

PROTOCOLS, PROCEDURES, & TRAINING MANUAL

of the

Gallogly Recreation & Wellness Center
Mental Health Services

September 2017 version
The University of Colorado at Colorado Springs

Table of Contents

Page 1: Cover Page

Pages 2-3: Table of Contents

Page 4: Clinical Trainee Information

Pages 4-5: Objectives

Pages 5-6: Introduction to the Mental Health Services

Page 5: A. What is the Mental Health Services?

Page 5-6: B. What Do MHS Staff and Trainees Do?

Page 6: C. Who Does the MHS Serve?

Page 6: D. Training and Research Functions

Pages 6-8: Pre-Practicum, Practicum, Internship, and Postdoctoral Training Requirements

Pages 8-31: General MHS Guidelines

Page 8: I. Insurance

Pages 8-10: II. Expectations for Clinical Trainees

Pages 10-12: III. Screening, Intake Procedures, Assignment of Clients, Setting/Collecting Fees, and Treatment Planning

Page 12-13: IV. Scheduling Client Appointments, Greeting Clients, and Time of Sessions

Pages 13: V. Session Recording Protocol

Pages 13-18: VI. Emergency Procedures

Page 13-14: A. Alleged Elder/Child Abuse and/or Neglect

Pages 14-15: B. Spouse/Couple Abuse Protocol

Pages 15-17: C. Suicide/Homicide Evaluation

Pages 17-19: VII. Client Records

Page 18: A. HIPAA

Page 18: B. Computer Security

Page 19: C. Wellness Center Security

Pages 19: VIII. Supervision

Pages 19: IX. Log of Contacts and Progress Notes

Pages 20: XI. Front Desk

Pages 20-21: XII. Transfer and Termination Procedures

Page 21: XIII. Public Relations

Page 21: XIV. Absences and Vacations

Page 21: XV. Communication with Primary Care Physician

Page 22: XVI. Referral To Outside Specialists

Pages 22: XVII. Telephone Confidentiality

Pages 22-23: A. Electronic Confidentiality

Page 23: XVIII. Facsimile (“Fax”) and Postal Service Protocol

Pages 23-24: XIX. Authorization to Release/Obtain Information

Page 24: XX. No- Show Procedures

Page 24-25: XXI. Court Procedures

Page 25: XXII. Non-Discrimination Protocol

Pages 25: XXIII. Sexual Harassment Protocol

Page 25: XXIV. Research Protocol

Page 26: XXV. Gifts of Value

Page 26: XXVI. Financial Protocol

Pages 26, 27: XXVII. Drug and Alcohol Evaluation Protocol

Page 27: A. Mandatory Drug/Alcohol Related Evaluation Referrals from Housing Department

Page 27: XXVIII. Unusual Incident Report (UIR)

Page 27-28: XXIX. Trainee Grievances Regarding Supervisors

Page 28: XXX. Supervisor Concerns/Difficulties with Trainees

Page 28: XXXI. Client Grievances

Page 28: XXXII. Referrals for Medication/Psychiatric Services

Page 28, 29: XXXIII. Trainee Evaluations

Page 29: Final Thoughts

Clinical Trainee Information

Welcome to your practicum/internship/postdoctoral placement at the Recreation and Wellness Center's Mental Health Services division (MHS). This protocols, procedures, and training manual (P&P) is provided to assist you in carrying out your responsibilities as a Trainee at the MHS. Please read the manual carefully and keep it as a reference during your practicum/internship/postdoctoral placement.

You have been accepted as a pre-practicum/practicum/intern/postdoctoral trainee by the Director of Clinical Training (DCT), the Director of the Mental Health Services and approved by your academic program's Director of Clinical Training. The practicum/internship/postdoctoral experience is for the training year (11 months). The *minimum number of hours* per week of Practicum is 10-15 (15 hours, if you are a masters level clinical psychology trainee); for Counseling Internship training it is 20 hours and for Pre Doctoral Interns and Postdoctoral training it is 20-40 hours. If you wish to extend your Practicum/Internship (we would be happy to consider an extension if appropriate); please speak to the DCT so that formal arrangements can be made. If you have been accepted as a pre-practicum Trainee, your training period will be one semester and you will be expected to work at the MHS a minimum of 6 hours per week.

