test, and updated immunizations as required by State of Ohio law.

As you are entering a healthcare or educational profession, there are certain public health requirements to which our programs expect you to adhere. All State of Ohio immunizations that are required by State law and recommended by the Centers for Disease Control and Prevention (CDC) must be up to date when you enter our program. People who are not correctly immunized pose a significant public health risk to their client/patients, co-workers and themselves.

The CDC and State of Ohio requirements are as follows: Two doses of MMR and one dose of Tdap (Adacel). The Tdap is the most recent Tetanus/diphtheria/pertussis vaccine containing the pertussis (whooping cough) which has been on the rise. Most health care facilities and our program also require the 3 dose Hepatitis B vaccine.

Seasonal flu shots are being required by many external clinical sites and will not accept graduate clinician clinicians who have not had this immunization. Flu shots are available in the Fall of each year and can be obtained through UA Graduate clinician Health Services, the Akron Health Department, your personal physician's office, local pharmacies, and other flu shot clinics in the area.

The State of Ohio has specific guidelines on all immunizations; consult with your primary care physician or The University of Akron Student Health Center to make sure that you are up to date. Complete information on immunizations may be found at <http://www.cdc.gov/vaccines/recs/schedules/downloads/adult/mmwr-adult-schedule.pdf>.

Current documentation of all immunizations and TB testing must be submitted to the Clinic Director or your specific program coordinator in the Fall of each academic year or on the schedule required by your program coordinator. You will not be permitted to begin your clinical rotations until the documentation is provided. If a graduate clinician has commenced a clinical rotation and these requirements are found to be undocumented or expired, he/she will not be allowed to continue at the site until all requirements are met.

If immunizations and TB tests are not up to date, we cannot guarantee that you will be accepted at medical and/or educational clinical rotation sites. This could impact your timely progression through the program, prevent you from participating in a variety of clinical experiences and ultimately prevent you from graduating.

SLP Diagnostic Testing Materials

What do I need to know about assessment materials?

Location:

All tests are located in the large maroon cabinets in the Center Office work area. Contents of each shelf are posted inside the cabinet door. Tests are organized by subject i.e. fluency, articulation, language etc. and population (pediatric, adult, or all)

Scoring Forms:

All test forms are located in the black filing drawers directly to the right of the copier. These are the forms which graduate clinicians should use. Test forms are organized by subject and population. The drawers are clearly labeled. These forms are expensive; use them judiciously.

Procedure for Signing Out Tests:

1. Remove the materials you need
2. Sign-out materials - There is a sign-out sheet on the front of each black cabinet. Put your name, your phone number, the name of the test, and the date on the sheet.
3. When you return materials, note the returned date on the sign-out sheet.

Tests **MUST** remain in the building during the workday. If a graduate clinician wishes to take a test out overnight, it **MUST** be checked out at 4:30 p.m. and returned at 8:00 a.m. the next day.

Portable Audiometers:

Portable audiometers and sign out sheets are located in the Hearing Aid Laboratory, Room 182-E. They may be checked out for up to two days. Graduate clinicians should be sure to initial and date sheets when the audiometers are taken and when they are returned.

Therapy Materials

Where can I find therapy materials?

Graduate clinicians can get therapy materials from the following places:

Pediatric Resource Room:

Pediatric treatment items are provided in room 183A for graduate clinicians to use with clients in the Audiology and Speech Center. Items taken from the pediatric resource room **MUST** be signed out. The sign-up sheet is located on the work desk. Graduate clinicians can find a variety of craft materials, therapy manuals, and various educational and functional toys to use with their clients. All materials are organized by subject and labeled with a colored sticker that corresponds with a section of the Resource Room. Please return materials to the correct location. Graduate clinicians should respect their fellow graduate clinicians and return materials to their original place as soon as they are done with them.

Adult Resource Room:

Adult treatment items are provided in room 124K for graduate clinicians to use with clients in the Audiology and Speech Center. In order to access materials in room 124K graduate clinicians must get a key from their SLP supervisor. Items taken from the adult resource room **MUST** be signed out. Graduate clinicians should respect their fellow graduate clinicians and return materials to their original place as soon as they are done with them.

