



Fieldwork Education Guide

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Welcome Aboard!

Together Everyone Achieves More

As a clinical education center, Children's Therapy TEAM embraces the opportunity to help clinical students learn and grow. You are the future of our field! Additionally, TEAM therapists and kids benefit from the unique gifts and vibrant energy that you bring.

Our Goals

As a company we focus on the following:

- 1) Improving quality of life for the children and families we serve;
- 2) Providing an excellent working environment for our employees;
- 3) Offering rich educational opportunities for students, thereby contributing to the future of our professional fields in Speech Pathology, Physical Therapy, Occupational Therapy, Behavior Analytics, Education, and Administrative Leadership.

Volunteerism & Community Involvement

Involvement beyond the walls of the clinic is a hallmark of Children's Therapy TEAM. Each year TEAM therapists give countless hours of service both locally and internationally. By exploring volunteer opportunities during your placement at Children's Therapy TEAM, you will gain an even better understanding of the needs of our clients and their families.

TEAMworks

TEAMworks is a nonprofit organization dedicated to improving the quality of life for children with special needs who may not otherwise have access to quality care, equipment and materials. Volunteers provide resources, training for care providers and outreach programs both internationally and locally.

Explore More!

You can learn more about TEAM at ChildrensTherapyTEAM.com.

Meet our Education Coordinators



Christina Ruby (Physical Therapy)

Christina is a Board Certified Clinical Specialist in Pediatric Physical Therapy and holds a doctoral degree. She is a veteran therapist who has worked in varied settings including schools, homes, early intervention settings and hospital based Neonatal Intensive Care Units. She feels blessed to have a job she loves as she gains joy from watching kids grow and learn new things. When not working Christina enjoys spending time with her husband and their boys. She says they keep her on the go.

Carmen Shumpert (Speech-Language Pathology)

Carmen received her Master of Science in Speech Language Pathology from the University of Arkansas, Fayetteville, before joining the TEAM family in 2006. In addition to providing therapy at TEAM, Carmen serves as our Administrative Liaison. She shares, "I love "my" kids and their families, and I love my job!" Working with several children with special needs who were adopted from Ukraine inspired Carmen to join TEAMworks International Outreach. Through TEAMworks she has gained international experience with assessment and treatment of children with special needs in Ukraine and China. Carmen is happily married and is often entertained by her son Zachary who is an excellent artist and musician.



Julie Marvin (Occupational Therapy)

With over 20 years of pediatric experience, Julie Marvin has provided therapy in a vast array of settings such as schools, preschools and clinics in NWA. She has also provided care in international settings such as Guatemala and China as a TEAMworks Therapist. In addition to Julie's work as education coordinator, Julie also directs TEAM's CI Mobility Program and regularly oversees [summer mobility camps](#) for children diagnosed with Hemiplegia. Julie enjoys caring for a wide variety of ages and diagnoses with a keen interest in serving children with neurological impairments. She is a dedicated wife and mother of three children. Julie serves as a strong advocate for adoption and for serving children with disabilities through her volunteerism with the TEAMworks Nonprofit.

Your First Day

Preparing for your first day at TEAM (and beyond!)

Your openness and dedication to learning and growing in the field of pediatrics is by far one of the most important mental attributes you bring with you. Additionally,

- ☑ review *Developmental Milestones* ("resources" on www.ChildrensTherapyTEAM.com)
- ☑ review other resources as discussed with your individual supervisor prior to your arrival
- ☑ keep resources/textbooks at home to reference as needed

Lunch

Most staff and students bring their lunches. Each location has a kitchen area with a refrigerator, microwave, etc. Further dining details can be worked out with your immediate supervisor.

