

The *College of Audiologists and Speech-Language Pathologists of Manitoba* (CASLPM) offers practice advice on matters pertaining to Standards of Practice, Legislation, and College expectations. It is granted this authority under *The Regulated Health Professions Act* (RHPA) with the duty to serve and protect the public. Practice directions are provided in response to specific inquiries and may not be relevant in all circumstances. The intention is to support practice, but practice directions do not replace professional judgement nor legal advice. All practice directions should be read in conjunction with RHPA and regulations, the CASLPM by-laws, and the Code of Ethics.

Registered members are expected to implement policies and procedures to support the Supervision Practice Direction. Members should review this practice direction in conjunction with employer policies and procedures and as needed, develop policies and procedures for their workplaces. This practice direction shall supersede any provisions outlined by an employer.

The purpose of this practice direction is to define supervision and to further classify the levels of supervision used by CASLPM. An additional purpose is to identify the required qualifications of supervisors in various practice capacities and outline the application of various levels of supervision.

## A. DEFINITIONS

**“Client”** means 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.

**“Registrant”** means a registered member of the College and may mean an audiologist and/or a speech-language pathologist.

**“Supervisee” or “Mentee”** means a provisional registrant, a fully registered registrant obtaining a new competency, or a student.

**“Support Personnel” or “SPs”** means individuals who, following academic or on-the-job-training, perform activities that are assigned and supervised by a speech-language pathologist or audiologist registered with CASLPM. Individuals functioning as SPs may have a variety of working titles (Rehabilitation Assistant, Education Assistant, Hearing Screener, etc.). This excludes teachers, volunteers, students training in speech-language pathology and/or audiology, and family members.

**“Supervision”** means the process by which a supervisor oversees a supervisee’s practice of a health profession superintended by the College of Audiologists and Speech-Language Pathologists of Manitoba (“CASLPM”) or oversees a supervisee’s engagement in delegated clinical activities as part of a registrant’s practice, where that supervisory oversight is required by CASLPM’s Bylaws, including requirements of CASLPM standards or guidelines, and the reserved acts of the profession. Supervisory oversight may include a supervisor monitoring, reviewing, guiding, directing, training, evaluating, or providing formal or informal feedback

about a supervisee's activities, performance, or competencies, in accord with professional standards and guidelines.

*NOTE: Supervision focuses on professional standards and guidelines. Supervision may be distinguished from employment-related or organizational supervision (e.g. administrative or managerial). A supervisor may have a concurrent role as the registrant's employment-related (e.g. administrative or managerial) supervisor but must not occupy any role during supervision giving rise to an actual or apparent conflict of interest.*

**"Supervisor"** means a full or restricted purpose registrant who holds the requisite training and competency and has agreed to provide supervision for one of the following:

- The performance of a reserved act by an individual enrolled in an approved audiology or speech-language pathology education program.
- Support Personnel ("SP").
- A full or restricted purpose registrant working to complete a course or program of study for an Advanced Competency in a specialized health care service ([CASLPM General Regulation 192/2013](#) Clause 4.2(1)).
- A provisional registrant who provides a specialized health care service ([CASLPM General Regulation 192/2013](#) Clause 4.24(2)).
- An investigated registrant's practice as directed by the Complaints Investigation Committee (CIC) ([Regulated Health Professions Act](#) (RHPA) Clause 102(1)(iii)).

**"Mentor"** means a full or restricted purpose registrant who holds the requisite training and competency and has agreed to mentor a provisional registered member undergoing their required mentorship period.

**"Practice Supervisor"** means a registrant appointed by the CIC to provide supervision to another registrant to remediate practice deficiencies identified in an investigation.

**"Constant supervision"** means supervision where the supervisee may only engage in clinical activities with the supervisor physically present.

**"Close supervision"** means supervision with a sufficient proximity between supervisor and supervisee that a supervisor may attend in person at the request of either the supervisor or supervisee (e.g. the supervisor and supervisee work within the same facility).

**"General supervision"** means supervision where the supervisor is accessible to a supervisee but does not attend in person. General supervision is synonymous with remote/virtual supervision. Access may be by telephone, email or virtual communications.

**"Health Profession"** means a profession in which a person exercises skill or judgment in providing health care in any setting. (*The RHPA "Definitions"*).

**"Specialized Healthcare Service"** means an Advanced Competency as defined in the [CASLPM General Regulation 192/2013](#) Definitions and Clauses 4.1, 4.2(1), and 4.2(2)

**“Registered Member” or “Registrant”** means an individual who meets the CASLPM regulatory requirements to practice as an Audiologist or Speech-Language Pathologist in Manitoba.

