



CASLPO'S NON-CLINICAL PROFESSIONAL PRACTICE STANDARDS: 2020

BACKGROUND

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

The Professional Standard categories are 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, Practice Standards, Position Statements and Guidelines.

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

NON-CLINICAL PROFESSIONAL PRACTICE STANDARDS

1. MANAGEMENT PRACTICE

Audiologists and speech-language pathologists manage their practice/role in an accountable manner

- 1.1 I develop and/or implement policies that reflect organizational/agency criteria to begin and end intervention that comply 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, Youth and Family Services Act, 1990*.

- 1.8 I am knowledgeable about the Conflict of Interest Standards and my professional judgement is not influenced by personal or financial factors.

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 registrants I supervise or educate to practice within the limits of competence as determined by their education, training and professional experience.
- 2.2 I am aware, and I facilitate the use of intervention procedures based on current knowledge incorporating evidence-based research and advances in technology.
- 2.3 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.
- 2.4 I develop and maintain a professional network for seeking feedback and sharing guidance regarding my professional practice.

3. PATIENT/CLIENT CENTRED PRACTICE

Audiologists and speech-language pathologists 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

Audiologists and speech-language pathologists 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 and employees.
- 4.3 I accurately communicate my professional credentials.

- 4.4 I adhere to standards when advertising services and products to the public through all mediums

5. PROFESSIONAL ACCOUNTABILITY

Audiologists and speech-language pathologists are accountable and comply with legislation.

- 5.1 I have reviewed or consulted in detail, specific documents that relate to my current role.
- 5.2 I behave in a professional manner in all facets of my non-clinical role

For more information please contact:

Alexandra Carling, Director of Professional Practice and Quality Assurance

qualityassurance@caslpo.com