

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 respectfully, effectively, and clearly, incorporating principles of **cultural safety** and using **plain language**, where possible, in all forms of communication (e.g., spoken, written, electronic).
- Select appropriate communication techniques, adapting communication style and minimizing barriers by demonstrating an awareness of cultural differences in interpersonal communication and 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.

Active listening refers to "attentiveness to the speaker."

Client refers to "a recipient of speech-language pathology or audiology services, and may be an individual, family, group, community or population. An individual client may also be referred to as a patient."

Cultural Safety is "when all people feel respected and safe when they interact with the health care system. Culturally safe health services are free of racism and discrimination. People are supported to draw strengths from their identify, culture and community."

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 "any service that comes within the practice of a regulated profession; for the professions of speech-language pathology and audiology, these are as outlined in section 3 of Schedule 28 of the *Health Professions Act*."

Regulated member refers to "an individual who is registered with ACSLPA in any of the regulated categories of membership prescribed by *ACSLPA Bylaws*, the *Health Professions Act* and our *Regulations*."

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