**“Reserved Acts”** mean the activities that a professional is allowed to engage in as defined in the [CASLPM Practice of Audiology and Practice of Speech-Language Pathology Regulation 191/2013](#) Section 6, Table 1.

## B. STANDARD

This standard refers to the clinical supervision of support personnel, speech-language pathology and audiology students in training, provisional registrants, and/or speech-language pathologists and audiologists who require a period of supervised practice to meet a condition on their certificate of practice. Support personnel, students, or speech-language pathologists and audiologists requiring supervised practice are named as appropriate in each indicator, and the term “supervisees” is used when an indicator addresses all three of these groups.

A regulated member (registrant) of CASLPM is responsible and accountable for services delivered by personnel noted above except for the supervised practice of another registrant. Those undergoing a supervised practice at the direction of the College are expected to follow the standards of self-regulation.

## C. PERFORMANCE REQUIREMENTS & EXPECTED OUTCOMES

1. Supervision involves oversight of the supervisee’s practice and includes *provisional registrants and support personnel*. A registrant may act as a supervisor under the following criteria (the “general qualifications”):
  - The registrant is a full or restricted purpose registrant (provisional and non-practicing registrants may not act as supervisors),
  - The registrant supervisor of a Provisional Mentorship Program or a student must have at least one (1) year of experience in performing the reserved act they are supervising, ([CASLPM General Regulation 192/2013](#) Sections 2.14(1), 4.22(1)(b))
  - The registrant must be legally permitted and competent to perform the reserved act,
  - The registrant meets all requirements relating to [Minimum Practice Hours](#),
  - The registrant must meet all requirements related to Continuing Competency including requirements pertaining to advanced competency, if applicable,
  - The registrant is not subject to conditions on their practice,
  - The registrar is satisfied the registrant is free from any actual or apparent conflict of interest that may affect the registrant’s supervisory oversight of the supervisee,
  - The registrant is current on all obligations outlined in the RHPA, General



Regulations, Practice Directions, and by-laws of CASLPM,

- Registrants who have changed the population they serve must gain one year of experience in that group/setting before providing supervision (e.g. moving from adult to pediatric service). It is within the Registrar's discretion to allow earlier supervision in some circumstances (e.g. consideration for total years of practice, advanced competencies held, education, etc.)

If a registrant fails to meet any of these criteria while acting as a supervisor, that registrant must immediately inform the Registrar. The Registrar will then conduct a review, which may involve a committee of the Council, to better understand the circumstances and determine if the registrant may continue to act as a supervisor. If instructed by CASLPM to cease acting as a supervisor, the registrant in question must make all reasonable efforts to arrange for an alternate supervisor for the supervisee.

2. A registrant may act as a supervisor for an applicant for an *advanced competency* certificate when the registrant meets the following criteria:
  - The registrant currently holds the applicable certificate.
  - The registrant has held the applicable certificate for a minimum of one (1) year.
  - The registrant has declared they are competent and have the necessary skills to provide supervisory oversight.
  - The registrant must have Full or Restricted Purpose registration with CASLPM and have the area of practice (e.g. area of practice or advanced competency) within their scope of practice.
  - A regulated health professional, who is registered with another regulatory body, may act as a supervisor for an advanced competency applicant if:
    - The Registrar, in consultation with registrants of Council or a committee, has pre-approved the regulated health professional's qualifications as substantially equivalent to the requirements for holding the applicable certificate.
    - The regulated health professional meets the requirements of their regulatory body for the activities covered by the certificate for a minimum of one year.
    - The regulated health professional has declared they are competent and have the necessary skills to provide supervisory oversight.
3. A registrant acting as a supervisor for a supervisee remains accountable and responsible for the care provided by the supervisee. Supervisors do not need to co-sign a supervisee's charting but may do so as the employer or academic program requires.
4. A registrant acting as a supervisor for a graduate student must adhere to the student's university guidelines and requirements for supervision of graduate students.

- Where a university's guidelines and requirements for supervision do not specify an experience requirement, a registrant must not act as a supervisor for a graduate student without at least one (1) year experience as a full registrant.
5. A registrant may not charge a fee to any supervisee applicant for supervision.

