



SPEECH-LANGUAGE AND LEARNING SCOPE OF SERVICES

GUIDELINE: It is the policy of Cleveland Hearing & Speech Center to serve individuals with known or suspected disorders of communication, and provide communication enhancement services for those without pathologies when warranted.

NARRATIVE: The department will serve children and adults of all ages with either developmental or acquired communication disorders. The department will also serve individuals who desire enhancement or improvement of communication in the absence of any particular pathology when it is warranted. Any and all services provided will fall within the scope of practice as directed by the American Speech-Language and Hearing Association.

CHSC provides services to children from birth through 17 years of age and to adults from 18 years of age up. Clinical and outreach services are provided Monday – Thursday, generally from 8:30 a.m. through 7 p.m.; Friday 8:30 a.m. – 5 p.m. While services are typically rendered in our outpatient offices, other settings are detailed below.

CHSC is an outpatient service agency. Clients are generally medically stable and not in acute medical or psychiatric distress and are able to participate in outpatient services at one of our office locations. At times, we may provide services in the home (e.g., early intervention programming, educational outreach for birth to three population). CHSC has the right to choose to provide in-home service or refer clients to other agencies that provide these services.

Impairments in the following areas may provide reason for service:

- I. Verbal expression
- II. Auditory comprehension
- III. Speech sound production (including stuttering, voice disorder)
- IV. Written expression
- V. Reading comprehension
- VI. Hearing loss
- VII. Deafness (congenital or acquired)
- VIII. Auditory processing

Speech-language services provided include assessment and treatment of speech-language disorder in all modalities (listening, speaking, reading, writing). Communication enhancement (in the absence of pathology) may be provided for:

- I. Foreign accent modification
- II. Public speaking
- III. Interpersonal and/or corporate communication skills

When it is determined that a client requires services that are not provided by CHSC the treating clinician will make referrals to appropriate professionals/providers.

Fees are charged for services rendered and payment of these fees may come from the client or third party payer. CHSC offers a sliding fee scale and does not deny services due to inability to pay.

When impairments or limitations of listening, speaking, reading, and/or writing interfere with the execution of daily activities (self care, making needs and wants known, academic participation, vocational/occupational achievement) and/or prohibit the client's participation in desired activities (school, work, community events), CHSC will strive to improve or enhance communication such that participation is enabled.

CHSC staff will ascertain the need for psychological services based on the history, intake, and evaluation of the client. Referrals will be made when appropriate/necessary.

We generally expect behavior to be appropriate for active participation and engagement in the treatment process. Behavior cannot be a risk to the client or others and if it becomes so, the client will be referred to an appropriate agency or professional. We work with the client and family to develop communication behavior conducive to effective communication and learning through education, training, and positive reinforcement.