CASLPM
THE COLLEGE OF AUDIOLOGISTS AND SPEECH-LANGUAGE PATHOLOGISTS OF MANITOBA

CASLPM Registrant Standards of Practice

Table of Contents

Introduction 2
Advertising 3
Conflict of Interest 4
Continuing Competence 5
Culturally Competent Care 6
Diagnosis 7
Evidence-Informed and Client-Centered Screening, Assessment, and Intervention 9
Fees and Billings Practices 10
Infection Control and Safety 11
Informed Consent 12
Interprofessional Collaborative Care 14
Intraprofessional Collaborative Care 15
Medical Assistance in Dying (MAiD) 16
Minimum Practice Hours 17
Privacy, Confidentiality, Documentation, & Information Management 18
Professional Boundaries 19
Professional Liability Insurance 20
Reserved Acts Performed by Registrants 22
Supervision 23
Treatment Plans & Evaluation of Care 24
Use of Titles, Credentials, Certifications, and Designations 26
Virtual Practice 27

Introduction

The College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) Standards of Practice set the minimum expectations for professional conduct and performance of audiologists and speech-language pathologists practising in Manitoba. They are intended to ensure that registrants meet their professional responsibilities to provide competent, safe, and ethical care.

All CASLPM registrants are required to comply with the Standards of Practice, regardless of role, area of practice, or practice setting. Registrants are responsible for understanding the Standards and applying them to their professional practice.

Responsibility refers to the duty to meet professional obligations.

Accountability means being able to explain and justify one's decisions and actions in relation to the expectations.

Employer policies or workplace requirements do not replace a registrant's professional obligations. Registrants remain accountable for their own practice and must not practice in a manner that is inconsistent with CASLPM Standards of Practice.

Standards of Practice may be accompanied by additional guidelines and supporting documentation on how regulations and expectations are applied in practice.

These Standards of Practice were developed by the Practice Advisory Committee of CASLPM and approved by CASLPM Council on May 2, 2026.

Advertising

Introduction

This Advertising Standard of Practice outlines expectations for registrants to ensure appropriate considerations are made for advertising, marketing and communications to promote their business, product, or service. Registrants are responsible for meeting the expectations outlined in this Standard. This document is enhanced by a companion Frequently Asked Questions document.

Registrants of the College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) are accountable to The Regulated Health Professions Act (Section 76) Prohibition of False Advertising. This Standard is CASLPM's interpretation and does not supersede any provisions contained in the Act. This Standard supersedes any provisions outlined by an employer.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants ensure that any marketing undertaken or authorized by registrants must be true, accurate, professional, respectful, and verifiable. Advertising must not mislead the public and must uphold the public interest.

Demonstrating the Standard

With respect to ethical advertising, registrants will:

- Advertise with honesty and address any perceived conflicts of interest, using only factual and accurate descriptions of the products and services offered.
- Be responsible for all advertising related to their professional practice, including advertising created by another individual or through independently developed marketing campaigns.
- Be accountable for the truthfulness and accuracy of advertising content and be able to verify any claims or statements made in the advertisement.
- Be accurate and not misleading when making representations regarding their training, qualifications, or competencies ensuring they do not include guarantees of success or promised outcomes in advertising.
- Use respectful, transparent, and straightforward communication in all professional interactions (verbal, written, and online, including social media).
- Only advertise about the professional services that are directly related to the registrant's scope of practice.
- Only use express or implied recommendations or endorsements for products or specific brands of equipment used to service delivery if they are created by the registrant themselves.
- Not engage in advertising that may reasonably be interpreted as encouraging the public to pursue unnecessary services.

With respect to marketing media and testimonials, registrants will:

- Advertise only through a public medium that reaches large audiences (e.g. web/search engines, TV/radio, billboards, newspaper, social media banner ads.)
- Not solicit reviews or testimonials, including those arising from social media commentary, linked resources containing testimonials, or endorsements of audiology or speech-language pathology services as they have potential to mislead the public.
- With respect to statements about others, registrants will:
- Not make statements that claim or imply that they are an expert, or that their services are superior to those of another registrant or make endorsements of a registrant's practice, which implies superiority of service.
- Ensure that the advertisement is respectful and professional and does not discredit or diminish the skills, services, equipment, or techniques of another provider or the services of other clinics or facilities.

With respect to the administration of advertising and marketing, registrants will:

- Regularly review their website and promotional materials to ensure marketing meets the principles of this *Standard of Practice*.
- Take reasonable steps, where possible, to remove comments that are testimonial in nature on advertising platforms that allow unsolicited comments.
- Ensure that advertised health products and services are evidence-informed, verifiable, and accurately reflect the evidence readily available to the public unless the material is created by a third party and the registrant does not provide any assurance of its accuracy and truthfulness.

Conflict of Interest

Introduction

This *Conflict of Interest Standard of Practice* outlines expectations for recognizing, disclosing, and managing conflicts of interest to protect integrity, maintain public trust, and support the mission of the College of Audiologists and Speech-Language Pathologists if Manitoba (CASLPM). Registrants are responsible for meeting the expectations outlined in this Standard. This document is enhanced by a companion *Conflict of Interest Examples & Scenarios* document.

