



## ALL ABOUT SPEECH & LANGUAGE

### Therapist Hat Pack

#### Our Mission

Maximizing Each Child's Potential In Every Life Stage.

Division 4 Valuable Final Product (VFP):

Clients who demonstrate optimal functioning and development in their daily lives and decreased family stress resulting in the referral of our services to others.

Company Valuable Final Product (VFP):

Clients who demonstrate optimal functioning and development in their daily lives and decreased family stress resulting in the referral of our services to others as a result of their exceptional services received and paid for.

#### Contacts

Name	Title	Phone Number
Brieann	Owner (SLP)	813-767-0763
Alicia	Owner (SLP)	813-785-0448
Holly	Business Operations Director	813-220-0971
Baylee	Clinic Manager (Valrico)	239-272-3255
Brittany M.	Quality Assurance/ Clinic Manager (Remote)	813-493-9760
Jenna	Quality Assurance / Clinic Manager (South Tampa)	772-359-5067

Website URL is <https://aaspeech.com/employee-documents/>

Enter the password @myAASLTeamRocks!

#### Other

- Masks are at the discretion of the therapist. Certainly, if you have cold-type symptoms, or feel under the weather, you are strongly encouraged to wear a mask.
- We will be sharing team wide emails and cell phones etc. for you as well (Client Services will send)
- We will get copies of keys made and passed along to you, as needed, as well as your alarm code as your 90 day onboarding has been completed
- Dress Code is business casual and we will be providing 2 AASL polos to you to wear



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### **Therapist Subproducts**

Mission of AASL: Maximizing each child's potential in every life stage

What is the purpose of this position in relation to the whole company?

The purpose of a therapist is to welcome families like they are an extension of our AASL family, and provide high-quality, evidence-based, results-driven treatment. This will result in educated families that will feel confident to promote generalization and development of life skills outside the therapy environment. As a result, clients will maximize their potential in a supportive, loving environment throughout every life stage to foster self-esteem and participate in shared experiences with family members and peers, taking therapy beyond the 4 walls of a treatment room to a whole new, meaningful level.

### Therapist Hat on the Organizing Board

The therapist hat is in Division 4 (Clinic Division), operating underneath the Clinic Manager who operates under the Clinical Director.

### Seniority

I report directly to my Clinic Manager (see Procedure for Meeting with Clinic Manager). I report to Upper Management for questions about my employment agreement, PTO, and matters that do not fall into the scope of working with my Clinic Manager (Clinical Director, Executive Council).

### Valuable Final Product of Clinic Division

Clients who demonstrate optimal functioning and development in their daily lives and decreased family stress resulting in the referral of our services to others.

### Therapist Subproducts:

- I will management by statistics weekly
- I will complete evaluations or re-evaluations
- I will communicate with insurance authorization regarding re-evaluations, as needed
- I will complete treatment session and daily note from that treatment session
- I will complete accurate charges submitted to billing in finance division
- I will complete progress notes
- I will complete discharge notes



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- I will complete patient goals met in a timely manner according to department standards
- I will educate clients/caregivers who schedule and arrive to treatment sessions according to their Plan of Care (POC)
- I will communicate with the Front Desk to verify schedule, client appointments, cancellations, reschedules so that patients follow office policies and POC
- I will communicate with Patient Scheduling around patient scheduling needs
- I will discharge patients who achieves Valuable Final Product of Division 4, Clinic Division
- I will demonstrate specialty skills performed in treatment sessions
- I will have a clean treatment spaces and toys according to company policy
- I will maintain office materials and keep well-maintained/organized assigned work spaces
- I will complete weekly meeting with assigned Clinical Manager
- I will use positive communication across all aspects of positions and amongst staff and clients within AASL
- I will put forth effort in making Internet Referrals as well as Friend and Family Referrals
- I will yield positive feedback from parent questionnaires, completed surveys, or annual reviews
- I will complete success stories submitted to Marketing Division Patient Care Coordinator
- I will communicate to Front Desk Regarding Maintenance Issues and other Clinic issues to Clinical Manager

