

GENERAL CLINIC PROCEDURES

Speech Clinic Contact Information

Phone: 206-388-1300

Email: speechadmin@hsrc.org

Hours: Monday through Thursday from 8:00am to 6:30pm

Therapy Hours

Speech therapy is generally available:

- Monday through Thursday from 8:00 am-6:30 pm

Days Closed

The speech clinic is closed on the following days:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- 4th of July
- Labor Day
- Wednesday before Thanksgiving
- Thanksgiving Day
- Christmas Day

Unforeseen Speech Clinic closures will be posted in the clinic as far in advance as possible.

Other programs and offices in the HSDC building may be open even when the Speech Clinic is closed.

HSDC/Speech Clinic Phone Lines

HSDC phone lines must remain open for business purposes. Clients and visitors should not plan on using the Speech Clinic telephone to make calls. In the event of an emergency, clients should contact the front desk receptionist.

Evaluations

All parents/guardians must remain in the Speech Clinic during their child's assessment in case the evaluator requires additional information. In some cases, in order to obtain the best possible results, parents/guardians may need to accompany their child into the evaluation room. Parents/guardians of children under age 3 will always need to be present in the evaluation room.

Therapy

Ages 3 and Older

It is preferable for parents/guardians to remain in the Speech Clinic during their child's therapy session. However, parents/guardians who need to leave the Speech Clinic to run short errands must return within 10 minutes prior to the end of therapy. This policy generally applies to the parents/guardians of children that are able to function safely and independently in all environments. Parents/guardians should consider their child's medical history, overall level of development, self-

help skills, and maturity when deciding whether to leave the clinic for short periods of time. If there is doubt about the child's ability to function safely, please talk with the Speech Clinic staff.

Younger Than Age 3

Parents must attend therapy sessions due to extensive parent coaching that is part of the services.

Restroom Policy

- Restrooms are located on all floors. Baby changing stations are available in the restrooms. Clients will need an access code to enter the back clinic area on the 2nd floor.
- As part of the intake process, parents/guardians of young children are required to complete the *Consent to Assist Your Child in the Restroom* form, which provides several options regarding toileting assistance.

Consent for Medical Treatment Policy

- If a child becomes ill during therapy and the parent/guardian is not in the clinic, HSDC staff may need to seek emergency medical treatment.
- As part of the intake process, HSDC Speech Clinic requires parents/guardians to sign a *"Consent for Medical Treatment"* form. By signing the form, parents/guardians give HSDC staff permission to seek medical treatment in an emergency.

Late Pick-Up Policy

- Therapists and administrative staff are not responsible for watching children after speech therapy ends.
- Parents/guardians should return to clinic 10 minutes prior to the end of therapy, but no later than the end of therapy. On the rare occasion when parents or guardians cannot return to the clinic on-time, they should notify the HSDC Speech Clinic staff immediately.
- Although parking can be difficult and traffic patterns are highly variable, parents/guardians are still responsible for returning to the clinic before therapy ends.
- Parents/guardians who do not arrive on time to pick-up their children will receive verbal and written warnings after the first occurrence.
- If there is a second occurrence, parents/guardians will be required to remain in the Speech Clinic throughout each session; therapy will be terminated for parents/guardians who do not agree to these conditions.

Leaving Siblings /Children Unaccompanied in the Speech Clinic

- HSDC staff members are not responsible for watching siblings/children who have accompanied parents/guardians to the Speech Clinic. Parents/guardians are responsible for making appropriate childcare arrangements for siblings, as needed.
- Parents/guardians must not leave children 8 and younger unsupervised anywhere in the HSDC building even if the parent/guardian is in the building.
- Parents/guardians who leave siblings or other children unaccompanied in the Speech Clinic will receive verbal/written warnings on the first occurrence.
- If there is a second occurrence, therapy services will be terminated.

Observing Evaluations and Therapy Sessions

Each speech therapy room has an "Observation Room" attached to it. Parents/guardians are welcome to observe their child's evaluation and therapy sessions.

Consulting with Therapists

Speech therapists usually schedule 5-10 minutes at the end of the session to speak with parents/guardians. Consultations can be scheduled for parents who would like to spend more time talking with the therapist.

Illness Policy

As a general rule, clients and family members should not come to the clinic when they are sick. Please refer to the HSDC *Attendance Policy* for additional information.

Respecting Others

Many parents/guardians and also adult clients appreciate having time to read, catch up on emails, or simply relax while they wait in the Speech Clinic waiting room. Because HSDC would like all of its clients and visitors to have a positive experience at the Speech Clinic, please adhere to the following:

- Take extended cell phone conversations outside of the clinic.
- Siblings and other children who may have accompanied the client to the clinic must be supervised to ensure other clients and visitors are not disturbed and that safety rules are being followed.
- Clean up if bringing small snacks.
- Refer to the HSDC Billing Office contact information listed at the counter if inquiring about insurance coverage. The Speech Clinic receptionist does not have any information about insurance coverage for services rendered.
- The Speech Clinic scheduler tries to accommodate all reasonable requests; however, when it is not possible to arrange a schedule that meets your need, please contact the Speech Clinic Director.

In accordance with HSDC policies, no employee, client, or visitor shall be subjected to insults, intimidation or other type of behavior that creates an offensive work or clinic environment. The following is prohibited anywhere in the Speech Clinic:

- Loud voices, yelling, screaming, singing
- Wrestling, fighting, pushing, shoving
- Standing or climbing on furniture, moving furniture around the room, repeatedly opening and closing doors, sitting in front of doorways, hallways, elevators; running around the waiting or in the clinic area, repeatedly going in/out of the clinic.
- Throwing items
- Destroying property (e.g. tearing books, ripping up magazines, coloring on the walls)
- Disrespectful behavior toward HSDC staff. *Clients who are dissatisfied with the information they receive from HSDC staff or for services rendered may discuss their concerns with the Speech Clinic Director.*
- Disrespectful behavior toward other clients and visitors.

Note: For the safety of others, if any of these occur, the therapy session may be concluded and the client and/or family asked to leave.