

## 1.5 Communication

### Standard

A **registrant** of RCASLPNB communicates respectfully, effectively and in a **timely** manner in the provision of **professional services**.

### Indicators

To demonstrate this standard, the registrant will:

- a) Communicate truthfully, respectfully, effectively, and clearly, using **plain language** and considering principles of **cultural safety** in all forms of communication.
- b) Select appropriate communication techniques, adapt communication style and minimize barriers by demonstrating an awareness of cultural differences in communication and by incorporating required supports (e.g., use of interpreters, technological devices, written cues).
- c) Facilitate open, two-way communication to support the **patients' or clients'** understanding and engagement.
- d) Ensure all written communication is clear, professional, and completed in a timely manner.
- e) Share written reports, as appropriate, to relevant care team members, respecting relevant provincial privacy legislation and consent requirements.

### Expected Outcome

Patients and clients can expect clear, respectful, effective and prompt professional communication.

**Cultural safety** exists when individuals feel respected, valued, and safe in their interactions with service providers and systems. Culturally safe health services are free from racism and discrimination, and support people in drawing strength from their identity, culture, and community. Culturally safe services are free of racism and discrimination, and support people in drawing strength from their identity, culture, and community.

**Patient or client** refers to a recipient of the services of an audiologist or speech-language pathologist.

**Plain language** refers to communication that your audience can understand the first time they read or hear it. Language that is plain to one audience may not be plain to another. Written material is in plain language if your audience can find what they need, understand what they find, and use what they find to meet their needs.

**Professional services** refer to any service that falls within the practice of a regulated profession; for the professions of audiology and speech-language pathology, these are as outlined in the *Audiology and Speech-Language Pathology Act*.

**Registrant** means an audiologist or a speech-language pathologist and any person whose name is entered in the temporary register or in any of the rosters established and maintained under the *Audiology and Speech-Language Pathology Act*, the bylaws and rules.

**Timely** means that something is done promptly or without unnecessary delay.