### Skills, Abilities, Duties, Responsibilities

- I will have a positive outlook at work
- I will demonstrate confidence in my abilities during treatment sessions and parent interactions
- I will have an upbeat tone with my clients, families, and colleagues
- I will demonstrate the ability to start and foster relationships
- I will attend to details
- I will follow through on my job responsibilities
- I will be creative in approach with job responsibilities
- I will be driven to meet goals and targets set by myself or AASL
- I will show up to work on time



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- I will assist with end of day clean up as outlined in EOD checklists and/or therapist hat
- I will arrive with enough time to prep for my client and make sure I am set up for the day
- I will present myself at work with appearance that is in line with company policy (i.e. professional, friendly demeanor, good personal and dental hygiene)
- I will be Flexible with the ability to adapt quickly to changes that might happen in the moment ( ie covering for a last minute client, helping out a team member, etc)
- I will push potential in myself, which will impact the potential of others (i.e. colleagues, clients, families)
- I will reach out my clinical manager, upper management, and team members to request support when needed
- I will participate in and complete roles in division supporting Marketing Efforts of the company (i.e. writing blogs, creating social media content, shares/likes of company posts, promote internal referrals, friends and family referrals etc.)
- I will participate in PR and volunteer events as hosted by or attending on behalf of AASL
- I will demonstrate joy to work with the pediatric population and their families
- I will do my part to successfully work in a fast-paced environment with others
- I will demonstrate proficient with basic computer skills (i.e. email, word processor, EMR system)
- I will demonstrate proficient typing skills and data entry
- I will demonstrate good organizational skills: prioritize workload, keep a personal procedure manual, coordinate daily tasks and projects simultaneous and meet deadlines
- I will use professional communication in person, on the phone, and/or written
- I will demonstrate effective interpersonal skills including verbal communication, non-verbal communication, listening skills, negotiation, problem-solving, decision-making, and assertiveness
- I will exhibit effective and efficient problem-solving skills and able to recognize, evaluate, solve problems and correct errors when a problem arises
- I will establish and maintain effective working relationships with other employees, patients, families, colleagues, and the public in general
- I will maintain position, patient, and office confidentiality
- I will follow company policies and procedures
- I will exhibit responsibility and professionalism



- I will show desire to learn and advance skill set
- I will demonstrate the ability to work independently with only general supervision
- I will participate in reviews including but not limited to: annual self reviews, peer review requests, parent reviews

I, \_\_\_\_\_, agree to perform to the standards of AASL, meeting all requirements and expectations as outlined.

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Signature

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Date

### **Therapist Hat Duties Write Up**

1. I will arrive to work in enough time to get ready, follow any applicable company policies, and be prepared to see scheduled clients. If I am the first to arrive, I will:
  - a. Valrico: If Receptionist is not at the office, turn off the alarm, turn on the lights, lower thermostats, and make sure the waiting room is clean and orderly with kiosk ready to go for patient check-in and follow any applicable company policy.
  - b. South Tampa: unlock the office, turn on the lights, and make sure waiting room is clean and orderly with kiosk ready to go for patient check-in and follow any applicable company policy.