During your pre-practicum, practicum/intern/postdoctoral placement, your title is Psychology/Counseling Trainee, Psychology Intern, or Postdoctoral Resident. You should sign all documents, progress notes, and so on, with your name, highest degree earned, and title. Your Supervisor's title is Clinical Supervisor. Documents that are countersigned by your Supervisor should have your Supervisor's name, highest degree earned, and title.

As a Psychology/Counseling Trainee, Psychology Intern, or Postdoctoral Resident it is your responsibility to be aware of and adhere to the protocols and procedures of the MHS. These responsibilities include but are not limited to:

1. Supervision: You must keep your Supervisor informed of all services and activities connected with your clinical training year.
2. Ethics: You must abide by the APA Ethical Principles of Psychologists and Code of Conduct or ACA code of Ethics based on your field of study.
3. Documentation: You are responsible for timely and proper maintenance of client records and all other documentation required by the MHS and other associated agencies and funding sources.
4. Coordination of Client Services: You are responsible for coordination of services to your assigned clients, setting appointments, and assisting with referrals to and linkages with external agencies.
5. Protected Health Information (PHI): You are responsible for completing HIPAA and FERPA training and adhering to HIPAA standards for maintaining the confidentiality of the MHS clients' PHI. Directions will be provided for completion of these trainings.

Objectives

The Practicum/Internship/Residency experience is considered one of the most important professional activities in which Trainees engage during their Ph.D./PsyD or M.A./M.S. in a Clinical Psychology or Counseling degree programs. Practicum/Interns/Postdoctoral Residents are given opportunities to synthesize and apply knowledge gained in their course of study and other academic pursuits. Through the sharing of experiences in supervision, Trainees refine existing skills and acquire new skills.

During the initial practicum semester, Trainees will begin to see up to five client(s) under close supervision. The objective of this semester is to help the Trainees at this level begin to develop a professional identity, learn how to interview and evaluate clients, compose documentation for their services and get ready for their additional practicum or internship experience in a professional setting.

Practicum/Internship/Postdoctoral Objectives: The Practicum and Internship is designed to facilitate refinement of assessment, psychotherapy, and interviewing skills and the development of new clinical skills. For Postdoctoral Residents, if/when there is consensus that the Trainee is ready; experience of providing supervision under the close supervision of a licensed supervisor can be arranged. Through closely supervised experiences, the Trainee can expand his or her repertoire of assessment and psychotherapy techniques and interpersonal relationship skills. Trainees will be closely supervised through the use of recording of all sessions, review of progress notes and all other related written materials (i.e. reports and letters), direct observation, and weekly face-to-face supervision meetings.

In the Practicum/Internship/Postdoctoral semester or year, Trainees will be expected to demonstrate a commitment to implementing and expanding the following skills:

- Establishing and maintaining a helpful, supportive, and professional psychotherapy relationship with clients;
- Developing and applying of appropriate assessment and psychotherapy techniques;
- Creating case formulations to include – history, diagnosis, case conceptualization, and treatment planning;
- Maintaining client records;
- Learning about and using community resources when appropriate;
- Working effectively with supervisors, colleagues, and peers including appropriate consultation, analysis and presentation of sessions and case studies;
- Continuing development of professional identity and behaviors;
- Showing enthusiasm for and commitment to the Trainees' profession;
- Continuing a willingness to learn;
- Continuing development of personal traits that are conducive to effective counseling, learning, and professional development;
- Developing and using feedback methods that enhance relationships with supervisors, clients, and peers, and enrich self understanding;
- Understanding responsibilities involved with respective roles of psychology/counseling Trainee and academic Trainee-researcher; and
- Developing a professional role as a scientist-practitioner.

Introduction to the Mental Health Services

A. What is the Mental Health Services at Recreation and Wellness Center?

The Mental Health Services (MHS) is a part of UCCS Administration and Finance division. MHS is designed to serve the counseling and mental health-related needs of UCCS students. The mission of the MHS is threefold: (1) to assist UCCS students with their academic success when personal/psychological matters are complicating and interfering with the students' efforts; (2) to serve as a training site for graduate students in Clinical Psychology and Counseling fields; and (3) in accordance with UCCS tradition, create, implement, and develop services that are open to various organizations in the community. The services for the UCCS students help them achieve their educational goals, define their career goals, learn more about problem solving process, enhance their capacity for satisfying interpersonal relationships, and maximize their capacity for continued emotional growth. Students in other training programs can apply for clinical training for Practicum or Internship slots on a competitive basis. The MHS is a critical component of current Ph.D., PsyD, and Master's level training because it serves as one of the primary training sites for doctoral and master's students.