Standard

Registrants of CASLPM must identify and appropriately manage all real, perceived, or potential conflicts of interest to safeguard their professional integrity and prioritize the best interest of their clients. Where employer policies differ from College Standards, the requirement with the higher standard applies.

Demonstrating the Standard

Registrants will:

- Prioritize the interests of their clients above personal, financial, professional, or other interests.
- Remain aware of and avoid situations that could create a conflict of interest.
- Assess the potential for conflicts of interest with each client on an ongoing basis, considering both mitigating and aggravating factors.
- Identify, disclose, and avoid any real, potential, or perceived conflict of interest whenever possible, ensuring the client fully understands the conflict and its implications.
- Make reasonable efforts to disclose the conflict to the client, employer, and/or CASLPM if the issue is unresolvable or could result in a complaint to the College, while preserving confidentiality.
- Where necessary, resolve conflicts by managing and/or mitigating them in a way that best protects the client's interests, including determining whether it is appropriate to continue care.
- Manage conflicts of interest by:
    - Adjusting service roles or responsibilities.
    - Recusing themselves from decision-making processes.
    - Divesting from or separating themselves from conflicting interests where required.
- Avoid providing services while in a conflict of interest that could negatively impact client care.
- Use clinical and ethical judgment to determine whether continuing care is appropriate.
- Provide effective referrals and uphold the highest standards of integrity when discontinuing services due to conflict of interest.
- Document the situation, the steps taken to address the conflict, and the outcome.

Continuing Competence

Introduction

This *Continuing Competence Standard of Practice* outlines expectations for registrants to demonstrate a commitment to enhancing their knowledge, skills, judgment, and behaviours necessary to provide safe, ethical, and effective healthcare throughout their professional careers.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants engage in competence activities on an ongoing basis to maintain and improve their professional competence and ensure services provided meet current standards of practice and are responsive to client, family, and population needs.

Demonstrating the Standard

Registrants will:

- Assess their competence annually in relation to current scope of practice and Standards of Practice and Code of Ethics within their practice setting, client population, and service delivery model they support.
- Develop a continuing competency plan that identifies learning goals based on the completed self-assessment form, including activities relevant to their profession that support competence across knowledge, skills, and judgment.
- Engage in continuing competency activities that include formal education, informal learning, practice-based learning, and/or quality improvement.
- Reflect on learning activities/competency plan to evaluate their impact on professional practice, judgment, client care, and to inform future learning needs.
- Maintain accurate records of continuing competency activities and reflections.
- Complete competency activities at a minimum of forty-five (45) hours every three years.
- Complete Advanced Competency activities at a minimum of four (4) hours every three years.
- Log activities via the online platform. (Registrant should consider logging activities as learning activities are completed.)
- Participate in audits or reviews when required and comply with any follow-up or remediation.
- Take appropriate steps to address competence concerns that may affect client safety, including seeking additional learning, supervision, or modifying practice as needed.

Culturally Competent Care

Introduction

This *Culturally Competent Care Standard of Practice* establishes clear expectations for culturally competent, culturally safe, and anti-discriminatory care to clients, families, and communities.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants provide culturally appropriate care, ensuring cultural safety for their clients. Registrants ensure that their clinical decision-making, communication, assessments, treatment plans, and professional interactions do not perpetuate inequity, bias, or barriers to care.

Demonstrating the Standard

Registrants will:

- Engage in ongoing self-reflection regarding personal values, assumptions, biases, and positions of power.
- Avoid stereotyping or making assumptions about a client's abilities, compliance, intelligence, motivation, or family involvement based on cultural or linguistic background.
- Provide care that aligns with trauma-informed practice and safety principles.
- Ensure informed consent is obtained in a manner that the client understands.
- Use qualified interpreters, cultural advocates, or alternative communication supports when language or communication barriers exist.
- Respect each client's cultural identity, language preferences, values, and communication styles.
- Avoid relying on minors or family members as interpreters where possible.
- Address culturally unsafe behaviours or policy through appropriate professional and organizational channels.
- Recognize the limitations of standardized tools when used with culturally and linguistically diverse populations.
- Involve substitute decision makers, family members, Elders, Knowledge Keepers, or cultural supports when requested or appropriate.
- Engage in ongoing education related to cultural competence, safety, and equity-oriented care.
- Recognize how colonial history, racism, ableism, and socio-economic inequities affect access to health care services and understand the historical and ongoing impacts of colonialism, residential schools, and health care racism.

Diagnosis

Introduction

This Diagnosis Standard of Practice outlines expectations to ensure consistent, accurate, and effective assessment practices that meet the needs of individuals with communication, hearing, and swallowing disorders towards making diagnosis. Registrants of the College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) may make diagnoses under the following categories:

Reserved acts for the practice of audiology include "Making a diagnosis of an auditory or vestibular dysfunction or disorder and communicating it to an individual or his or her personal representative in circumstances in which it is reasonably foreseeable that the individual or representative will rely on the diagnosis to make a decision about the individual's health care."

Reserved acts for the practice of speech-language pathology include "Making a diagnosis of a speech, language, or related communication dysfunction or disorder or a swallowing dysfunction or disorder and

communicating it to an individual or his or her personal representative in circumstances in which it is reasonably foreseeable that the individual or representative will rely on the diagnosis to make a decision about the individual's health care."