Supervisors:

Your clinical supervisors are willing and eager to share therapy manuals and various other materials with you. Once again, these materials should be returned promptly. Each supervisor has their own system of checking materials out.

Graduate Room:

The best way to get ideas for therapy is to share ideas and materials with your fellow graduate clinicians. Graduate clinicians often bring their own materials to use and store them down in the graduate room. These materials include craft items, games, and toys. Please be respectful to your fellow graduate clinicians and return any borrowed items.

Billing and Billing Codes

How do we bill for speech and hearing services and products?

Clients are billed on a fee-for-service basis at the Audiology and Speech Center. Each time a service is rendered it is documented on a Super Bill, billing sheet, which reflects current standard terminology (ICD codes, CPT codes, G codes and modifiers) and protocol for billing purposes.

Graduate clinicians assist in the billing process by assuring that each Super Bill is filled out accurately, by obtaining the signature of the licensed/certified speech-language pathologist, and by turning the completed superbill into the Billing Office immediately after services are rendered.

CPT Codes:

Super Bills reflect current procedural terminology (CPT) codes to describe the service provided to the client. The purpose of CPT codes is:

“to provide a uniform language that accurately describes medical, surgical and diagnostic services, and thereby serves as an effective means for nation-wide communication among physicians, client/patients, and third parties.” (Hayes, 2000)

ICD-10 Codes:

The International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM) coding system is also widely used in medical facilities to describe common diagnoses associated with the practice of speech-language pathology. V-codes are supplemental ICD-10 codes which are used to describe circumstances other than diseases such as exposure to infection, history of disease or injury, screenings etc. which might warrant services.

A listing of some common CPT, ICD-10 and V codes used in speech-language pathology can be found on the Super Bill. If you cannot find a code that accurately describes a service or diagnosis please consult with your clinical supervisor. The CPT, ICD-10 and V codes are updated each year around October and can be subject to change with the annual revisions and updates. For the most current copies of the CPT and ICD-10 coding books see the Business Manager.

Report Writing at the Audiology and Speech Center

What do I need to know about report writing?

Types of Reports:

Speech-language pathology graduate clinicians will be exposed to several types of reports utilized at the Audiology and Speech Center including but not limited to reports for speech-language assessments, speech-generating device (SGD) assessments, auditory skills assessments, progress reports for therapeutic interventions, reports to physicians, discharge summaries, and justification for service reports to third party payers.

The type of report you are generating will dictate the content and organization of information contained in the document. It is recommended that you spend time reviewing client files for different types of reports, read literature which reflects current standards for report writing, and get specific guidance from your clinical instructors on what is expected.

All client reports will be entered into ClinicNote, our electronic medical records (EMR). Templates for various types of reports are available in ClinicNote. Training for this system will be initiated in the Fall of each academic year with additional training arranged throughout the year or as needed.

Content and Style:

The content and style of report writing is guided by your clinical supervisors. Reports are expected to contain this content:

- Complete and accurate client identifying information
- Type and severity of the communication or related disorder
- Associated medical conditions
- Results of previous assessment and treatment
- Analysis and interpretation of current assessment/diagnosis
- Recommendation for further assessment, treatment or referral
- Clear justification for treatment when indicated and information on the frequency, estimated duration, and type of service required.
- A plan of treatment including both long and short term goals
- Prognosis including statement that the diagnosis and plan of treatment have been discussed with the client and/or family and that they are in agreement
- Signature of graduate clinician involved in the procedure and licensed/certified speech-language pathologist

Student Procedures for Filing a Complaint

At the University of Akron, students have certain rights and responsibilities as stated in The University of Akron Bylaws (3359-42-01-C2, 3359-11-13, and 3359-41-01) and in the Student Code of Conduct. Pursuant to these rights and responsibilities, the following policy sets forth procedures for students in the School of Speech-Language Pathology and Audiology to follow in order to receive a fair hearing and equity in the resolution of complaints related to their affiliation with the School. To expedite a resolution, the procedure is designed to be initiated at the level closest to the issue. In many instances, the student will achieve this resolution through communication with a faculty member or program advisor. However, other levels may be incrementally involved to assist the student. **To assure that a problem is fully explored, complaints that reach the School Director level are entered into a log and tracked through final disposition.**

Level I: Program/Faculty Advisor

The appeal may be made verbally or in writing. Seek resolution of a concern or complaint at the level of occurrence. (Example: A course-related complaint [e.g., assignment, activity, or grade] must be discussed with the instructor prior to requesting intervention by a school director.)

