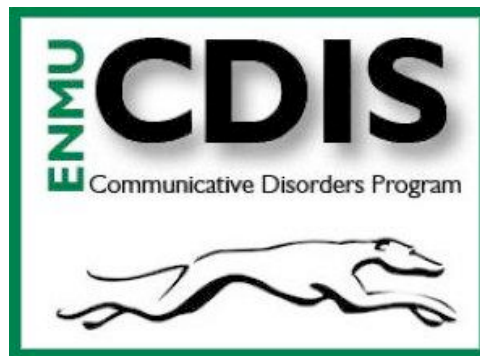


**SPEECH AND HEARING  
REHABILITATION  
OUTREACH CENTER  
HANDBOOK**



**Fall 2015**

Eastern New Mexico University, 1500 S. Ave K, Portales, NM 88130



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## **History**

The “Speech Clinic” at ENMU was first opened in September of 1952, with five student clinicians providing services to 12 children. The clinic was established with funds donated by a Portales businessman with the intention that it would be taken over by the “New Mexico Society for Crippled Children”. The original furniture and equipment used by the clinic was donated by the townspeople of Roosevelt County.

R.E. Burkhalter, a consultant for the “New Mexico Society for Crippled Children”, and two faculty members, P.M. Bailey and Dr. E. Debs Smith, were the first directors of the Speech Clinic. The clinic was originally designed to be a bi-monthly program that served children who were referred by the Portales School superintendent, staff, and nurses. By December of 1952, 20 children were enrolled at the Speech Clinic. By March of 1961, the speech clinic was operating as a four phase program under Dr. Willard Jacquot. At that time, not only did the clinic offer training to enable ENMU students to become speech and hearing therapists, but it also served to provide outpatient services, research opportunities, and training to regular classroom teachers.

The Speech Clinic was renamed the Speech and Hearing Rehabilitation Outreach Center in 2007. In 2012, remodeling was completed to allow for a spacious waiting room and library, along with seven therapy rooms each with an observation area.

## **Welcome**

The Speech and Hearing Rehabilitation Outreach Center (SHROC) at ENMU provides high quality and affordable services to clients of all ages with various communicative disorders. Affectionately known as the “Speech Clinic” by the CDIS students, services are provided by student clinicians under the supervision of ENMU faculty. Operating as a teaching clinic allows our students to gain knowledge in the areas of assessment and management of communicative disorders through clinical experiences.

The ENMU SHROC is pleased to welcome you to the clinic. We are excited to provide services to clients of all ages from both Portales and the communities surrounding Eastern New Mexico University.

## **Mission**

At ENMU SHROC, our mission is to increase the amount of competent Speech and Language Therapists by increasing the number of graduates with Bachelors and Masters of Science degrees in Communicative Disorders. This is accomplished by providing a comprehensive outcome-based education in the form of teaching core knowledge and providing clinical learning experiences. By striving to build competent therapists, the ENMU SHROC is able to provide high quality and affordable diagnostic and rehabilitative services to those with communicative impairments in the Portales area as well as the surrounding communities of Grady, Elida, Dora, Tucumcari, Melrose, Texico, Ft Sumner, Floyd, and Clovis.

## Licensing/Accreditation

The Communicative Disorders program at Eastern New Mexico University holds accreditation from the Council on Academic Accreditation in Audiology and Speech Language Pathology of the American Speech-Language-Hearing Association. This accreditation assures that the graduate students serving as Student Clinicians are educated in a core set of knowledge and skills. All supervisors hold the Certificate of Clinical Competence from the American Speech-Language-Hearing Association as well as a current license to practice in the state of New Mexico. All student clinicians and supervisors carry liability insurance as recommended by the American Speech-Language-Hearing Association.



## Confidentiality, Discrimination Policies, and the ASHA Code of Ethics

All student clinicians and licensed supervisors are bound by the ASHA Code of Ethics which can be found at <http://www.asha.org/docs/pdf/ET2010-00309.pdf>. The ASHA Code of Ethics guidelines ensure that competent and high-quality services are provided and that each client is treated equally without discrimination based on race, gender, age, religion, national origin, sexual orientation, or disability. It further ensures maintaining client confidentiality and that all records remain in a secure location. All clinicians sign a confidentiality statement each year stating they understand the terms of confidentiality and will abide by these terms. If I know or suspect that my personal health information has been handled improperly, I have the right to contact the Clinical Director, Laura Bucknell, verbally and in writing to report the breach of confidentiality.