Registrants of CASLPM performing services in other jurisdictions, virtually or in person, should consult with the regulatory body in that jurisdiction as to guidance on communication of diagnosis. Registrants are responsible for meeting the expectations outlined in this Standard and the accompanying guidelines. These documents are enhanced by a companion Diagnosis Examples of Alternative Language document.

Standard

Registrants of the College of Audiologists and Speech-Language Pathologists Manitoba are responsible for diagnosing and treating communication, auditory, and swallowing disorders, as well as providing consultations and education to other professionals and the public.

Demonstrating the Standard

Registrants will:

- Use a client-centered approach.
- Maintain confidentiality and obtain consent.
- Demonstrate cultural and social competence.
- Take a case history that includes assessment.
- Collaborate with other professionals as appropriate.
- Only make diagnoses that are appropriate and within the registrants Scope of Practice and as defined in the *Practice of Audiology and Practice of Speech-Language Pathology Regulation 191/2013.*
- Ensure diagnoses are explained clearly and thoroughly to the patient, with recommendations for next steps and possible treatment options.
- Communicate assessment results with the appropriate terms and qualifiers.
- Refer to other professionals or programs as needed.
- Maintain timely and accurate diagnostic reports/notes and documentation.

Evidence-Informed and Client-Centered Screening, Assessment, and Intervention

Introduction

This *Evidence-Informed and Client-Centered Screening, Assessment, and Intervention Standard of Practice* outlines expectations of registrants in providing care to clients that is evidence-informed and client-centered.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants incorporate client-centered and evidence-based approaches to practice through the delivery of:

- Appropriate screening and assessment protocols.
- Thorough analysis and interpretation of the information obtained.
- Tailored intervention to deliver quality services that align with the client's situation, priorities, and evolving needs.

Demonstrating the Standard

Registrants will:

- Obtain informed consent from clients and organize the environment for an optimal interaction prior to initiating services.
- Demonstrate compassion, dignity, sensitivity, confidentiality, and respect in all interactions with clients.
- Employ ongoing and varied strategies to facilitate the client's understanding of professional services.
- Take measures to avoid actions or behaviours that may diminish, demean, or marginalize the identity and well-being of the client, family, or caregivers.
- Exercise sound professional judgment and clinical reasoning in their practice to determine appropriate screening and assessment procedures, select suitable interventions, establish measurable outcomes and identify when consultation or referral to other health professionals is warranted.
- Ensure the accurate administration, recording, scoring, interpretation, and documentation of screening and formal and informal assessment results in accordance with established professional and ethical standards.
- Critically appraise evidence from leading research to inform clinical practice in the context of the individual client (including the client's case history, background, environment, culture, beliefs, values, sexuality, gender, and other relevant personal factors and societal context).

- Implement culturally and linguistically appropriate measures in practice.
- Identify, manage, and document any contraindications or required modifications/adaptations to proposed screening, assessment procedures, or interventions ensuring they are clinically justified and aligned with professional and ethical standards.
- Maintain optimal use of available resources and employ valid and reliable techniques and calibrated equipment or tools that are in working order to minimize risk and uphold the quality and safety of services provided.
- Monitor the effectiveness of interventions, make necessary modifications to their approach, and implement alternative strategies as appropriate to support optimal outcomes and the client's goals.
- Identify when a client's needs exceed the scope of their professional limitations and recommend appropriate alternative professional resources or referrals.
- Provide counselling, education, and support to facilitate client and caregiver participation in services, including the management of care following discharge.
- Discontinue treatment when clinically indicated and implement appropriate discharge planning, which may include referrals to other health care providers and client education, and discontinue treatment when appropriate.
- Advocate on behalf of clients, as appropriate, to support access to necessary resources and services.

Fees and Billings Practices

Introduction

This *Fees and Billings Practices Standard of Practice* outlines expectations for registrants to demonstrate a commitment to ethical and accountable billing practices.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants ensure that billing practices and financial arrangements are justifiable and accurately reflect the professional services and products provided to the client while supporting the client in making informed decisions.

Demonstrating the Standard

Registrants will:

- Communicate billing practices with clarity, transparency, and professionalism.
- Clearly disclose fee schedules and refund policies including those related to bundled services and any additional charges (e.g. late payment fees) prior to the delivery of products or services.

- Provide clients with the opportunity to ask questions and receive clear explanations regarding fees, charges, and billing practices.
- Maintain complete, accurate, and up-to-date financial records (See CASLPM's Privacy, Confidentiality, Documentation & Information Management Guidelines).
- Issue detailed and accurate invoices and receipts and resolve any billing discrepancies promptly.
- Conduct billing practices in a manner that upholds the integrity of the registrant and preserves public trust (e.g. avoiding excessive fees in relation to the service rendered).
- Ensure that clients are not directly charged or asked to provide payment when service fees have been fully covered by a third-party payer (e.g. avoiding double billing).

Infection Control and Safety

Introduction

This *Infection Control and Safety Standard of Practice* outlines expectations for registrants to ensure a standard of care that includes infection control and health and safety for themselves and their clients.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants practice in compliance with current infection prevention and control measures based on evidence-informed practice, public health guidelines, employer policies, and CASLPM directives. Registrants are accountable to protect their own health and safety, and the health and safety of clients, staff, and the public.