Level II: School Director

The appeal must be made in writing using the Student Complaint Form. Consider an initial resolution of a complaint at a level above the level of occurrence when there is concern with the potential for reprisal if resolution is attempted at the level of occurrence. (Example: If the student wishes clarification of his/her rights and fears reprisal if approaching the instructor directly with the complaint, initial inquiry can be made to the School Director.)

Consider appealing the resolution to the complaint rendered at the level of occurrence. (Example: A student can provide documentation or information that significantly questions the appropriateness of the resolution at the level of occurrence and believes the complaint requires involvement of a neutral, third party. In example #1 above, the student would appeal the decision made by the faculty member or advisor to the School Director.)

Level III: College Level – Associate Dean for Academic Affairs

For an appeal to be addressed at this level, it must be accompanied by the completed Student Complaint Form, signed by the School Director. At the College of Health Professions level, the final appeal resides with the Office of the Associate Dean for Academic Affairs.

Consider an appeal to the Office of the Associate Dean for Academic Affairs when documentation and factual information the student can provide directly contradict the appropriateness of the resolution of the complaint at the previous level. The Associate Dean for Academic Affairs with the concurrence of the Dean may resolve the complaint or request that the complaint be referred to the College Grievance Committee. (Example: The Associate Dean for Academic Affairs will review the appeal and enter into fact-finding before rendering a final decision or referring the appeal to the College Grievance Committee. Decisions of the College Grievance Committee will be conveyed to the student by the Associate Dean for Academic Affairs.)

Level IV: University Level – Assistant Provost and Dean of Students

If the fairness of the action is still viewed by the student as unacceptable, the issue may, in most instances, be directed to the Senior Vice-President and Provost. Complaints involving sexual harassment

should follow specific procedures set forth in The University of Akron Bylaws section 3359-13. Complaints evolving from serious student misconduct may be directed to the Assistant Provost and Dean of Students.

Should the student desire, he/she may also contact

American Speech-Language-Hearing Association: Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA).

Website: <http://www.asha.org/academic/accreditation/accredmanual/section8>

Contact Information:

National Office Staff: 1-800-498-2071 (members) or 1-800-638-8255 (non-members)

STUDENT COMPLAINT FORM
The University of Akron College of Health Professions
School of Speech-Language Pathology and Audiology

Date: _____ Student ID: _____

Name: _____

Telephone: _____ Email: _____

Address: _____ City: _____ State: ____ Zip: _____

Course: _____

Faculty Member: _____ Meeting Date: _____

School Director: _____ Meeting Date: _____

1. If this complaint involves an instructor or supervisor have you sought resolution with that individual? _____
I have _____ I have not

2. Detailed description of the complaint (use a second page, if necessary):

Graduate clinician Signature: _____ Date: _____

SCHOOL LEVEL

Action:

School Director Signature _____ Date: _____

Family Educational Rights and Privacy Act (FERPA)

What do I need to do if I want The University of Akron to provide a copy of my education records to a third party?

Federal regulations ([34 C.F.R. 99.30](#)) state that students who wish the University to provide a copy of their education records, in whole or in part, to a third party must consent to the release of records in a signed and dated writing that specifies the person(s) to whom the records should be released, the records to be released, and the purpose of the release. A writing of this nature may be required before the University may provide a copy of student records to the student's parents or a potential employer. For your convenience, The University of Akron has created an authorization form for this purpose. A copy of this form is available online at: www.uakron.edu/ogc/docs/FERPARelease.pdf. Students may use the University's authorization form or draft their own writing.

The University of Akron
Akron, Ohio 44325
330-972-7111

Authorization for Release of Information

STUDENT NAME: _____ DATE: _____
STUDENT ID: _____ DATE OF BIRTH: _____
STREET ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
TELEPHONE NUMBER: _____

I, _____, authorize The University of Akron
to release the following records (indicate records or types of records to be released),

_____, to the following individuals or organizations (name & address of
persons/organizations to receive information) _____

_____ for the purpose of _____.

Confidentiality of academic records is protected by the Family Educational Rights and Privacy Act. To the extent it is applicable, FERPA may protect the records being released pursuant to this request. Any person/facility receiving authorized information may not further disclose such information without the written consent of the person to whom it pertains.