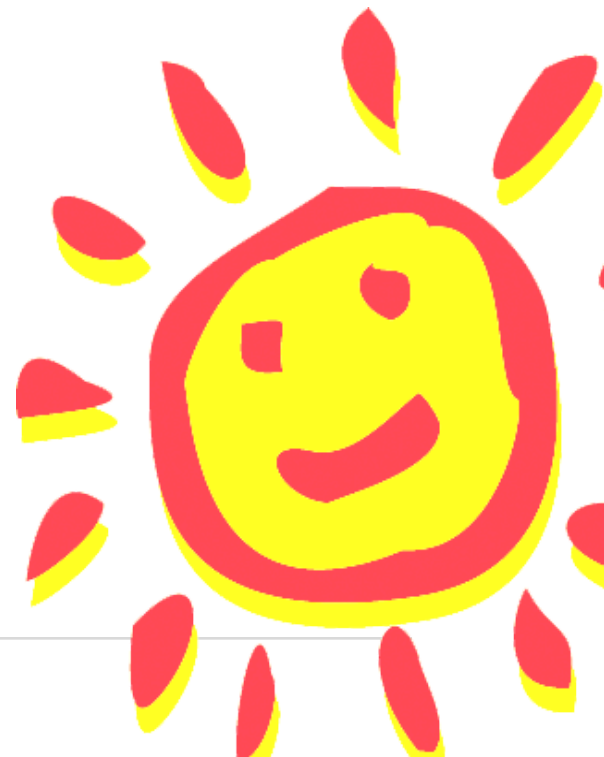
As you start your Rotation

Be sure you have completed the following:

- ☑ [online pre-placement survey and agreements](#)
- ☑ see the front desk or supervisor for a TEAM name badge

If you have any questions or concerns, please feel free to reach out to your Education Supervisor, Clinical Instructor, Location Director/Clinic Manager.

“Every person that you meet knows something you don't; learn from them.” – H. Jackson Brown, Jr.



Student-Therapist Tips for Success

by Melissa Foster, MS, OTR/L, Children's Therapy T.E.A.M.

1. **Ask questions:** The first few weeks, we expect you to ask a ton of questions. Of course, it is important to keep in mind that it may be more appropriate at times to wait and ask questions after the session is over or at the end of the day.
2. **Play:** We work with kids! Ideally, the child should not see this as "work" but that they get to hang out with a playful adult. It is our job to make the work fun. Yes, the child needs structure. Yes, the child needs to meet goals. Our time with kids is more fun if we are silly, playful, and motivating. If we are grouchy, lethargic, or unmotivated, our clients will feel that.
3. **Be positive:** In general, a child needs 10 positives for every negative. Children crave positive reinforcement. Make sure you give it when it is deserved. Maximize the use of positive reinforcements (high 5's, praise, singing, etc.). Correct the child when necessary, but focus on what you WANT them to do as opposed to what you DON'T want them to do (e.g., say, "Hands down," instead of, "Stop picking your nose.").
4. **Bring your own ideas:** Promote the sharing of ideas. Did you read an interesting article? Did you see an interesting craft online? Did you do an activity at another clinic placement that you think would be perfect for your current client? Please share these ideas and discuss them with your supervisor.
5. **Patient safety ALWAYS comes first:** We work in a busy environment. Swings and children are constantly flying in our clinic gym areas. Our childcare and school settings can be similarly busy. Always be aware of your surroundings. Be aware of BOTH your child and the other children in the room. Be aware of food or other allergies. Our number one job is to keep our clients safe!
6. **Be open to constructive criticism:** Students and therapists/teachers/administrators are always learning. You will get constructive criticism from your supervisor. Just because you may be doing something incorrectly or not quite right does NOT mean you will fail your clinical. We were all students once, and we know you are going through a learning process. Just try to understand and make the necessary adjustments to your technique the next time. We ALL make mistakes and strive to learn to do better.
7. **Follow the paperwork schedule:** You and your supervisor will determine the appropriate time to complete session notes and reports or other required paperwork. It is important to spend very minimal time completing paperwork during sessions or while providing direct contact care.
8. **If you are sick, stay home:** If you have had a fever, diarrhea, vomiting, pink eye, or any other serious contagious illness within the past 24 hours, just stay home. We have

some medically fragile kiddos who do not need our germs. Text or call your supervisor as soon as you know that you can't come in.