## Faculty and Staff

Dr. Suzanne Swift serves as the Chair of Health and Human Services and Graduate Coordinator/ASHA Program Director. Mr. Dwayne Wilkerson serves as the CDIS Undergraduate Program Director. Dr. Linda Weems serves as the dean and the program's Clinical Director is Ms. Laura Bucknell. Additional faculty include; Audiologist, Dr. Phillip Million; Dr. Adrienne Bratcher; Dr. Karen Copple; Ms. Nicole Bougie; Mr. Jay Martin and Mrs. Janet Atkinson. Wendy Turner is the program secretary.

Dr. Suzanne Swift	575-562-2724
Dr. Linda Weems	575-562-2150
Dr. Adrienne Bratcher	575-562-2823
Dr. Phillip Million	575-562-2158
Dr. Karen Copple	575-562-2157
Mr. Dwayne Wilkerson	575-562-2159
Ms. Laura Bucknell	575-562-4232
Ms. Nicole Bougie	575-562-2867
Mrs. Janet Atkinson	575-562-2560
Mr. Jay Martin	575-562-2379
Ms. Wendy Turner	575-562-2156

## Location

ENMU SHROC is located on the second floor of Lea Hall; at 1500 S. Ave K. Parking is available in front of Lea Hall or in the school parking lots. Handicap accessible parking is located on the West side of the Lea Hall where elevator access is available. Parking passes are required and can be obtained from the ENMU Police Station located on the corner of S. Ave K and W. 3<sup>rd</sup> Street (Across from Curry and Quay Hall). For questions regarding the parking pass, please contact the ENMU Police Station at 575-562-2392.

## Services

The ENMU SHROC provides diagnostic and rehabilitative services to clients during the Fall, Spring, and Summer semesters. The SHROC provides services to a wide variety of clients that include, but are not limited to:

- **Articulation:** the difficulty pronouncing sounds or words due to apraxia, dysarthria, structural/anatomical differences, traditional/phonological delays or disorders, and/or other etiologies.
- **Receptive/Expressive Language:** Difficulties understanding and using language due to developmental delays, learning disabilities, or aphasia due to a stroke or brain injury
- **Swallowing:** difficulty chewing or swallowing due to developmental delays, structural/anatomical differences, or following a stroke or accident
- **Fluency:** stuttering
- **Voice:** difficulty with pitch, quality, loudness, or hyper/hyponasality of the voice
- **Aural Habilitation/Rehabilitation:** learning to use your hearing to the best of your ability and/or learning to compensate for a loss of hearing
- **CAPD/LPD Training:** learning to process auditory and/or linguistic input
- **Accent/Dialect Reduction:** reducing native dialects to approximate Standard American English pronunciation
- **Endoscopic and Stroboscopic assessment** of the voice, swallowing, and resonance
- **Augmentative and Alternative Communication Services**
- **Cognitive Communication:** difficulty with any aspect of communication that is negatively affected or disrupted by cognition and may include difficulties with attention, perception, memory, organization, and executive functioning skills
- **Audiological Services:** hearing screening, hearing testing (pure-tone audiometry), otoacoustic emittance, tympanometry, hearing aid selection and fitting.

## How to get services

- Speech/Language Screenings, Evaluations, or Therapy can be scheduled by calling the Clinic Director, Laura Bucknell, at 575-562-4232.
- Audiology Screenings and Evaluations can be scheduled by calling Dr. Million at 575-562-2158.

## **Fees and Payment**

Payment for services are expected at the start of therapy. A payment plan may be arranged with the Clinical Director. Fees are based on services provided per semester and are as follows:

<b>Audiology Screening</b>	<b>FREE</b>
<b>Speech/Language Screening</b>	<b>FREE</b>
<b>Audiological Evaluation</b>	\$30.00
<b>Speech/Language Evaluation</b>	\$50.00- \$150.00
<b>Speech/Language Therapy 1X Week</b>	\$45.00 per Semester
<b>Speech/Language Therapy 2X Week</b>	\$90.00 per Semester
<b>Speech/Language Therapy at CDC and Clinic</b>	\$115.00
<b>Speech/Language Therapy at CDC Only 1X Week</b>	\$25.00 per Semester

We accept cash or checks. Credit cards are not accepted. Please make checks payable to the Speech and Hearing Rehabilitation Outreach Center. There will be a \$30.00 fee on any returned check. Therapy will be discontinued for non-payment of services or three consecutively missed therapy appointments. Payment is non-refundable.

As an outpatient clinic for the Roosevelt General Hospital we accept a variety of insurance plans. Third Party billing may be accepted with prior authorization. Please contact RGH at 575-359-1800 to check if your insurance plan covers speech- language services.