I understand that I can revoke this authorization at any time by providing written notice to the person/facility to whom I have instructed to release the information. I understand also that any information released prior to revocation cannot be retrieved and neither the person/facility releasing, nor the person/facility receiving the information will be held responsible for such.

I hereby release The University of Akron, and its employees and agents from all legal responsibilities or liability that may arise from this act.

Release Authorized By:

Witnessed By:

GRADUATE CLINICIAN SIGNATURE

WITNESS SIGNATURE

Date

Date

NOT VALID AFTER ONE CALENDAR YEAR
FROM DATE OF ISSUANCE

Professional Organizations

What do I need to know about professional organizations?

There are several organizations graduate clinicians can join for professional growth and development.

NSSLHA:

NSSLHA is the National Graduate clinician Speech-Language Hearing Association. It was founded in 1972 and serves as the national organization for graduate and undergraduate graduate clinicians interested in the study of normal and disordered communication. It is the only official graduate clinician association recognized by ASHA. To become a member, contact Mrs. Jenna Day at jday@uakron.edu, web site: www.nsshla.org.

OSLHA:

The Ohio Speech-Language-Hearing Association serves the needs of Audiologists and Speech-Language Pathologists in the state of Ohio by providing support for professional growth, public opportunities, awareness, and advocacy of issues related to the highest quality of care for the individuals they serve. To become a member, graduate clinicians can contact OSLHA.

Ohio Speech-Language-Hearing Association (OSHLA)

Phone: (800) 866-6742

Webiste: www.ohioslha.org

OSSPEAC:

OSSPEAC is the Ohio School Speech Pathology and Educational Audiology Coalition. It was founded in 1994 and is a professional organization for speech-language pathologists and audiologists employed in an educational setting in Ohio. It provides professional development, networking, advocacy, and support to its members. Student membership is available. To become a member, graduate clinicians can contact the OSSPEAC website at www.osspeac.org.

ASHA:

The American Speech-Language-Hearing Association is the professional and scientific association for more than 96,000 speech-language pathologists, audiologists, speech, language and hearing scientists in the United States and internationally. ASHA's mission is to promote the interests of and provide services for professionals and to advocate for people with communication disabilities. Graduate clinicians can become members by contacting ASHA.

American Speech-Language-Hearing Association (ASHA)

Phone: (301) 897-0148

Action Center

Phone: (800) 498-2071

Website: www.ASHA.org

Ohio Speech and Hearing Professionals Board:

Phone: (614) 466-3145

Website: www.slpaud.ohio.gov

Important University of Akron Contact Information

Audiology and Speech Center Administrative Assistant	330-972-6035
Audiology and Speech Center fax	330-972-7884
Audiology and Speech Center Billing Coordinator	330-972-5894
School of Speech-Language Pathology and Audiology Administrative Assistant	330-972-6803
Graduate School Receptionist	330-972-7663
Graduate School Financial Aid	330-972-6310
Graduate School Degree Clearance	330-972-5169
College of Health Professions Dean's Office Receptionist	330-972-7551
College of Health Professions Dean's Office fax	330-972-5737
Accounts Payable	330-972-7200
Police Department emergency	330-972-2911
Police Department non-emergency	330-972-7123
Parking Services	330-972-7213
Campus Patrol (safety escorts on campus)	330-972-7263
IT help desk	330-972-6888

Speech-Language Pathology Faculty Information:

FACULTY	EMAIL	TELEPHONE	ROOM NUMBER
AAC Lab	NA	330-972-2172	182G
Diana Aey	djaey@uakron.edu	NA	NA
Katie Boarman	kboarman@uakron.edu	330-972-7186	182J
Charles Carlin	carlin@uakron.edu	330-972-6556	181F
Jenna Day	jday@uakron.edu	330-972-6163	182D
Joan Finefrock	Dctrj11@aol.com	NA	184A
Jamie Harding	jdh9@uakron.edu	NA	NA
Nancy Harris	nancy21@uakron.edu	330-972-6017	188A
Todd Houston	houston@uakron.edu	330-972-6141	183D
Telepractice lab	NA	330-972-3881	183E
Jan Lorman	lorman@uakron.edu	330-972-2120	188C
Scott Palasik	spalasik@uakron.edu	330-972-8185	184G
Caitlin Perry	cperry@uakron.edu	330-972-4667	183E
Angela Reif	areif@uakron.edu	330-972-5331	183B
Cathie Richards	richarc@uakron.edu	330-972-6117	184F
Susan Ruhlin	sruhlin@uakron.edu	NA	184D
Denise Wray	dwwray@uakron.edu	330-972-9816	184D

Other Important Contacts:

School of Speech-Language Pathology and Audiology Director

Dr. James Steiger
steiger@uakron.edu
Room: 181D
Phone: 330-972-8190

School of School of Speech-Language Pathology and Audiology Academic Office

Susan Scheks, Administrative Assistant
sas@uakron.edu
Room 181C
Phone: 330-972-6803

Audiology and Speech Center

Jeannette Kontak, Administrative Assistant
jkontak@uakron.edu
Phone: 330-972-6035
Fax: (330) 972-7884

Audiology and Speech Center Business Office

Judy Horn, Billing Coordinator
jkh39@uakron.edu
Room 181A
Phone: 330-972-5894

Speech-Language Pathology Clinic Director

Katie Boarman
kboarman@uakron.edu
Room: 182J
Phone: 330-972-7186

Speech-Language Pathology Graduate Coordinator

Dr. Chuck Carlin
carlin@uakron.edu
Room: 181F
Phone: 330-972-6556

Emergency Procedures

What are the emergency procedures?

University of Akron Campus Police:
330-972-7123 Non-emergency
330-972-2911 Emergency

Fire or other evacuation(s):

The following evacuation plan should be followed in case of fire or other emergency situation in the Audiology and Speech Center.

General Procedures in Case of Fire or Other Emergencies Requiring Evacuation

The person discovering the fire or any other emergency reason to evacuate the building should activate one of the fire alarms within the building. The fire alarms are located across from the Audiology Testing Lab 189L, next to the SLP Treatment Room 187C, and next to the exit leading to the Grad Room.

At the sound of the alarm the building is to be evacuated in a quick and orderly fashion according to the emergency escape plan posted in your area.

If time allows, the person discovering the emergency should **call 911** and explain the emergency quickly and clearly. Close all doors, leaving them unlocked and proceed out of the building.

Clinicians are responsible for their clients during an emergency situation. If possible, the clinician should quickly accompany the client to the waiting area and find the parents or relatives so that all may exit together. If the parents or relatives have evacuated the building, the clinician should exit by the proper exit and then attempt to locate the parents or relatives.

All personnel should meet outside the Polsky Building on the corner of Main and State streets.

Graduate clinicians and staff will receive annual instruction on the location and use of fire extinguishers. Fire extinguishers are located across from the Faculty Office 183E and across from the SLP Treatment Room 187C.

The Director of the Audiology and Speech Center will annually contact the University Fire Safety Officials to have them conduct a fire safety inspection of the Center, a review of the evacuation plan, a minimum of one fire drill per term, and an annual safety in-service.

What should I do if there is an injury?

Accident Procedure:

The following procedures should be followed if any individual is injured on University of Akron property:

1. Determine the extent of the injuries and make the person as comfortable as possible.
2. Call or have someone call University Security at extension 911
 - Inform the dispatcher that there has been an accident at the Audiology and Speech Center.
 - If the individual is seriously injured request that the dispatcher call an ambulance.
3. Notify the Director of the Audiology and Speech Center and/or School Director of the injury.
4. Fill out an Incident Report Form located in the file cabinet documenting the circumstances of the accident and procedures followed. Place one copy of the report in the client's chart and give one copy to the Director of the Audiology and Speech Center.
5. Document the incident on the client's contact notes.

Field Trips:

The policy of the Audiology and Speech Center is that no client can be taken out of the Center for any reason without signed consent. The FIELD TRIP PERMISSION FORM located in the file cabinet should be used for this purpose.