B. What Do the MHS's Staff and Trainees Do?

The MHS staff and Trainees:

- Evaluate emotional and social difficulties and disorders in UCCS students that may be interfering

- with their academic success;
- Treat psychological disorders (e.g. depression, complicated bereavement, anxiety, posttraumatic syndromes, eating disorders, adjustment disorders, etc.);
- If it is determined that the client would benefit more from other resources in the community, assist in implementing the relevant community resources into their treatment plans, by making the appropriate referrals;
- Assist with solving problems in daily living such as family conflicts, problems in intimate relationships, loneliness, boredom, and/or work over-load;
- Educate UCCS students, faculty and staff, and care providers about typical difficulties and problems of college students, and the potential solutions of these problems;
- Consult with other service providers for UCCS students (e.g. health care, social services);
- Collaborate with community service agencies to offer innovative programs for UCCS students;
- Research, develop and implement optimally effective approaches to assessment and treatment, in accordance with the evidence-based practice models;
- Train future psychologists and counselors to work effectively with various populations.

C. Who Does the MHS Serve?

The primary target population for the MHS is UCCS students, their families and significant others. Over time, different on-campus and community-based projects are implemented at the MHS. These projects broaden the population that the MHS targets. By taking part in these projects, Trainees have the opportunity to work with and learn from these rotations, throughout their practicum experience.

D. Training and Research Functions

In addition to clinical service provision, the MHS functions as a primary training site for Postdoctoral Residents, Ph.D., PsyD and M.A. candidates in clinical psychology and counseling. The major components of the training program are direct clinical experience, individual and group supervision, didactic trainings provided by clinical staff, participation in staff meetings, interaction and collaboration with clinical staff, clinical and educational collaborations with community agencies, and case presentations and discussions. Training and supervised experience are offered in psychological evaluation and testing, individual psychotherapy, marital therapy, family therapy, and group therapy. The integration of training, research, and service is a priority for our training program. The primary services offered are psychotherapy (individual, family, group), and psychological evaluations as they relate to the psychotherapy services the MHS offers. In addition, educational outreach activities and consultations about resources to cope with life transitions are regular services. Teams composed of clinicians and graduate students provide these services. The Supervisor is responsible for all clinical services, most of which are implemented by the Trainees.

Whenever there are community-based service projects at the MHS to bring in much needed additional resources and research opportunities, the MHS Trainees will be expected to take part in these projects that overlap with their research and career interests. At the MHS, Trainees are expected to be familiar with the APA code of ethics and follow these during research activities. Confidentiality applies to research activities involving Trainees and participants. The MHS's protocols and procedures and APA ethics are available to Trainees in electronic copies distributed during orientation and clinical training period, in addition to the online formats at MHS website and the APA website.

Pre-Practicum, Practicum, Internship, and Postdoctoral Training Requirements

There are four training tracks at the MHS. The pre-practicum track is designed for psychology Ph.D. students, who have no or very little clinical experience. The goal of this track is to provide Trainees with the very basic clinical skills to help them have a smooth transition to their practicum experience. Trainees are expected to have direct clinical service delivery; receive clinical supervision for their client; learn to create the appropriate documentation for services; and do a case presentation in staff meetings. It is a one semester training program with 6 hours per week commitment. The practicum track is designed for Trainees who have no or very little clinical service experience. The purpose of this track is to provide

hands-on training and experience in clinical psychology/counseling in a professional environment. In this track, Trainees are expected to have up to 60% of their scheduled training time in direct clinical service delivery; receive clinical supervision for their client; learn to create the appropriate documentation for services; take the role of a co-leader in groups; and do case presentations in staff meetings. It is a one or two semester training program with a minimum of 10-15 hours per week commitment.

A limited number of openings are available for Practicum/Internship (minimum 11 month commitment) at the MHS. Before they are eligible for Practicum, all potential Practicum Trainees from UCCS Psychology Department must have completed satisfactorily the following required UCCS Clinical Psychology Ph.D. or M.A. classes: Clinical Skills, Advanced Psychopathology, and Psychotherapy. Practicum Trainees must be concurrently enrolled in Clinical Interviewing and Personality Assessment during the Fall semester of their Practicum year, and in Professional Development during the entire Practicum year.