Demonstrating the Standard

Registrants will:

- Adhere to occupational health and safety legislation, as well as employer policies and procedures to safeguard the health and safety of themselves, clients, colleagues, and the broader community.
- Comply with public health directives and protection measures issued by federal or provincial authorities.
- Engage in ongoing training and remain current with evidence-based infection prevention protocols and safe work practices.
- Apply knowledge, skills, and judgment to conduct continuous point-of-care assessments, and to monitor and manage potential or actual infection and safety risks.

- Consistently implement routine precautions and infection control measures in daily practice, including the appropriate use of personal protective equipment (PPE), hand and respiratory hygiene, and the cleaning and sterilization of instruments and surfaces. Additional precautions must be applied as necessary, based on the practice setting, procedures performed, client health status, and external factors such as outbreaks or pandemics.
- Promote awareness and advocate for best practices in infection control and workplace safety.
- Ensure equipment calibration, inspection, and maintenance are completed in accordance with the applicable legislation, infection prevention and control standards, and manufacturers' recommendations.

Informed Consent

Obtaining Informed Consent

Introduction

This *Obtaining Informed Consent for Service Standard of Practice* outlines the necessary steps to obtain informed consent. It does not supersede the provisions contained in the *Health Care Directives Act* (HDCA), the *Mental Health Act* (MHA), or the policies or directives of your employer if the age of consent is older than the age of 16. Registrants are responsible for meeting the expectations outlined in this Standard and the accompanying guidelines. These documents are enhanced by the following companion documents:

- Frequently Asked Questions
- Facilitating Informed Consent for Service Discussion
- Obtaining Informed Consent for Invasive Procedures Guidelines for Audiologists
- Obtaining Informed Consent for Invasive Procedures Guidelines for Speech-Language Pathologists.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants obtain informed consent prior to the delivery of services by:

- Informing clients of the nature of the service, potential risks, expected benefits, alternative options, and potential risks and benefits if consent is not given for any proposed service plans initially and whenever there are significant changes in risk, benefit, or to the services provided.
- Seeking to understand the client's perspective, concerns, values, and goals.

- Assessing client understanding of proposed services and adapting communication and treatment options accordingly.
- Obtaining informed consent from a client or from a substitute decision maker (SDM). If consent is made in any other manner than in writing, then a notation must be made to that effect in the client file.
- Respecting clients' or SDM's rights to choose service options, refuse interventions, and withdraw consent at any time.
- Documenting all instances of consent, or, under applicable circumstances, attempts to gain informed consent from the client or substitute decision maker.
- Re-establishing and documenting consent when treatment plans change.

Demonstrating the Standard

Registrants will:

- Obtain informed consent from a client or the client's SDM prior to providing a health care service.
- Obtain informed consent verbally, in writing, or as implied consent (see Obtaining Informed Consent Guidelines and Frequently Asked Questions).
- Ensure consent is obtained and properly document each instance of obtaining informed consent.
- Ensure that the way a client provides informed consent or declines a specific health care service after having been informed, respects the client's communication needs, cultural traditions, preferences, and values while upholding the client's autonomy.
- Only provide a health care service to a client without informed consent in an urgent or emergency health situation under conditions outlined in the *Obtaining Informed Consent for Service Guidelines*.
- Undertake triage or another form of preliminary examination prior to obtaining informed consent if the circumstances require it.

Interprofessional Collaborative Care

Introduction

This *Interprofessional Collaborative Care Standard of Practice* outlines expectations of registrants to implement policies and procedures to support the *Interprofessional Collaborative Care Practice Direction* created by a coalition of Manitoba Colleges and the Office of Interprofessional Collaboration, Rady Faculty of Health Sciences, University of Manitoba. Members should review this Standard and the practice direction in conjunction with employer policies and procedures and as needed, develop policies and procedures for their workplaces. This Standard and the practice direction shall supersede any provisions outlined by an employer. Registrants are responsible for meeting the expectations outlined in this Standard and the accompanying practice direction. These documents are enhanced by a companion *Interprofessional Collaboration Scenarios* document.

CASLPM Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants collaborate with clients, healthcare providers, and others (caregivers or other members of the health team) to provide safe, effective, quality, concurrent care to facilitate the delivery of client-centered services.

Demonstrating the CASLPM Standard

Registrants will:

- Work collaboratively and respectfully within the Circle of Care framework to facilitate an integrated, relationship-centered approach to services and actively share in decision-making.
- Know and explain their scope of practice, roles, and responsibilities when appropriate.
- Understand and seek clarification, when required, regarding the scope of practice and roles of other team members.
- Collaborate and contribute actively with the collaborative care team to facilitate an integrated approach to services.
- Coordinate concurrent practice by establishing shared goals, treatment plans, and communication strategies with other providers and the client to ensure the best outcomes.
- Recognize when problems or conflicts in the collaborative relationship arise that could interfere with the delivery of safe, quality care, and take reasonable steps to mitigate/resolve any conflicts which may arise.
- Monitor and evaluate the effectiveness of concurrent care arrangements, adjusting roles or approaches as needed to maintain client-centered outcomes.
- Consult with or refer to an appropriate healthcare provider when the client's interests and goals are best addressed by another provider.