9. **Come to work when you are scheduled:** If you have a conflict that you know of ahead of time that absolutely prevents you from attending a scheduled day, let your supervisor know as soon as possible.
10. **Take care of yourself:** Make sure that you are able to work to the best of your ability. If you have a chronic illness and have doctor's orders for specific modifications, follow them.
11. **Be professional:** Wear your name tag. Keep your cell phone put away. Arrive on time. Work until the end of your scheduled day. Wear appropriate clothing. Stay client/therapy focused while at work. TEAM carries an open-door policy and often parents will either be with their child or observing nearby. Be mindful and considerate of how questions or comments are worded.
12. **Be careful when speaking:** Use child appropriate language. Also watch the content of your conversations and avoid things that may be possibly disturbing to children (even current news events).
13. **Complete work on time or early:** Complete session notes and reports early in order to obtain appropriate feedback prior to timelines.
14. **Social media:** Refrain from social media use during your work day. Also, be extremely careful of posting anything related to the clinic, your clients, etc. Always be mindful of HIPAA guidelines.
15. **Personal issues:** If you are having personal issues that might prevent you from performing to the best of your abilities, talk to your supervisor and he/she can help you create a plan of action.
16. **Procedure for when there is a problem:** If you DO have a problem, speak with your clinical instructor/direct supervisor first. If you need further assistance, feel free to speak with your Education Supervisor or Clinic Manager/Site Director any time.
17. **Communication is key:** If problems arise, the best opportunity to find a solution is open and early communication with your school, your clinical instructor/direct supervisor, and your education coordinator if needed.

HIPAA Compliance

TEAM's Privacy and Security Policy for Students

Students should comply with relevant Health Information Portability and Accountability Act (HIPAA) standards and related legislation. TEAM's designated Security Officer and Privacy Officer are integrally involved in ensuring company compliance. Students should immediately report problems or concerns to TEAM Security and/or Privacy Officers at HIPAA@childrenstherapyteam.com.

Protected Health Information (PHI)

PHI is any *individually identifiable health information* that can identify a patient, including (but not limited to) a patient's picture, name (first or last), address (street, county, zip code), birthdate, admission date, discharge date, Social Security Number, telephone number, facsimile number, email address, medical record number, health plan beneficiary number, account number, device serial number, web URL, Internet Protocol (IP) address numbers, finger or voice prints, and photographic images. Do not share PHI with unauthorized individuals.

Authorized Disclosures of PHI

Students should only share PHI with the TEAM therapist(s) directly responsible for providing care to the patient whom the PHI individually identifies. PHI may be recorded in the patient's TEAM chart. Any other disclosure of PHI by a student is unauthorized.

Transmission of PHI

Students should not transmit any PHI electronically via email, text, social media, etc. Use of Children's Therapy T.E.A.M.'s electronic medical record software is acceptable for PHI storage.

Requests from Judicial, Legislative, Administrative or Other Governmental Bodies

If a student is asked to share PHI, then a written court order or other related documents must be presented. Prior to any disclosure you must report the request to your supervisors in order to afford TEAM reasonable opportunities to prevent or limit disclosure if necessary.

De-identified Information

Any information you share with unauthorized individuals on paper, electronically or orally must be completely de-identified and lack PHI.

Appropriate Access of PHI

Access to PHI is determined based on the direct relevance of the information to the student's work. Any access to PHI that is not needed in order to perform a student's duties and responsibilities is strictly prohibited.

Company Laptop Access

- Students may be assigned a laptop for use of completion of required documentation only. Personal use of laptops is prohibited.
- WiFi used to access TEAM systems, regardless of whether or not the device is owned by Children's TEAM or the student, must be secure and password protected. Open WiFi networks such as, but not limited to, those at coffee shops or airports are not secure and must not be used.
- Care must be taken to ensure that when PHI is on the screen of the laptop it is not visible to unauthorized individuals. Private, secure locations are ideal for completion of documentation while off site.
- Laptops must be kept in secure locations at all times. Laptops in open view in a car, locked or unlocked, are not secure and are easy targets for theft.
- PHI storage restriction guidelines apply. Do not store PHI on the hard drive of the laptop, rather only in Children's Therapy TEAM's authorized cloud-based medical records software, Raintree.
- Personal storage restriction guidelines apply. Do not store personal information, photos, music, etc. on Children's Therapy TEAM owned laptops.