Trainees from the Counseling and Human Services Department at UCCS must have satisfactorily completed Theories and Techniques of Individual Counseling, Lab and Practicum in Individual Counseling, Human Growth and Development, Theories and Techniques of Group Counseling, Lab and Practicum in Group Counseling, Issues, Ethics, and Trends in Professional Counseling. Practicum Trainees from this department must be concurrently enrolled in Introduction to Marriage and Family Counseling, Practicum in Professional Counseling, Role and Function of the Community Counselor. Trainees from other programs must have a comparable academic background. Interns must have completed comparable coursework prior to filing an internship application.

All applications are accepted by a predetermined date for Spring, Summer, and Fall semesters. Interviews with clinical staff are conducted with selected candidates, after review of submitted application materials by all clinical staff is completed. Practicum Trainee selections are announced by November for Spring semester and by April for Summer and Fall semesters. Subsequent to Trainee selection, Trainees will be invited to a Training/Orientation program with the DCT, the licensed clinicians, and other graduate Trainees who have been working at the Center for at least one semester. All Trainees are required to attend to this program. At that time, the Trainees will be asked to read the MHS's Protocol, Procedure, and Training Manual, complete the paperwork, and receive information about:

1. Liability insurance requirements
2. Individual disclosure form
3. Each step of the entire psychotherapy process from intake to termination
4. Documentation of all services
5. Clinical supervision process
6. Diversity and ethics
7. The Training Year Calendar
8. Required HIPAA and FERPA training
9. Background checks

The required hourly commitment per week varies: pre-practicum Trainees from Psychology Department will be required to work for a minimum of 6 hours per week, over one semester. M.A. and Ph.D. Practicum Trainees should be prepared to spend a minimum of 10-15 hours per week in Practicum activities over the 11- month period; Counseling Interns participate for 20-30 hours per week; Pre-Doctoral Interns participate for 20-40 hours per week; and Postdoctoral Residents should be prepared to spend a minimum of 20 hours per week. Trainees are required to provide a copy of their expected weekly schedules to the DCT and the office manager. This only needs to be updated when the schedule significantly changes, such as changing days when a Trainee is typically scheduled at the MHS. The Practicum Trainees typically begin their experience in January or August but alternate and mutually agreed-upon times can be arranged between the Trainee and DCT. Trainees are expected to meet with their clients at the Wellness Center ONLY, unless

prior specific arrangements have been made and approved by their Supervisor.

** The Practicum/Internship training runs according to the UCCS schedule. That means that the services and trainings are ongoing when the University is open. The MHS are fully functioning during most of Christmas break, spring break, and all of summer. Thus, you are expected to continue with your training during those times. A list of official holidays is available at the UCCS website. Trainees should plan on working even if the academic “semester” is over at the University. Discuss your vacation days with your Supervisor and use the Vacation/Leave request form. Each Trainee has vacation allowance per semester that is equal to the number of scheduled hours during a typical week.

General MHS Guidelines

In order to increase the efficiency and professionalism of the MHS, the following guidelines have been established. Your participation in enforcing these guidelines will help make the training experience more productive for yourselves and your clients.

I. Insurance

All Trainees are required to have liability insurance prior to seeing clients. Many Trainees acquire insurance coverage for a minimal charge through the American Psychological Association (APA), Association for Psychological Science (APS), or American Counseling Association (ACA). Trainees must acquire liability insurance before beginning Practicum and submit a Proof of Insurance Form along with a copy of their current liability insurance protocol in order to begin Practicum/Internship. Trainees cannot see any clients or provide any clinical services before providing proof of insurance to the DCT. Liability Insurance must remain active throughout training and a hard copy of any protocol renewal or protocol change must be provided to the DCT.