- Respect the autonomy and expertise of other professionals engaged in concurrent practice.
- Communicate and provide rationale for decisions to decline or discontinue their portion of concurrent treatment to the client and document discussion.
- Serve as an educator and/or mentor to clients, students, colleagues, the public and others by contributing as appropriate to teaching/learning strategies.
- Ensure documentation reflects the nature and scope of concurrent practice.

Intraprofessional Collaborative Care

Introduction

This *Intraprofessional Collaborative Care Standard of Practice* outlines expectations for registrants working in collaboration where scopes of practice are shared across members of the same profession.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants are responsible for ensuring they are aware of and can apply the principles and core competencies of collaborative care with others in their profession, and for recognizing their unique professional contributions to client care.

Demonstrating the Standard

Registrants will:

- Understand and practice only within their own clinical competence and limitations, recognizing when consultation, collaboration, or referral is required in the best interest of the client.
- Recognize that members of the same profession may contribute different competencies, expertise, or perspectives depending on education, experience, or area of practice and to incorporate those contributions into client care where appropriate.
- Recognize sub-specialization and advanced competency holders within their profession and purposefully collaborate with those competency holders as needed.
- Recognize when additional experience is needed to support equitable outcomes and enhance culturally responsive and accessible care.
- Share relevant clinical information accurately and in a timely manner, prioritizing client goals, safety, and continuity of care.
- Ensure appropriate communication, role clarity, and continuity of care when collaborating with others when care is shared or transferred.

- Use respectful, professional communication and effective management of differences in perspective, prioritizing client safety, dignity, and wellbeing.
- Document consultations, clinical opinions, and care transitions including the reason collaboration was sought, advice or input received, how it informed clinical decision-making, and any transfer of responsibility.
- Supervise provisional registrants, support personnel, and others in a collaboratively responsible manner.
- Remain responsible for their own professional judgment, actions, and competence, even when practising collaboratively.

Medical Assistance in Dying (MAiD)

Introduction

This *Medical Assistance in Dying (MAiD) Standard of Practice* outlines the responsibilities of registrants when working with clients who request information about MAiD or will be using MAiD. Registrants must provide a judgment-free space for clients who choose to explore or participate in the option of MAiD. Registrants are responsible for meeting the expectations outlined in this Standard and the accompanying guidelines. These documents are enhanced by a companion *Frequently Asked Questions* document.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants provide ethical and respectful support to clients considering or receiving MAiD.

Demonstrating the Standard

Registrants will:

- Respect the client's right to explore MAiD without judgment and refrain from influencing decisions regarding MAiD.
- Refer the client to appropriate professionals without delay or obstruction when declining involvement in MAiD-related support due to personal beliefs.
- Ensure the client receives high quality, coordinated, and uninterrupted continuity of care and, if needed, safe transfer of the client's care to another health professional.
- Ensure the client understands MAiD-related discussions and/or make referrals to professionals who can assist with understanding.
- Assess the cultural and spiritual needs and wishes of the person seeking MAiD and explore ways the client's needs could be met within the context of care delivery.

- Assist in ensuring clients can express informed consent clearly and reliably.
- Document communication support provided to clients during MAiD discussions.

When providing support on a MAiD team:

- Provide collaborative care with other professionals on the team.
- Maintain accurate records of MAiD-related interactions.
- Engage in ongoing education regarding applicable MAiD legislation, ethics, and communication strategies
- Reflect MAiD-related learning in Continuing Competency submissions.

Guidance for health professionals and FAQ on MAiD can be found under Shared Health Services.

Minimum Practice Hours

Introduction

This *Minimum Practice Hours Standard of Practice* outlines expectations for registrants when completing their five-year review and submissions of hours practiced to the College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM).

Standard

CASLPM registrants ensure that their claimed and documented practice hours are within the scope of the professions of audiology and speech-language pathology. Registrants are responsible for meeting the expectations outlined in this Standard and the accompanying guidelines.

Demonstrating the Standard

Registrants will:

- Engage in professional practice as indicated in the scope of practice for their profession.
- Have their practice hours assessed within the five-year period immediately before applying for renewal.
- Have a minimum practice hour currency of 1250 hours within the previous five-year period.
- Have at least 410 practice hours spent providing direct client service within the previous five-year period.

Privacy, Confidentiality, Documentation, & Information Management

Introduction

This *Privacy, Confidentiality, Documentation, & Information Standard of Practice* outlines the responsibilities of registrants in maintaining comprehensive and accurate records and safeguarding the personal information of clients. These expectations are expanded on in companion guidelines and applicable legislation. Adhering to these principles supports high-quality client care, promotes accountability, and ensures the integrity and security of client information in all work environments.

Standard

Registrants of the College of Audiologists and Speech-Language Pathologist of Manitoba (CASLPM) ensure that they maintain privacy and confidentiality in their professional practice and uphold the ethical and legal obligations to protect a client's personal health information (PHI) across all service delivery methods. Registrants maintain clear, confidential, accurate, legible, timely, and complete records, in a manner that is ethical and in compliance with regulatory and legislative requirements.

