



Alberta College of  
Speech-Language Pathologists  
and Audiologists

# Standards of Practice

## Area 2.0 Professional Responsibility/Accountability



# Standard Area 2.0

## Professional Responsibility/Accountability



### 2.1 Use of Title

#### Standard

A **regulated member** of ACSLPA accurately uses their appropriate protected titles, abbreviations or initials to identify themselves to **clients** and others in all professional encounters.

#### Indicators

To demonstrate this standard, the regulated member will:

- a) Ensure they are registered with ACSLPA prior to using the protected titles, abbreviations and initials of their profession.
- b) Accurately represent their protected title to clients and others to ensure understanding of their professional identity.
- c) Follow the conventions for listing protected titles and other credentials and certifications.
- d) Use the title “doctor” in compliance with established criteria to ensure clear identification as a regulated member when providing a health service.

#### Expected Outcomes

Clients can expect the regulated member to communicate their professional identity and credentials clearly and accurately.

**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.”

**Regulated member** refers to “an individual who is registered with ACSLPA.”

# Standard Area 2.0

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### 2.2 Privacy/Confidentiality

#### Standard

A **regulated member** of ACSLPA practices in compliance with relevant legislation and requirements.

#### Indicators

To demonstrate this standard, the regulated member will:

- a) Comply with all relevant privacy legislation.
- b) Maintain an environment and engage in practices that protects the privacy and confidentiality of client information (e.g., paper-based, audio, video and electronic) in all contexts of service delivery (e.g., collection, storage, use, disclosure and destruction of **records**).
- c) Access information and archival systems (e.g., electronic records, paper files) only as required for the provision of **professional services**.
- d) Ensure any risks to privacy and confidentiality of client information involved in the transport of records from one location or medium to another are minimized.

#### Expected Outcomes

**Clients** can expect that their rights to privacy and confidentiality are maintained according to existing legislation and regulations.

**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.”

**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*.”

**Record** refers to “information in any form or medium, including notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded or stored in any manner.

**Regulated member** refers to “an individual who is registered with ACSLPA.”

### 2.3 Informed Consent

#### Standard

A **regulated member** of ACSLPA ensures that they obtain **informed consent** prior to the provision of services.

#### Indicators

To demonstrate this standard, the regulated member will:

- a) Inform **clients** of the risks, benefits and alternative options of any proposed service plans initially and whenever there are changes to the services provided.
- b) Assess clients' understanding of proposed services and adapt communication accordingly.
- c) Obtain informed consent from client or from a legally authorized representative. If consent is verbal, then a notation must be made to that effect in the client file.
- d) Respect clients' rights to choose service options, refuse **interventions** and withdraw consent at any time.

#### Expected Outcomes

Clients can expect that the regulated member will inform them of the risks and benefits to service options provided and respect their autonomy to exercise their right to consent, refuse and/or withdraw from services.

**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.”

**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.”

**Regulated member** refers to “an individual who is registered with ACSLPA.”

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#### 2.4 Professional Boundaries

Refer to Standard Area 5.0 Sexual Abuse and Sexual Misconduct for additional information with respect to professional boundaries, and specifically the requirements of regulated members in relation to protecting the public from sexual abuse and sexual misconduct.

##### Standard

A **regulated member** of ACSLPA maintains appropriate **professional boundaries** with **clients**, professional colleagues, students, and others at all times.

##### Indicators

To demonstrate this standard, the regulated member will:

- a) Distinguish between professional and nonprofessional relationships, recognizing elements of power and trust and the situations when professional boundaries could be compromised (e.g., treatment of family members, friends).
- b) Behave respectfully and responsibly with clients and colleagues, refraining from sexually suggestive comments/actions, racist or discriminatory comments/actions, or the expression of opinions/remarks that could violate professional boundaries.
- c) Exercise additional care to ensure that **informed consent** is obtained for procedures that clients could misinterpret (e.g., touch and physical closeness).
- d) Terminate the professional relationship if boundaries cannot be established or maintained, transferring care as necessary.
- e) Protect the integrity of their profession by being responsible and accountable for their actions at all times.

##### Expected Outcomes

Clients, colleagues, students, and others can expect that their relationships with regulated member are respectful and professional boundaries are maintained.

**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.”

**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.”

**Professional boundaries** refer to “the limitations around relationships between clients and health care providers to ensure the delivery of safe, ethical client-centered care. Professional boundaries are characterized by respectful, trusting and ethical interactions with clients that are free of abuse, sexual and/or romantic encounters, racism, and/or discrimination.”

**Regulated member** refers to “an individual who is registered with ACSLPA.”

# Standard Area 2.0

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### 2.5 Conflict of Interest

#### Standard

A **regulated member** of ACSLPA identifies and manages all situations or circumstances of real, perceived, or potential **conflict of interest** to protect their professional integrity and the **clients'** best interests.

#### Indicators

To demonstrate this standard, the regulated member will:

- a) Identify situations that could lead to or be interpreted as a conflict of interest (e.g., potential for personal or financial gain), avoiding such conflicts whenever possible.
- b) Manage real, perceived or potential conflict of interest situations through appropriate actions (e.g., disclosure, **recusal**) to minimize the impact.
- c) In situations when conflicts of interest cannot be avoided or resolved, document a description of the situation, efforts to resolve the conflict and the outcome.

#### Expected Outcomes

Clients can expect the regulated member to provide services that are in their best interests, disclose conflicts of interest and offer possible options to resolve any conflicts.

**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.”

**Conflict of interest** refers to “a situation in which someone in a position of trust has competing professional and/or personal interests. Such competing interests can make it difficult to act impartially. A conflict of interest may exist even if no unethical or improper act results from it. A conflict of interest can undermine confidence in the person or the profession.”

**Recusal** refers to “the removal of oneself from participation (in an activity) to avoid a conflict of interest.”

**Regulated member** refers to “an individual who is registered with ACSLPA.”