

Standard Area 1.0

Service Delivery



1.4 Communication

Standard

A **regulated member** of ACSLPA communicates respectfully, effectively and in a **timely** manner in the provision of **professional services**.

Indicators

To demonstrate this standard, the regulated member will:

- Communicate effectively and clearly, incorporating **plain language** into all forms of communication (e.g., spoken, written, electronic).
- Select appropriate communication techniques, adapting communication style and minimizing barriers by incorporating required supports (e.g., use of interpreters, technological devices, written cues).
- Encourage **clients'** understanding of proposed services by using **active listening** and facilitating open, two-way communication.
- Document clearly, professionally and in a timely manner, in all forms of written communication.
- Disseminate written reports, as appropriate, to relevant stakeholders (including referral sources), respecting relevant privacy legislation and consent requirements.

Expected Outcomes

Clients can expect that the regulated member will communicate respectfully, effectively and in a timely manner.

Resources

All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at www.acslpa.ca.

- ACSLPA. (2017). *Code of Ethics*. Edmonton: Author.
- ACSLPA. (2011). *Clinical Documentation and Record Keeping Guideline*. Edmonton: Author.
- CAASPR. (2018). *Practice Competencies for Audiologists in Canada*. Ottawa: Author.
- CAASPR. (2018). *Practice Competencies for Speech-Language Pathologists in Canada*. Ottawa: Author.

Active listening refers to “attentiveness to the speaker. Non-verbal signs of active listening include smile, eye contact, posture, and mirroring of facial expressions and body movements/posture. Verbal signs of active listening include positive reinforcement, remembering, questioning, reflection, clarification, and summarization”.

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”.

Plain language refers to “communication your audience can understand the first time they read or hear it. Language that is plain to one set of readers may not be plain to others. Written material is in plain language if your audience can:

- Find what they need;
- Understand what they find; and
- Use what they find to meet their needs”.

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”.

Timely refers to “coming early or at the right time; appropriate or adapted to the times of the occasion”.