Dress Code

Management of Appearance

Students should use good judgment and common sense regarding their appearance. Proper hygiene and appropriate attire are important to the work environment. Students are expected to report well-groomed and with clean, ironed and professional attire.

Professional Clinical Attire

You will be given 1-2 TEAM screen printed t-shirts, depending on your part time or full time status. In addition, please wear professional, casual attire or scrubs. Appropriate pants include khakis, slacks, jeans or scrubs. Aquatic Center attire for those involved in aquatic therapy includes board shorts and swim shirt for either female or male students. Additionally, females may choose to wear a one piece, sports swimsuit with use of a cover-up when out of the pool.

Unacceptable Attire includes:

1. Tank tops, halter tops, or muscle shirts
2. Bare navels or transparent shirts
3. Clothing adorned with foul language or images
4. Torn clothing or clothing with holes
5. Articles of clothing that expose cleavage, midriff, or buttocks
6. Short skirt or short dress (*more than 2" above the knee*)
7. Shorts
8. Sweatpants
9. Indoor ball hats or bandannas
10. Lip, tongue rings or ear tunnels
11. Excessively wrinkled clothing
12. Leggings with t-shirt

Name Badges

Please wear your TEAM-issued name badge at all times.

Perfumes

Because of allergy risks to others, please avoid use of any perfume or heavily scented products.

Religious Attire

Such attire is considered appropriate if worn specifically for religious or cultural reasons.

Personal Belongings

Please safeguard personal belongings. Observe the following guidelines in bringing or displaying personal belongings:

1. Nothing can be displayed that (in the opinion of supervisors) is derogatory to any person or system of beliefs.
2. Objects (in the opinion of supervisors) that are inappropriate or hinder work efforts should not be allowed and must be removed upon request.
3. Safety comes first. No object should interfere with job safety as viewed by supervisors.



Qualities of an Ideal Fieldwork Student

by Cheryl Boop, MS, OTR/L, AOTA Student Pulse Newsletter

NOTE: While this article was written by an OT supervisor, Cheryl Boop, we feel it is a perfect fit for all disciplines!

I just finished supervising one of the best OT students I have had the pleasure of mentoring. She graduated in December and will take her boards in January—I cannot wait for her to find her dream position.

As I worked with her this semester, I began to think about what made her such an ideal student to supervise. I have had experience as a student myself, and I have been a fieldwork educator for OT students for the past 13 years. I also taught clinical reasoning to students who were on their pediatric Level I fieldwork placements, so I have seen many different students with a variety of life experiences, interests, learning styles, and goals.

All of them have the potential to be amazing occupational therapists. So why do some of them stand out to me? Here is a list of qualities that, in my mind, are ideal for working with a fieldwork student.

- 1. Passionate.** The first thing that comes to mind is passion—a passion for knowledge, learning, and for being an OT. The passion and interest you have in our profession is contagious. The people with whom we come in contact will feel that passion and will have confidence in your abilities because they know you have a genuine concern for them and their issues. As a fieldwork educator, it is so much easier to work with someone who cares. Even if your fieldwork placement is in an area that you think you do not have an interest in, give it your all—jump in with both feet. Each and every person you come in contact with is worth your 100% attention and respect. And, who knows? One of my very best friends in OT school was entirely sure that she was going to work in the geriatric field. She put off any pediatric fieldwork options until the very end, and she fell in love with pediatrics! She now owns her own pediatric outpatient rehab center and is an advocate in her state association for pediatric services.
- 2. Open minded.** Being open minded is so very important. Please leave judgment at home. You will come across clients and families who have very different values from you. Your clinical instructor may have different values. You will come across people from different socio-economic backgrounds, religions, cultures, and educational levels. Be respectful. Understand that you are not going to change these things—it is not your job to do so. We need to work with our clients where they are—within THEIR parameters.
- 3. Humble.** My most successful students have perfected the art of sharing their knowledge in a way that does not come across as condescending or like a “know-it-all.” As students, you are very aware of the latest research and techniques. We need to learn about them—you are our window to that information. And we, as fieldwork educators, should be happy to have you teach us! At the same time, many of the techniques we use have been successful through our experience. Be willing to learn and incorporate these.