The form must be completed prior to taking the client out of the Audiology and Speech Center and must be scanned in the client's file. The Clinical Supervisor in charge of the case must approve all field trips. The Clinical Supervisor should be notified prior to the day of the trip. One of the Administrative Assistants should also be notified.

Tornado Warning:

A tornado warning indicates that a tornado has been reported and could touch down within a given area. If this occurs conditions should be carefully monitored. If the weather conditions become threatening, occupants should move to the interior rooms or corridors. Seek shelter away from glass windows and if possible take cover under heavy furniture.

Members of the School of Speech-Language Pathology and Audiology shall direct clients to shelter locations and stay with the client until the storm has passed and weather conditions improve.

Medical Emergencies:

In the event of a **medical emergency, dial 911**. Make the victim as comfortable as possible. Give the University Police Dispatcher the following information:

- Location: **The Audiology and Speech Center is located on the first floor in room 181 of the Polsky Building** and state the exact location of the victim.
- Give a brief description of the nature of the emergency. (e.g. unconscious female graduate clinician)
- If the victim is seriously injured or ill, request that the dispatcher call an ambulance.

A member of the School of Speech-Language Pathology and Audiology, either faculty or staff, shall stay with the victim until emergency service personnel arrive. Have available any necessary victim information, i.e full name, emergency contacts, and phone numbers etc.

Notify the Director of the Audiology and Speech Center and/or the School Director of the incident.

Fill out an **Incident Report Form** and submit to the Director of the Audiology and Speech Center who will copy it for the client's or graduate clinician's file and document on their contact sheet when appropriate.

Utility Emergencies:

In the event of loss of primary power, the emergency generator will take over selected lighting and other building services. If it is determined that the outage will be extensive, power will be off for an extended period of time, or the emergency generator malfunctions, evacuation of the building will be necessary. If the loss of building utilities forces the closing of the facility, announcements or notifications will be made. All occupants should secure their areas, collect their belongings, lock their offices, and proceed to leave the building. In the event the building is closed, notices will be posted at all entrance doors. If services or classes are rescheduled to other facilities, this notice will also be posted at all entrance doors. **Emergency information is available by dialing (330) 972-7669/ (330) 972-SNOW.**

Class Cancellation:

A class cancellation will include all day and evening classes. Non-teaching employees, i.e. administration and staff, are to report to work.

University Closed:

If the University is closed, only designated University Emergency Personnel are to report. All campus facilities, except those needed for special operations, will be closed.

Emergency Closure:

If the University area must be evacuated due to a critical disastrous situation, all building and campus property will be off limits to everyone except designated emergency personnel. No other personnel will be permitted to remain on campus.

Emergency Text Messaging Service (Z-Alert):

Graduate clinicians, parents, faculty and staff can sign up for IA's free Z-Alert text-messaging service. Text messages will be sent when the UA campus closes or when a situation arises that immediately affects safety. To sign up for Z-Alerts: <http://www.uakron.edu/safety/z-alert.dot>

Bomb Threats:

In the case a bomb threat is received by any personnel of the Audiology and Speech Center, the following procedures should be followed. Please attempt to attain as much information as possible.

- Record the time the call was received.
- Record the date.
- Record the exact words the caller stated.
- Obtain as much of the following information as possible:
 1. When is the bomb going to explode?
 2. Where is the bomb right now?
 3. What kind of bomb is it?
 4. What does it look like?

5. Why did you place the bomb?
 6. Who is calling?
- Describe the caller's voice.
 1. Male or Female?
 2. Young, middle age, or old?
 3. Accent?
 4. Tone of voice?
 5. Did the voice sound familiar? If so, who did it sound like?
 - Record a description of any background noise.
 - Record the time the caller hung up.
 - Record the name, address, and telephone number of the person who received the call.

After getting as much information as possible, call the University of Akron Police at 911.

Do not evacuate the building unless instructed to do so by security or unless a bomb has been seen. In the case of the need for evacuation, pull the fire alarm. The Clinic Secretary or Director of the Audiology and Speech Center should also see to it that clients and clinicians are evacuated from the audiology suites and from all therapy rooms.