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2. I will login to the company EMR system to ensure my schedule is accurate for the day.
3. I will prepare any appropriate, evidence-based materials and tools that are needed for my treatment sessions by accessing communal company toys, treatment resources (i.e. google drive), program or curriculum resources (i.e. PECS, Orton Gillingham, Lindamood Bell, etc.) and printing off any applicable worksheets or home program information for parents or preparing electronic copies of any applicable resources. I will also reference the current plan of care and goals to guide my treatment planning and intervention for clients.
4. I will prepare any appropriate, evidence-based materials and tools that are needed for any evaluations or re-evaluations by making appropriate copies and/or getting test forms, gathering testing stimuli, and reviewing client medical history, intake paperwork, and any relevant notes about the client prior to the evaluation.
5. I will flexibly use clinical decision-making abilities to competently handle planning and executing evaluations and treatment sessions and asking for assistance when I cannot problem-solve on my own.
6. I will check the EMR system for client check-ins via Kiosk and follow any applicable company policy surrounding the check-in process.
7. I will read and follow the **Session Conduct AASL Clinician Procedure**, reviewing:
  - Checking out Therapy/Evaluation Measures (as applicable)
  - Greeting clients and families (for evaluation and treatment sessions)
  - Establishing Rapport
  - End of session Wrap up
  - Home Programming
8. I will complete necessary steps and documentation within the **AASL Documentation Deadlines** as instructed using the following procedures for my respective discipline:
  - Daily Note
  - Initial Evaluation
  - Re-evaluation
  - Progress Note
  - Discharge Note
  - Conversion Note
9. I will post all necessary charges for documentation by the end of business that day.
10. I will adhere to company cleanliness policies for:
  - Sanitizing of materials
  - Organization of materials



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- Hand hygiene/PPE
  - Tidy up my room before the next client/end of day
  - Maintaining integrity of office materials (i.e. copiers, chairs, desks, equipment, supplies, bathrooms, common area spaces, kitchens etc.)
  - Refilling cleaning supplies as needed
  - Informing my Superior of any broken/missing resources
  - Informing/noting need for supplies when inventory is low per designated sheets in office or creating CSW dependent on urgency
  - Informing Front Desk of maintenance and emergency issues (i.e. power outages, leaks, broken equipment, A/C issues etc.) as outlined in Therapist Hat/Subproducts (no procedure for this)
11. I will use designated plan/prep blocks by my CM/Front Office to complete client-related documentation, prepare for treatment sessions, and respond to correspondence, including
12. responding to parent emails regarding scheduling, therapy questions, request for suggestions/home practice, and additional information (i.e. consult, IEP, letters of necessity etc.)
- a. documenting correspondence in EMR via communication log in client's chart
  - b. responding in a timely manner to requests from management, colleagues, and support staff
  - c. communicating with colleagues about clients
  - d. signing and adhering to policies outlining expectations for designated roles within the company
13. I will be responsible for maintaining high quality care including but not limited to: staying in communication with physicians and other professionals, current research is up to date, identify when need assistance, communicate with other disciplines etc.
14. I will use downtime (i.e. client cancellations, open slots on my schedule) productively to include:
- Adhering to company policy and rescheduling clients or offering additional treatment times to existing clients, covering for a colleague or getting new clients scheduled
  - Completing all required documentation
  - Completing Correspondence (see #22-1)
  - Planning and Prepping For Treatment and Evaluations/Re-evaluations
  - Participating in Company Marketing Efforts via direct requests, campaigns, blog writing, social media contributions (likes, shares, check-ins) etc.
  - Working on new program writing
  - Working on In-services
  - Working on completing Company Training





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15. I will be mindful of client cancellations to offer make-up appointments to my other clients for reschedules (including the teletherapy option as appropriate) or help cover other clients for my colleagues per company policy, and communicate with the front desk and/or families directly to ensure such appointments are offered and made-up accordingly.
16. I will communicate any scheduling changes by following **Actions Impacting Scheduling Procedure**
17. I will communicate with billing staff via Division 3 about questions with charges
18. Update caseload tab as outlined in **Progress Note Procedure** (Page 2)
19. I will change Raintree appointment types for upcoming evaluations and progress notes in a timely fashion to keep Client Services up to date
20. I will resume my duties as outlined above until my workday is complete.
21. At the end of the day I will complete any of the steps above prior to leaving the office to ensure my work is wrapped up for that day following company policies, log out of the EMR system, take any materials I need for school visits or a particular testing material and/or therapy material following procedures for checking out therapy and evaluation materials, pack up my belongings, and exit the office. If I am leaving:
  - a. Valrico: I will ensure the thermostats are raised to indicated settings on either side of the office. I will ensure front door is locked and blinds are closed in respective treatment areas. I will shut off interior lights. I will turn on exterior lights by each door entrance. If I am the last to leave the office, I will input my assigned 4 digit alarm code as I am exiting the building. I will lock the door after exiting the building. \*Please see the end of day checklist for your assigned responsibility for your room.
  - b. South Tampa: I will turn off all the lights in the office. I will ensure appropriate doors are locked.
22. Each week I will meet with my Clinic Manager in our weekly meeting to discuss:
  - a. Wins/highs and lows
  - b. Battle planning
  - c. Managing statistics and reviewing weekly stats, target setting. reinforcing things that are positive, problem-solving when there are down-trending or conflicting statistics
  - d. Dashboard review
  - e. Questions I have not been able to problem-solve on my own about