Trainees who are not currently American Psychological Association (APA), Association for Psychological Science (APS), or American Counseling Association (ACA) members are strongly encouraged to join at this time, not only for the opportunity to be insured under their group program, but also to begin participation in a professional organization which serves the interests of the psychology or counseling profession. Trainee membership applications are available at the Psychology Department or the Counseling Department and online at:

APA: www.apa.org

APS: www.psychologicalscience.org

ACA: www.counseling.org

II. Expectations for Clinical Trainees

1. All Trainees are responsible for reading and understanding (1) the MHS Protocol, Procedure, and Training Manual and (2) the Ethical Guidelines. It is the Trainee’s responsibility to be familiar with the APA Ethics Code and the ACA Ethics code related to their supervisors ethical guidelines. Trainees must abide by these guidelines at all times. Ethical violations will result in one or more of the following:
 - (a) consultation with the Trainee’s Supervisor and the DCT;
 - (b) documentation of disciplinary action and remediation plan.
 - (c) possible immediate dismissal from Practicum/Internship and/or the MA/Ph.D. Program. In addition, ethical violations may result in professional and/or legal charges.
2. The MHS is a part of a professional health services facility. Trainees are expected to reflect that image in both their dress (i.e. no jeans, shorts, sneakers, “flip-flops,” visible tattoos or facial piercings) and personal and professional behavior. The Recreation and Wellness Center is a No-Smoking facility.

3. Mailboxes and Check-ins. Practicum Trainees will be given a mailbox to facilitate communication and the flow of information. It is your responsibility to check your mailbox frequently for messages. If a client has an urgent need to speak with you, the Administrative Assistant will call you at home or on your cell phone and also leave you a message in Mediat. Also, the calls that are made to the office numbers will be automatically forwarded to the main Wellness Center number (x4444).

Note : Trainees never give out private telephone numbers to clients. **Do not give out your home phone or cell phone numbers to clients.**

4. Use of the MHS is greatly facilitated by the Trainees and staff following these guidelines:

a. Clean up after yourself. Be sure that no client materials are left in any area (including your offices). All materials that contain client information are stored ONLY in the chart room at the MHS.

b. Care should be taken to ensure a quiet and calm atmosphere in the MHS.

c. ONLY those Trainees who are in the pre-practicum, Practicum and Internship tracks or at the MHS as an approved class assignment may be in the chart room and in areas where one might be exposed to confidential client information. Remember, all client information is confidential.

d. Furniture and Audio/video equipment should not be moved. If you are using your own digital voice recorder, the recorder itself that have your session recordings must be stored in your mail boxes before you leave the MHS, for any reason (temporarily to return, or for the day).

e. Computer disks/flash drives with confidential material (e.g. Diagnostic Interview reports, Termination Summary reports) should be stored in your mailbox. Do not transport ANYTHING containing client information outside the MHS. Doing so is a probable cause for dismissal.

f. Trainees should discuss their cases only in the MHS offices with office doors closed. The waiting area and reception desk should remain clear for MHS business. Do not discuss any confidential information in any area where other clients or persons in the Wellness Center can hear you.

g. Client paper charts or client notes are to be kept in the file drawers in the chart room, when not being used. Do not keep charts or clinical paperwork in open work areas. No client files or documents are to be left unattended. Unless being actively worked on, all client documents should be stored in the chart room. When the front desk is not attended to, and/or when no staff is present to monitor activity near the chart room, make sure the door to the room is shut.

h. Keep office doors open when offices are vacant.

i. The last Trainee or staff member to leave the Wellness Center is responsible for checking that the group room doors are locked from the inside, that all lights are shut off, coffee pot is turned off, and that the front door is locked.

j. Trainees may be asked to help cover the front desk. This involves answering the phone, checking and/or taking messages, and checking with clients or visitors who are waiting in the lobby to confirm scheduled appointments.

5. M.A., Ph.D./PsyD, Intern, Post-Doc Training: Pre-practicum Trainees are required to provide a minimum of 6 hours per week. M.A. and Ph.D./PsyD Practicum Trainees are required to provide

10-15 hours per week of services/work at the MHS. Counseling Interns 20-30 hours per week, Pre-Doctoral Interns are required to provide 20-40 hours per week, and Postdoctoral Residents work for 20 hours on a weekly basis. Caseloads and clinical responsibilities are assigned to maximize training opportunities and remain consistent with clinical competencies appropriate to the Trainee's level of professional development. When community service projects become available, Trainees will have an opportunity to have rotations, as they will be working for different projects. Trainees will be matched with these rotations based on their interests and clinical skill levels.

6. Background Checks: The MHS may ask for background checks of Trainees. The cost will be borne by the MHS and/or UCCS. The DCT will maintain a file with all completed background checks.