Demonstrating the Standard

With respect to the Personal Health Information Act (PHIA), registrants will:

- Keep client records secure and accurate, collect only the information needed to provide care, and follow PHIA, regulations, College guidance, and workplace policies.
- Obtain informed consent before collecting, using, or sharing personal health information. Give clients or substitute decision makers access to records on request.
- Record reasons for any third-party disclosures.

With respect to service delivery, registrants will:

- Complete records promptly and as close to the time of service as possible, ensuring documentation is accurate, objective, complete, dated, timed, and clearly identifies any delayed entries.
- Support safe and coordinated care by contributing to team reports when working in a multidisciplinary setting, following employer record-keeping practices where applicable.

With respect to documentation & retention, registrants will:

- Retain records as required by the College standard (at minimum) and destroy them securely when they are no longer required (see associated *Guidelines*).
- Ensure notice is given to current, active clients when the intention is to close your private practice.

Ensure reasonable, appropriate notice is given to clients when relocating or taking a leave of absence from private practice.

With respect to equipment, virtual storage, and virtual platforms, registrants will:

- Maintain equipment service records when servicing affects client safety or the accuracy of assessment or treatment and retain per manufacturer recommendation or employer standard as applicable.
- Use secure systems to store and share client information, avoid unsecured networks, and protect electronic records from loss, tampering, or unauthorized access through safeguards such as passwords, locked storage, and limited access.
- Use secure platforms for virtual care and inform clients of any potential privacy risks.

With respect to financial records, registrants will:

- Maintain a financial record for each client when billing directly or through a third party for services provided.

Professional Boundaries

Introduction

This *Professional Boundaries Standard of Practice* outlines expectations for registrants' conduct while working with clients, colleagues, students, supervisees, and the broader community.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants conduct themselves with respect and integrity in all professional interactions, exercising sound judgment, and maintaining professional boundaries at all times. Registrants ensure that relationships are established ethically, sustained with professionalism, and conclude in a manner that upholds the dignity and welfare of all parties involved.

Demonstrating the Standard

Registrants will:

- Obtain informed consent before initiating physical contact or entering a client's personal space prior to the initiation of any services.
- Remain mindful of inherent power dynamics within therapeutic and other professional relationships (e.g. student-supervisor relationship). Registrants recognize that awareness of these imbalances is essential to fostering respectful interactions that preserve the autonomy and dignity of those under the registrant's care or supervision.
- Regularly assess and reflect on the nature of professional relationships, recognizing that boundaries may shift over time and are shaped by each individual's unique experiences, culture, background, values, and perspectives.

- Demonstrate discernment between appropriate professional conduct and behaviours that may undermine trust, compromise professional integrity, or violate established boundaries.
- Maintain a professional tone and refrain from conduct that could reasonably be perceived as unprofessional, discriminatory, or infringing on human rights. This includes avoiding sexually suggestive, demeaning, disrespectful, harassing or biased comments or actions across all forms of communication – whether in person, written, electronic, or via social media.
- Identify and address actual, potential, or perceived conflicts of interest that may compromise professional relationships with clients, colleagues, students, or others.
- Exercise sound professional judgment when considering gift-giving, ensuring that such actions do not blur professional boundaries, compromise objectivity, or create perceptions of favouritism, obligation, or special treatment.
- Approach professional relationships with friends or relatives with caution due to the risk of impaired objectivity, boundary violations, and conflict of interest.
- Critically evaluate their ability to remain impartial and determine whether the relationship could affect the quality of care.
- Terminate professional relationships ethically when boundaries cannot be appropriately established or maintained. In such cases, registrants must facilitate transfer of care to a qualified alternative provider, taking all reasonable steps to minimize disruption and ensure continuity of treatment.

Professional Liability Insurance

Introduction

This *Professional Liability Insurance Standard of Practice* outlines the requirements of professional liability insurance. Registrants are responsible for meeting the expectations outlined in this Standard.

Registrants of the College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) are accountable to *The Regulated Health Professions Act (Section 40(1)) Certificate of Practice – regulated registrants and the College of Audiologists and Speech-Language Pathologists of Manitoba General Regulations (Section 3.11).* This Standard is CASLPM's interpretation and does not supersede any provisions contained in the Act. This Standard supersedes any provisions outlined by an employer.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants ensure that they obtain and maintain professional liability insurance as required by the RHPA. This Standard applies to:

- Full regulated registrants

- Provisional regulated registrants
- Restricted purpose registrants

Demonstrating the Standard

Registrants will:

- Obtain professional liability insurance at a minimum of $2 million coverage for each occurrence or claim, either individually or through the policy of an employing workplace, so long as it covers the entire practice of audiology or speech-language pathology.
- Ensure that such coverage by an employer either names the audiologist or speech-language pathologist or is referenced by category of employment (e.g. “all employees of…” or “audiologist” or “speech-language pathologist”.
- Be informed of the terms of the coverage and ensure that they are adequately insured for their practice, whether paid or voluntary.
- Maintain professional liability insurance at a minimum coverage of $2 million for each occurrence or claim.
- Maintain individual professional liability insurance when employed and covered by an employer’s policy and in private practice.
- Sign a declaration that they are insured in accordance with the requirements outlined above at the time of application for or renewal of a certificate of practice.
- Provide the following information to CASLPM:
    - Name of the carrier or broker company
    - Name and number of the policy
    - Name of the insurance company/policy provider
    - Policy period or expiry date
    - Amount of insurance coverage per claim
- Notify the registrar promptly if they are no longer covered by the required professional liability insurance and promptly surrender their certificate of practice to the registrar.
- Submit proof of insurance as requested by the registrar (e.g. certificate of insurance or employment letter outlining the insurance in accordance with these requirements).