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(Keep in mind that CM will not necessarily give direct answer but guide to figure out getting the answer on my own as a means of building into me and strengthening my personal and Clinic abilities)

23. Each week I will meet with Quality Manager in our weekly meeting to discuss:
  - a. AASL: Company Trainings and/or Ladders
  - b. Company Policies and Procedures
  - c. Any other documentation questions
24. I will meet with my Quality Manager as needed to discuss
  - a. Re-training with CM, Quality Control Division, or self-study on any areas that are out of compliance relative to my roles and responsibilities in the company
  - b. Any office related incidents, needs, or persistent issues that need to be brainstormed, etc.
  - c. Company and/or department related projects
25. Cohort Meetings - Each week I will meet with my respective colleagues to discuss:
  - a. Client questions
  - b. Additional tasks to provide client care (i.e. planning sessions, creating materials that are cost effective and do not take up a lot of time, researching, as needed, per disorder or treatment needs).
  - c. Checking-in on Home Programming per Procedure for Home Programming with Caregivers and Families Questions regarding clients on my caseload
  - d. Resources I have found for treatment and/or disorder areas that can be shared or uploaded to the Department Google Drive
  - e. CEUs that I have completed or may be suggested for me to complete by team members to help with my caseload and disorder areas
  - f. Check-ins and questions on documentation (i.e. evaluations, goal writing, treatment/ daily notes, progress notes, discharge notes, re-evaluations, screenings, letters of medical necessity etc.)
  - g. Sharing relevant notes amongst department-wide cohort as necessary from items discussed in weekly meetings as it pertains to clients, disorders, research etc. SEE TEMPLATE PROVIDED AND FOLDER SET UP IN GOOGLE DRIVE for Speech and OT departments. A rotation will be established for team members to turn-take documenting meeting notes each week
26. Each week I will:
  - a. Use the OMS to input my weekly statistics and monitor and maintain my own statistics, paying attention to what is going well and duplicating those actions as well as investigating and problem-solving for down-trending statistics. My statistics are due by the end of business on Thursday each week.



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- b. Work to meet targets set that are company-wide, department-wide, or division-wide
  - c. Verify my schedule is correct daily and weekly, including my advance schedule for the next week
  - d. Maintain my permanent schedule including but not limited to:
    - i. PTO, communicating with the Front Desk about Scheduling, communicating with parents and documenting that the schedule is correct in the EMR system and making changes where appropriate (i.e., updating/adding appointments in Raintree, block-booking, deleting, rescheduling etc.)
27. Battle Planning- Battle plans include your weekly plan for what you are going to accomplish that week, including deadlines and high priority items. This may be reviewed with your CM in your weekly meetings.
28. I will participate in community awareness events as communicated by the Executive Council. Events include but are not limited to: support group gatherings, continuing education events, or other related events pertaining to AASL's company and relationships within the community.
29. I will participate in developing programs for departments in the clinic, parents, and/or events hosted by the clinic
30. I will host observers and students as communicated with me by my CM
31. I will take any necessary work home with me if I am unable to complete it during my work week and am behind as I have problem-solved and identified on my own, or it has been communicated to me by my Superior or Management.