4. **Client Centered.** Not only do we rely on you to teach us about the latest information, but our clients and their families rely on you to teach them what they need to be doing for their home programs. A good student will understand that everyone learns a little differently. As occupational therapists, our jobs require us to quickly ascertain the best way to teach every person involved. This may involve visual supports, written communication, modeling, apps, technology, and hand-over-hand demonstrations. Be flexible and ready to have multiple techniques at all times.
5. **Communicative.** Be aware that what you learn in the classroom can be very different from what happens in the “real world.” I love working with students who are willing to try things in a different way than they learned in the classroom. Ask us questions (respectfully, of course!). Tell us what you have learned and try to correlate it to what you see us doing. Clinical reasoning is my favorite part of OT—I love explaining the thought process behind what I am doing. I try to do this all the time with my clients and their families. However, we may need reminders from you. Ask us questions to help us teach you alternative techniques or to explain why, in this particular instance, we might not be doing things “by the textbook.”
6. **Empathetic.** A good OT (and a good student) will know how to approach issues with tact and respect. Be humble. Be respectful. Make eye contact and smile. Introduce yourself and do not be afraid of small talk with our patients. Making meaningful connections is the most important aspect of our jobs. If we do not connect with our clients, we cannot hope to help them meet their goals or become involved in therapy. Many of the topics we work on with our clients are so very personal. Our clients need to trust us and allow us into their world.
7. **Honest.** Know your learning style and needs and how to articulate them to your supervisor/fieldwork educator. If you feel more comfortable jumping in and performing techniques hands on, let us know. If you want time to observe before trying something out, tell us. My learning style may be different from yours, and my expectations of you might be different. However, if I understand what you need from me, I will make adjustments in those expectations.

Passionate, open-minded, humble, client centered, communicative, empathetic, and honest— I think that is a complete list of qualities that I look for in a student, co-worker, and professional. It sums up my last student, or I guess I should say, my newest colleague!

Life in Northwest Arkansas

Housing

Children's Therapy TEAM is unable to supply housing. If you have any questions about housing in the area, feel free to call and ask us. We will do our best to help answer your questions.

Experience NWA

Fayetteville is an exciting college town with a variety of fun indoor and outdoor activities. Consider tailgating before a fall football game, catching a basketball game in Bud Walton Arena, or exploring the beautiful grounds of the University of Arkansas.

Fayetteville is also home to the Botanical Gardens of the Ozarks and Lake Fayetteville. Both are located just minutes from TEAM's Fayetteville Clinic.

Bentonville is home to Crystal Bridges Art Museum, one of the nation's leading art galleries. Offering free admission, this museum provides a great weekend activity.

Both Bentonville and Fayetteville have great farmers' markets on their town squares.

Northwest Arkansas has many miles of trails and outdoor recreational opportunities, including Devil's Den State Park. Several TEAM members love the outdoors and are happy to share advice for prospective hikers.

If you are looking for a particular type of religious community, please reach out to us, and we can give you an overview of local churches and other religious communities.

Clinic Locations

Parking

We have several locations throughout NWA. Double check with your education coordinator regarding your specific location assignments.

Parking is available at all locations. Staff and students reserve the parking spots closest to the building for TEAM kids and their families.

What Next?

A Future Career at TEAM

If you loved your placement at TEAM and can envision yourself living in Northwest Arkansas, then please reach out to us and submit your resumé. You may send your resumé to the attention of McKenzie Lane, Executive Director of Recruiting at career@childrensteam.com.

Stay LinkedIN @ChildrensTEAM

Regardless of where your professional journey leads, let's stay in touch!

[linkedin.com/company/childrensteam/](https://www.linkedin.com/company/childrensteam/)