III. Screening, Intake Procedures, Assignment of Clients, Setting/Collecting Fees, and Treatment Planning

Prospective therapy clients typically contact the MHS by telephone, or occasionally, in person or via e-mail. An initial brief screening is conducted via telephone, to gather basic information, schedule a Screening, and/or provide the caller with an appropriate referral.

The following are what the initial phone screening consists: (1) Name, Student ID; (2) contact information; (3) if leaving a message is OK in the phone number they provide; (4) if the reason they are calling for is an emergency and if so, the nature of the emergency; (5) if it is not an emergency, explaining of the wait list (when there is one), that if they preferred, we are able to provide outside resources (there is a resource folder on the front desk); (6) a very brief summary of the reason for their call (e.g. relational problems, feeling depressed, test anxiety, etc.); (7) (if they choose to be included on the waitlist) the days and times that would be best for them, given they will be asked to come to the MHS for weekly appointments. Should there be a waitlist and the perspective client chooses to be on the waitlist, during the initial phone screening the perspective client will also be invited to come in for an initial 30 minute screening which consists of meeting with a Trainee therapist to gain a better understanding of their presenting problem, identify any individuals who may be in crisis and have their case triaged (at which point, if it is deemed a crisis, they will be eligible for six crisis sessions), offer additional resources while they remain on our waitlist, and gain information for case disposition so that the perspective client may be matched with the appropriate clinician or Trainee therapist. The Screening Form serves as the outline for the screening. Upon completion of the screening the Trainee therapists meet weekly with their supervisors for case disposition and staffing. The 30-minute screening appointment is typically scheduled by the front desk at the time of the phone screening, but can be scheduled by anyone and notated on Medicat. All clients who are placed on the waitlist are offered the opportunity to have a 30-minute screening, typically within 48 hours of their initial call.

This information is recorded on a phone note in Medicat and also in the WAITLIST BOOK for staffing. Once the Trainee therapist is assigned, client contact must be attempted **WITHIN TWO BUSINESS DAYS**, to schedule an Intake Evaluation.

Clients will be assigned as they call into the MHS based on caseload, client needs (i.e. can only come on certain days), and Trainee interest and experience. Information about the new client will be picked up by the Trainee from their mailbox or during supervision. Once the appointment is made, the case is the responsibility of the assigned Trainee. If the client refuses treatment, the assigned Trainee must terminate the file following discussion with the Supervisor.

Occasionally, a third party will call or present in person to schedule an appointment for another individual. Potential clients must be involved in arranging for their intakes or other services at the MHS. Therefore, the third party who initiated the initial contact must be informed of the MHS protocol and asked to pass on the contact information they have used to contact the MHS to the prospective client. The third party may be informed of the waitlist (when there is one) and offered appropriate outside referrals (from the Referral folder at the front desk).

Prior to the Intake Evaluation, a variety of consent forms and information forms are presented (see Intake Packet Forms). Each Trainee should record their intake appointment with their client in Mediat, indicating that it is an "INTAKE" appointment. This intake time must be between 9:00 a.m. and 5:00 p.m. Intakes are never done during evening hours since we do not have crisis service and Supervisory back-up available at those times, nor do we have a financial officer to arrange or set fees. We are in the process of including routine psychological testing as part of the intake process. This will involve screening tests to help identify clients who are contending with mood disorders, personality disorders, and thought disorders.

If a client fails to show for the first scheduled appointment, the Trainee should call the client, remind them of the missed appointment, and make an attempt to reschedule. During this conversation, it is important to remind the prospective client the importance of calling and cancelling the appointment they will not be able to make. If the client repeats their no-shows for the second attempted appointment prior to Intake, we will assume that this may not be a good time for them to be in treatment at the MHS. Discuss the matter with your Supervisor prior to attempting to reschedule. Clients who do not respond to phone calls or messages should be given a deadline to respond in the message the Trainee is leaving. During this message the Trainee will emphasize that if the prospective client fails to meet the stated deadline, we will assume they are no longer interested in our services; and that should they change their minds, they will have to call the Wellness Center (255-4444) and get back on the waitlist. All of the situations above should be discussed with your Clinical Supervisor. Please review the separate section titled *No Show Procedures* for more specific information.