In an effort to keep our services affordable, we also offer a sliding fee scale based on income. This can be found at <http://liberal-arts.enmu.edu/health/cdis/SHROC/Sliding%20fee%20worksheet.pdf>

## **Clinic Calendar**

The ENMU SHROC is open Monday through Friday. The clinic will be closed on Labor Day and during Thanksgiving break.

### **Fall 2015 Semester**

August 31	First day of clinic
September 7	Labor Day
November 24	Last day of clinic
Nov 25 to Nov 27	Thanksgiving Break
Nov 30 to Dec 4	Client conferences

For questions regarding University closures or holidays the ENMU CDIS secretary may be reached at 575-562-2156.

## **Clinic Procedures**

The SHROC waiting room is located on the second floor in Lea Hall. Please arrive a few minutes early to allow time to sign in so that therapy can start at the scheduled time. The sign in sheet is located at the waiting room window. We ask that you do not bring in food or drink into the waiting room. Once signed in, your assigned clinician will greet the client in the waiting room and accompany the client to the therapy room. A therapy session is usually 50 minutes unless other arrangements have been made.

Family members are welcome to observe therapy from the observation room. The observation rooms are connected to the therapy room via a two way mirror with limited separation of sound. We kindly request a quiet environment when observing. Please turn off cell phones and lights while observing. Conversation and laughter in the observation room is easily heard in the therapy room. In addition, we ask that you refrain from bringing in food or drink into the observation room. Thank you for following these rules as it is important to keep distractions to a minimum while therapy is in session.

If you have arranged for someone other than yourself to pick up the client, please provide the person's name and number on the Authorization of Release form. The clinic will only release clients to those listed on the form. We are not able to provide supervision of the client if you are late. We ask that you pick up the client on time.

Conferences are held at the end of the semester. A semester report will be provided and reviewed with the client, Graduate Student Clinician, and supervisor. This will provide the opportunity to discuss progress, techniques and materials used during therapy, and future goals and objectives.

## **Attendance Policy**

In that the ENMU SHROC is a teaching clinic, frequent client absences can cause student clinicians a hardship in acquiring contact hours and gaining clinical experiences needed to move forward in their studies. Our attendance policy is as follows:

1. Please arrive before the start of the scheduled therapy time
2. If you are 15 minutes late without notice, the therapy session will be cancelled
3. If you need to miss a session, please provide 24 hour notice
4. If there is a total of 3 cancellations or no-shows during the semester, we reserve the right to cancel services
5. If services are provided through RHG, 3 cancellations or no-shows may require a return to your physician for a new script
6. Clients that cancel with 24 hour notice will be offered a make-up session

If there are extenuating circumstances resulting in missing therapy please contact the Clinical Director, Laura Bucknell at 562-4232. Occasionally the speech clinic may need to schedule a closure. Advanced notice will be provided and make-up sessions will be offered.

## Forms

The following forms must be completed and signed prior to receiving an Evaluation or Therapy:

- Authorization for Evaluation, Therapy, Use of Clinical and Scientific Material, and Observation
- Authorization to Release/Obtain Information
- Permission Form for Edibles
- Authorization for Release
- Permission for Use of Video Excerpts
- Case History Form

## Health/Safety

Staff, faculty and Graduate student Clinicians work together to maintain a healthy and germ free clinic. All clinicians hold CPR certification and understand and follow infectious control procedures. To help us maintain a healthy environment, we ask that you stay home if you are sick or contagious. Therapy may be cancelled by calling Wendy Turner at 575-562-2156 or Laura Bucknell at 575-562-4232. We appreciate your help in maintaining a healthy and safe therapeutic environment.

## Evacuation Plan

Evacuation plans are posted and easily located in the event of a fire, chemical spill, or bomb threat. Please follow the predetermined route on the evacuation plan in order to evacuate the building safely.

In the event of severe weather conditions, ENMU may be closed. To determine if the University is closed, you may go to <http://www.kob.com/article/11727/index.shtml> and look for ENMU. Additionally, closures due to weather conditions may be listed on the ENMU homepage, <http://www.enmu.edu>. If you would like to receive closures immediately to your cell phone, you may sign up for ENMU Emergency Alert at <http://www.enmu.edu/emergency/>. If you are located at the ENMU SHROC in the event of a tornado or other form of severe weather, all clients and their families will remain indoors until the weather has passed.

## Emergency telephone numbers

Police/Ambulance/Fire Department.....	911
University Safety Officer .....	575-562-2796 or 575-714-3907
Campus Police.....	575-562-2392
Portales Police .....	575-356-4404
NM State Police .....	575-356-5139 or 888-442-6677
Physical Plant .....	575-562-2511
University Health Services .....	575-562-2321

**We appreciate your interest in the  
ENMU Speech and Hearing Rehabilitation Outreach Center!**