Appendix A

Regulated Health Professions Act (RHPA)

> Section 40(1) *“A registrar must issue a certificate of practice to a regulated member who applied for it and whose name is entered on the register of the regulated members if all of the following are satisfied:…*
>
> *(c) the member provides evidence of having the amount and type of professional liability insurance or coverage, if any, required by the regulations…”*

College of Audiologists and Speech-Language Pathologists of Manitoba General Regulation 192/2013

Section 3.11(1) *"A regulated member who holds a certificate of practice must*

(a) Be covered by liability insurance of an approved type to a minimum of $2 million for each occurrence or claim; and
(b) Promptly notify the registrar if they are no longer covered by the required liability insurance."

Section 3.11(2) "If the regulated member is no longer covered by the required liability insurance, their certificate of practice is cancelled. At the time of notifying the registrar under clause (1)(b), the member must also promptly surrender the certificate of practice to the registrar."

CASLPM does not provide or endorse any professional liability insurance provider. Insurance may be obtained through:

- An insurance company that provides professional liability to health care professionals.
- Speech-Language & Audiology Canada (SAC) (as a member).
- An employer.

Reserved Acts Performed by Registrants

Introduction

This *Reserved Acts Standard of Practice* outlines the expectations for registrants while performing Reserved Acts as part of their professional practice.

Standard

Registrants of the College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) perform only reserved acts that they are authorized and competent to perform in compliance with governing legislation.

Demonstrating the Standard

Registrants will:

- Be familiar with the College of Audiologists and Speech-Language Pathologists of Manitoba *reserved acts for the practice of speech-language pathology* and *reserved acts for the practice of audiology*, including procedures or episodes of care that involve reserved acts, under *The Regulated Health Professions Act* and *Practice of Audiology and Practice of Speech-Language Pathology Regulation 191/2013.*
- Perform only reserved acts that they are competent to perform and that are appropriate to the scope of practice and the procedure being performed.

- Assess the risks and benefits associated with the reserved act and
    - communicate them to clients.
    - adjust service plans accordingly to mitigate risks and enhance benefits.
- Self-monitor application of reserved acts and be accountable for actions and decision making.
- Ensure that appropriate strategies are in place to address any critical or unexpected occurrences associated with the application of reserved acts.

Supervision

Introduction

This *Supervision Standard of Practice* outlines the expectations for registrants when supervising audiology or speech-language pathology students, support personnel, or provisional registrants.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants ensure that supervision is conducted ethically, competently, and in accordance with regulatory expectations to support the development of supervisees and safeguard client care. Registrants recognize their accountability for all services provided under their supervision and maintain professional standards in supervisory relationships. Registrants are responsible for meeting the expectations outlined in this Standard and the accompanying general and profession-specific guidelines.

Demonstrating the standard

Registrants will:

- Refrain from assigning activities to support personnel that involve clinical interpretation, with the exceptions provided for in the *Guidelines for Support Personnel.*
- Provide necessary information to the client regarding the supervisee's role and responsibilities and obtain client's informed consent to receive services from the supervisee.
- Establish clear supervisory agreements outlining roles, responsibilities, expectations, and boundaries.
- Avoid dual relationships or supervisory arrangements that may impair objectivity or create a conflict of interest.
- Ensure supervisees are appropriately qualified and authorized to perform assigned tasks.
- Provide adequate on-the-job training and orientation to supervisees as it relates to clinical and employment context.

- Apply clinical judgment to determine the appropriate level of supervision based on the supervisee's education, experience, and task complexity.
- Maintain responsibility and accountability for supervisees and monitor the service provided by supervisees on a regular, consistent basis, including client outcomes, modifying and/or reassigning service delivery as determined by client needs.
- Be available for consultation with the supervisee and/or develop a plan for supervision coverage when they are not available (e.g. speaking to another regulated member to obtain direction, ceasing or changing the activity, etc.). This includes informing employers and clients within a reasonable timeframe of the need to discontinue services provided by the supervisee when the SLP/audiologist is not available to provide supervision.
- Intervene promptly when supervisee actions or omissions may compromise client safety or care quality and/or inform the appropriate employer or manager if there are performance or safety concerns.
- Ensure both client safety and outcomes by considering the CASLPM Guidelines for Working with Support Personnel when assigning clinical activities to supervisees.
- Follow provincial guidelines regarding delegation, reserved acts, and supervision of support personnel, students, and provisional registrants.
- Ensure that documentation and billing practices accurately reflect the involvement of both the registrant and the supervisee, and document supervisory activities including training, feedback, concerns, and corrective actions.

Treatment Plans & Evaluation of Care

Introduction

This Treatment Plan & Evaluation of Care Standard of Practice outlines expectations for registrants in preparing treatment plans and evaluating client care as outlined in the College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) General Regulations Section 5.3.