Assigned Trainees contact clients and provide treatment in a variety of modalities under the direction of their Supervisor. Trainees coordinate services provided to their clients and provide whatever case management is required to best help the client.

Whenever possible, efforts will be made to assign clients to Trainees based on client's preferences for sex, race, sexual orientation, etc., but due to the limited number of Trainees available during any semester, the DCT and clinical supervisors will assign clients primarily on availability basis. Should it become apparent that the MHS could not meet the needs of a given client, appropriate referrals will be made. Trainees will meet clients at the MHS unless prior special permission is obtained from the Trainee's Supervisor and the DCT to see a client off-site.

It is acceptable, under certain conditions, to schedule more than one session per week with a given client, **WITH PRIOR PERMISSION OF YOUR SUPERVISOR AND THE CLIENT'S WELL BEING AS YOUR MAJOR CONCERN.** Most clients will be seen on a weekly basis, and less frequently as they prepare for termination.

The Trainee informs prospective clients of the nature of our program (i.e. that we are a Psychology and Counseling Training Site and that Trainees provide services under supervision) including information regarding recording of the sessions, live observation (when necessary), as well as optional ongoing research (when we start research projects). Clients with presenting problems that are beyond the scope of the MHS will be referred out to an appropriate agency.

Crisis Intervention. Frequently, a person in crisis will be referred to the MHS to receive services. Crisis is defined as an individually overwhelming situation that severely disrupts the ability to follow through with daily tasks and responsibilities, in the absence of imminent danger to safety. In this event, every effort is made to see the person in crisis that day; however, if this cannot be arranged, they will be scheduled with one of the trainees who have taken the crisis intervention training at MHS, a Staff Clinician, the DCT or the Director within 48 hours of their first contact. At this point, the person is eligible to receive six crisis sessions and may also be placed concurrently on the waitlist (in the event that there is a current waitlist) so that they may continue services at the termination of their crisis sessions if they so choose. In the event that the clinician seeing the person in crisis has an opening and there is no waitlist, that person in crisis may become a client of the clinician at the termination of the crisis sessions should the person wish to continue treatment; however, should the clinician who initiated the crisis sessions have a full client load, the person in crisis will remain on the waitlist to be staffed with a clinician who currently has an opening.

Fees. The fees for services to clients are \$15 per session. This rate is the same for individual, group, couple/family sessions. Although the front desk who takes the initial phone call goes over fees as well, the Trainee formally sets the fee with the client at the time of the review and signing of the Disclosure and Consent to Services form. Questions about fees and collection should be referred to your Supervisor, DCT, or the Director. The Supervisor is to be notified in the event that a client is not following through with payment of fees.

Fees are due prior to each session and are usually collected by the front desk. If there is nobody there to take the payment and fill out the receipt, the Trainee is responsible for carrying out these procedures. The office manager will turn in payments that are accepted at the MHS to the Bursar's Office within the same day.

If the appointment is scheduled as an emergency, and the emergency is established, there will be no session fee. No one will ever be denied services at the MHS for financial reasons. Fee reductions are available to clients whose financial circumstances change during the course of treatment. The Fee Reduction should be based on evidence of the situational change and must be reviewed with your supervisor. Clients may be asked to provide documentation of changes in their financial status. We do not currently accept any form of insurance other than Clydes Care.

In certain cases, six sessions can be scheduled as crisis sessions prior to being assigned to a therapist or Trainee. In this event, the fees for services are identical to the MHS's regular fee schedule.

Treatment Planning. Treatment plans are due the second session and after discussions with the client, the final draft needs to be **completed no later than the third session**. Think of this document as a therapeutic contract, both parties are involved in the process of constructing the plan and determining mutual responsibilities. Every effort needs to be made to engage the client in the process and signing the document. There is a check box on the treatment plan to indicate that the contract was reviewed verbally but use of this should be the exception rather than the rule. Whenever this box is used, the reasons for doing so should be discussed with the Supervisor.

IV. Scheduling Client Appointments, Greeting Clients, and Time of Sessions

Clients will be scheduling their appointments through the front desk. Trainees are responsible for keeping the Medicat calendar accurate and up-to-date. Not every Trainee has an individual office, so offices will have to be shared. When appointments are made, please check each time to make sure there will be an available office for your session. This should help assure that the therapy rooms will not be double-scheduled.