## PERFORMANCE INDICATORS

Supervisors will:

1. Provide necessary information to the client regarding the supervisee's (*see definition section for clarity*) role and responsibilities and obtain client's informed consent to receive services from the supervisee.
2. Provide adequate on-the-job training and orientation to supervisees as it relates to clinical and employment context.
3. Ensure both client safety and outcomes by considering the CASLPM Guidelines for Working with Support Personnel when assigning clinical activities to supervisees.
4. Refrain from assigning activities to support personnel that involve clinical interpretation. (except as provided for in the *Guidelines for Support Personnel*.)
5. Comply with applicable legislation and standards of practice regarding assignment and supervision of reserved acts to supervisees.
6. 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.
7. 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.
8. Inform the appropriate employer or manager if there are supervisee performance or safety concerns.
9. It is recommended that a supervisor providing supervision in CLOSE or GENERAL categories ensure some CONSTANT supervision is provided periodically. This supervision may be done in person or virtually.

## **D. APPLICATION OF THE LEVELS OF SUPERVISION**

A supervisor must provide, and a supervisee must receive, CONSTANT or CLOSE supervision when a supervisee is learning a new skill(s) and is not yet independent, or in any other situation where the supervisee's relevant skills are insufficient to practice independently or with GENERAL supervision.

### **Student ("supervisee") supervision – VARIES**

The supervisor must initially provide CONSTANT supervision and be physically present and available to assist a student unless the supervisor determines on reasonable grounds that the individual does not require that level of supervision. In that case, the supervisor must be readily available for CLOSE or GENERAL supervision and consultation by a student performing a reserved act and need not be physically present. ([CASLPM General Regulation 192/2013](#) Section 4.22(1)(b)).

### **Provisional registrant ("supervisee") practice supervision – GENERAL**

A supervisor/mentor for a provisional registrant must always provide, and a provisional registrant must always receive, at least GENERAL supervision. They may adjust the level of supervision beyond the required levels by mutual agreement.

### **Advanced Competency Certificate Training supervision – VARIES**

A supervisor for a registrant training for an advanced competency certificate, and their registrant supervisee, must adhere to the levels of supervision in the approved certification program. They may extend the level of supervision for any objective(s) beyond required levels by mutual agreement.

The supervisor must provide CONSTANT or CLOSE supervision and must be available to be physically present and assist during the registrant's performance of a specialized health care service.

Another health care professional who is legally permitted and competent to perform the service may supervise a specialized health care service/advanced competency. ([CASLPM General Regulation 192/2013](#) Clause 4.23(2)).

### **Support Personnel ("SP") – VARIES**

A supervisor must always provide GENERAL supervision to their SP (this may be in person, by telephone, or virtually).

A supervisor providing GENERAL supervision must document the essence of any issue, request or query, and the guidance they provided.

CONSTANT or CLOSE supervision is required when an SP is learning a new skill or needs a refresher at the discretion of the supervising registrant.

If, in a supervisor's clinical judgment, a potential risk to a client warrants increased supervision, a supervisor must provide CLOSE or CONSTANT supervision for the SP.

*Guidelines for Working with Support Personnel* have been developed for professionals to use in their work environment.

### **Remedial situational supervision – VARIES**

A practice supervisor as directed, must provide to a supervisee, the level of supervision required by the Complaints Investigation Committee ("CIC"), Inquiry Committee ("IC"), and Registrar, any undertaking & consent agreement of the CIC or IC or any remedial learning plan concerning supervision in an employment setting.

### **References**

College of Speech and Hearing Health Professionals of British Columbia. Supervision. SOP-PRAC-07. *(Used and adapted with permission from CSHBC)*

[ACSLPA Standard of Practice 4.4 Clinical Supervision](#) *(used and adapted with permission from ACSLPA)*

[The Regulated Health Professions Act \(RHPA\) | Health | Province of Manitoba \(gov.mb.ca\)](#)

[The College of Audiologists and Speech-Language Pathologists of Manitoba General Regulation 192/2013](#)

[The Practice of Audiology and Practice of Speech-Language Pathology Regulation 191/2013](#)

[The College of Audiologists and Speech-Language Pathologists of Manitoba Code of Ethics](#)

[The College of Audiologists and Speech-Language Pathologists of Manitoba Practice Direction: Record Keeping](#)

*CASLPM would like to extend our gratitude to [Speech-Language & Audiology Canada \(SAC\)](#) for granting us permission to reference their guidelines as part of our practice direction on supervision. We acknowledge the significant contribution SAC's expertise and resources provide in supporting the professional practice of speech-language pathologists and audiologists.*