

# Standard Area 1.0

## Service Delivery



### 1.1 Client-Centred Service

#### Standard

A regulated member of ACSLPA uses a client-centred approach in the competent provision of safe and ethical professional services.

#### Indicators

To demonstrate this standard, the regulated member will:

- a) Involve clients in decision making and incorporate their needs and goals into the service plan.
- b) Adapt communication strategies to facilitate clients' understanding of assessment and intervention.
- c) Obtain clients' informed consent to proposed assessment and intervention plans, recognizing the right to refuse service or withdraw consent at any time (see Standard 3.2).
- d) Monitor clients' responses to assessment, intervention procedures and address as appropriate.
- e) Treat all clients with compassion, dignity, sensitivity and respect.

#### Expected Outcomes

Clients can expect that the regulated member considers their unique values and needs, explains proposed assessment and intervention procedures and obtains informed consent.

#### Resources

All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [www.acslpa.ca](http://www.acslpa.ca).

- ACSLPA. (2017). *Code of Ethics*. Edmonton: Author.
- CAASPR. (2018). *Practice Competencies for Audiologists in Canada*. Ottawa: Author.
- CAASPR. (2018). *Practice Competencies for Speech-Language Pathologists in Canada*. Ottawa: Author.
- Government of Alberta. (2000). *Health Professions Act*. Edmonton: Alberta Queen's Printer.

**Assessment** refers to “the rehabilitation process for gathering in-depth information to identify the individual’s strengths and needs related to body function, body structure, activity and participation, to understand the individual’s goals and then to determine appropriate services and interventions based on these. It is initiated when there are questions about a client’s needs and how best to meet these needs. It includes both formal and informal measures ranging from administering standardized assessment tools to observing a client in a specific setting or listening to family concerns”.

**Client** refers to “an individual, family, substitute decision maker, group, agency, government, employer, employee, business, organization or community who is the direct or indirect recipient(s) of the regulated member’s expertise”.

**Competence/competent/competency** refers to “the combined knowledge, skills, attitudes and judgment required to provide professional services”.

**Informed consent** refers to when “a client gives consent to receive a proposed service following a process of decision-making leading to an informed choice. Valid consent may be either verbal or written unless otherwise required by institutional or provincial/territorial regulation. The client is provided with sufficient information, including the benefits and risks, and the possible alternatives to the proposed service, and the client understands this information. The client can withdraw informed consent at any time”.

**Intervention/intervention strategy** refers to “an activity or set of activities aimed at modifying a process, course of action or sequence of events in order to change one or several of their characteristics, such as performance or expected outcome.” In speech-language pathology and audiology, intervention is a term used to describe the various services provided to clients, including but not limited to individual and group treatment, counselling, home programming, caregiver training, devices, discharge planning, etc.

**Professional services** refer to “all actions and activities of a regulated member in the context of professional practice”.

**Regulated member** refers to “an individual who is registered with ACSLPA in any of the categories of membership prescribed in Regulation and in the ACSLPA Bylaws”.