



CASLPO'S NON-CLINICAL PROFESSIONAL PRACTICE STANDARDS: 2017

BACKGROUND

Professional Standards are a fundamental component of CASLPO's Quality Assurance Program. The five standards are found in the Non Clinical Self-Assessment Tool and Peer Assessment process. They define quality practice and articulate the public's expectation when receiving service from non-clinical members of the College.

The Professional Standard categories were initially developed based on legislative requirements (e.g. *Regulated Health Professional Act, 1991 (RHPA)*, *Health Care Consent Act, 1996 (HCCA)*, *Personal Health and Information Protection Act, 2004 (PHIPA)*) as well as CASLPO Regulations, Code of Ethics, Position Statements and Practice Standards and Guidelines.

The Non-Clinical Professional Practice Standards are reviewed on an ongoing basis to ensure that the indicators are current and reflect changes in the professions.

NON-CLINICAL PROFESSIONAL PRACTICE STANDARDS

1. MANAGEMENT PRACTICE

CASLPO members manage their practice in an accountable manner.

- 1.1 I develop and/or implement policies that reflect organizational/agency criteria to begin and end intervention that are in compliance with legislation, CASLPO's regulations and standards of practice.
- 1.2 I develop and/or implement maintain record processes that ensure the organization/agency is compliant with CASLPO's records regulation.
- 1.3 I develop and/or implement the documentation and processes for the delegation of Controlled Acts (RHPA 27(2)) and medical directives.
- 1.4 I develop and/or ensure appropriate clinical processes for members who supervise support personnel providing intervention to patients under their direction.
- 1.5 I ensure all materials and equipment are maintained, are current, in proper working order and calibrated as required.
- 1.6 I develop, implement and/or follow health and safety procedures and practices.
- 1.7 I am knowledgeable about mandatory reports outlined in the RHPA schedule 2, sections 85.1-85.5 and the *Child and Family Services Act, 1990*.

2. CLINICAL PRACTICE

CASLPO members possess, continually acquire and use the knowledge and skills necessary to provide quality services within their scope of practice.

- 2.1 I practice and counsel members I supervise or educate to practice within the limits of competence as determined by their education, training and professional experience.
- 2.2 I continually acquire knowledge and skills necessary to provide quality service.
- 2.3 I am aware and I facilitate the use of intervention procedures based on current knowledge incorporating evidence based research and advances in technology.
- 2.4 I develop, comply and facilitate compliance with practices and processes that are responsive to the abilities and cultural and linguistic background of the patient/substitute decision maker (SDM).
- 2.5 I seek feedback from others in my profession regarding my professional practice.

3. PATIENT/CLIENT CENTRED PRACTICE

CASLPO members ensure that patients are treated with respect and are provided with sufficient information and opportunities to make informed decisions regarding intervention. In making clinical decisions, the patient's interests should be primary.

- 3.1 I make reasonable efforts to ensure that I and the organization/agency are knowledgeable about obtaining and documenting consent for all intervention plans or courses of action and any significant changes thereafter.
- 3.2 I make reasonable efforts to ensure that I and the organization/agency are knowledgeable about obtaining and documenting consent to collect, use, retain and disclose personal health information, and that processes comply with legislation.
- 3.3 I develop and/or follow policies to maintain patient confidentiality at all times.

4. COMMUNICATION

CASLPO members communicate effectively.

- 4.1 I use language that is responsive to the cultural and linguistic background of those with whom I communicate.
- 4.2 I communicate effectively and collaboratively with members of my profession, other professions and/or co-workers.
- 4.3 I accurately communicate my professional credentials.

5. PROFESSIONAL ACCOUNTABILITY

CASLPO members are accountable and comply with legislation.

- 5.1 I have reviewed or consulted in detail, specific documents that relate to my current role.

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