Standard

CASLPM registrants design treatment plans and evaluate care in a manner that respects the client, using evidence-informed and culturally appropriate methods that are responsive to the client's needs, goals, and circumstances.

Demonstrating the Standard

Registrants will:

- Conduct appropriate, comprehensive assessments using current research, professional guidelines, and best available evidence.

- Prepare client treatment plans by actively involving the client, substitute decision maker, or any other person the client wishes to be involved.
- Obtain and document informed consent for intervention, recognizing the client's right to ask questions, refuse services, or withdraw consent at any time.
- Design treatment plans that are consistent with current evidence, professional standards, and the registrant's scope of practice, competence, and clinical judgment.
- Prepare individualized and measurable treatment plans based on assessment, the client's needs and goals for treatment, and with respect for the client's culture, preferences, and values.
- Ensure treatment plans are clearly explained using communication strategies appropriate to the client's communication abilities, health literacy, and cultural and linguistic needs while respecting the client's privacy and confidentiality.
- Respect the client's culture, language, values, beliefs, preferences, and social context, and adapt approaches as needed.
- Ensure evaluation tools for virtual use are equivalent to in-person care.
- Interpret evaluation findings using clinical expertise and evidence integrating clinical expertise and client values.
- Regularly review and revise treatment plans in response to the client's progress, changing needs, or evolving goals using objective and subjective outcome measures. Consider alternative or complementary approaches when appropriate.
- Re-evaluate when the client's condition changes, progress is not expected, or new information becomes available.
- Modify or discontinue treatment when it is ineffective, no longer clinically indicated, or outside scope of competence.
- Work collaboratively with health care professionals and others in the provision of client care to provide comprehensive care and avoid duplication of services.
- Document treatment plans, goal-setting processes, client consent, and ongoing progress in a clear, accurate, and timely manner.

Appendix A

College of Audiologists and Speech-Language Pathologist General Regulation 192/2013

"Treatment plans

5.3(1) A member must prepare a client's treatment plan

(a) by involving the client, any representative of the client, and any other person the client wishes to involve; and

(b) as circumstances require, by working collaboratively with other health care professionals and others who provide care to the client to provide comprehensive care and avoid duplication of services.

5.3(2) The treatment plan must

(a) be based on the member's assessment of the client;

(b) respond to the client's needs and goals for treatment; and

(c) respect the client's culture, preferences and values."

Use of Titles, Credentials, Certifications, and Designations

Introduction

This *Use of Title Standard of Practice* outlines the general expectations for registrants when determining how and which titles to use based on registration category and various qualifiers. Registrants are responsible for meeting the expectations outlined in this Standard, accompanying guidelines, and a document that provides specific instructions on use of title by registration category.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants use the appropriate protected professional titles, designations, or abbreviations that signify their registration status, as prescribed by governing legislation. Proper use of title indicates to the public that an individual has met the regulatory requirements for registration.

Demonstrating the Standard

Registrants will:

- Use only titles, abbreviations, and credentials they are authorized to use as a registrant and only within the registration category in which they are registered.
- Use authorized titles in English or their equivalent in other languages.
- Ensure that the restricted title directly follows their name (i.e. Jane Doe, RSLP; John Doe, R. Aud.) when used in clinical practice.

- Use additional credentials and certifications in a manner that is accurate and compliant with regulatory requirements and that accurately represents their qualifications, education, and competence.
- Use "certified" only when authorized to do so.
- Use the title "Doctor" or its abbreviation or equivalent in another language only in relevant academic, research, or administrative settings ensuring the context clearly indicates the nature of the doctorate (e.g. Ph.D, AuD).
- Avoid misleading or exaggerated representations of qualifications.
- Ensure all public-facing materials (e.g. business cards, websites, signage) reflect accurate titles and designations.
- Report any unauthorized use of protected professional titles or credentials to CASLPM.

Virtual Practice

Introduction

This *Virtual Practice Standard of Practice* outlines expectations for registrants in the delivery of virtual care to clients. Registrants ensure that clients receive effective, evidence-based care that protects their rights, safety, and privacy regardless of the mode of service. Registrants are responsible for meeting the expectations outlined in this Standard and the accompanying guidelines.

Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants are expected to ensure that virtual care is delivered with the same quality and standard as in-person services. CASLPM expects registrants to uphold the same quality, safety, and ethical standards in the delivery of virtual care as they do in traditional in-person practice.

Demonstrating the Standard

Registrants will:

- Comply with all relevant regulations and legal requirements of the client's location including registration, insurance/liability, and competency requirements.
- Maintain the necessary qualifications, skills, and support (e.g. technical, communication, observation) to deliver virtual services effectively.
- Apply the same standards to virtual interventions, referrals, and consultations as in-person care.
- Use secure platforms and ensure documentation meets privacy and confidentiality standards.

- Obtain informed consent, clearly outlining risks, benefits, limitations, and alternative intervention methods and treatment options, respecting the client's right to withdraw consent at any time.
- Assess the appropriateness of virtual care using evidence-based judgment and best practices for the client's individual needs.
- Mitigate risks by ensuring that anyone assisting the client has the qualifications, competencies and skills necessary to safely and effectively perform their duties and that safety plans are in place.
- Facilitate transfer of care to another service provider if the registrant or client determines that virtual practice is not appropriate.