It will be marked in Medicat "CXL" if client cancels an appointment, and "NS" if the client no-shows. Clients who "NS" or cancel without 24 hours notice may be billed for the missed session. Make sure your clients understand the MHS's protocol regarding missed appointments. Clients who "NS" due to emergencies or illnesses are not billed. Other reasons for "NS" need to be discussed in supervision. In most cases, a maximum of three "NS" within any given semester constitutes cause for terminating treatment. This is a guideline only, and should always be reviewed with the Supervisor.

If you are going to use someone else's office, make sure the Trainee who works in that office is informed. The group rooms may be used for sessions in the event that the usual therapy rooms are booked, if the room is not being used by anyone else during the session. It is important to check with our office manager before using the group rooms for your session.

Greeting clients. Medicat will flag the Trainee when the client is ready. Trainees are responsible for checking the waiting room to see if his/her client has arrived, and for taking him/her back for the session. Hallway conversations should be kept to a minimum to reduce noise level and prevent disclosure of potentially confidential information. You are responsible for seeing that your client goes back to the front desk to check out after the session. However, please do not stay up at the front desk with your client once the front desk staff has acknowledged them. Follow up appointments are also usually scheduled at this

time. At no time should a client be left to his/her own devices to wander around the MHS.

Time of sessions. Regular therapy sessions are scheduled for 1 hour periods (50 minute sessions and 10 minutes for record keeping such as Progress Notes). Try to keep to a 50-minute hour. Do not go over this time frame, unless in emergency situation, as it could cause a back-up for office space or your other clients.

V. Session Recording Protocol

All sessions at the MHS must be recorded. When you record a session, use the MHS recording system with our private a secure server. Clients are informed of the recording protocol BEFORE they are scheduled for an Intake by the Trainee. If other recording devices are used the Trainee must have prior written signed approval and made other arrangements with their supervisor and the DCT along with written signed consent from the client. If client refuses to permit recording of sessions, the Trainee will not be able to treat and will need to refer to another provider. Discuss this with your Supervisor.

VI. Emergency Procedures

Should an unexpected emergency arise while you are working in the Center, contact your Supervisor or the DCT immediately. Keep your Supervisor's, DCT's, and the Director's contact information with you when away from the Wellness Center. If necessary, for on-campus emergencies call (255-3111), for off-campus situations the Police phone number is 444-7000 (non-emergency) or 911 (emergency). Your Supervisor will give you instructions in how to manage the emergency situation. Follow these instructions closely! All emergency contacts and interventions must be documented in detail.

Calls to the MHS for emergency appointments will be handled primarily by the DCT, and the Director. However, in the event that these individuals are not in and/or not immediately available, the staff and the Trainees who have been at the MHS for at least one semester will make the emergency appointment, do a safety assessment, and make the appropriate referrals. The campus Public Safety Department (ext. 3111) assists the MHS in transporting clients to the nearest emergency room (Memorial Central ER: 365 5000; Penrose Main ER: 776-5000) if the client is able to agree to the terms of the DPS Escort Agreement. If the situation is complicated by a medical condition it may be necessary to have the client be seen by a health provider at the Wellness Center, so consultation with the medical team may be necessary. After consultation then a call to 911 for an ambulance may be determined by the medical team and then you will notify the Public Safety Department (255-3111) of the 911 call you have made.

A. Alleged Elder/Child Abuse and/or Neglect

Whenever you suspect a child (age <18) or older adult (age 65+) is being abused, seriously neglected or threatened, immediately check with your Supervisor. Therapists are required by law to report abuse and suspicion of abuse. A written report is required by law.

Reports by clients of elder/child abuse or neglect must be dealt with immediately and with great care. If an older adult client reports that s/he has been abused or neglected, or that s/he has been abusive or neglectful toward another elderly person or child, then the Trainee must obtain the following information:

- a. Alleged victim(s) name(s), age, address, phone number, type of abuse/neglect, time and place, and frequency of occurrence.
- b. Alleged perpetrator's name, age, address, phone number, relationship to victim.
- c. Does the alleged perpetrator have access to the victim and/or other older adults or children? If so, list person's/people's name(s) and age(s).

In some cases, the client reporting the abuse/neglect to the therapist should be told by the therapist that a report would be made to social services. This is a clinical judgment that requires consultation with your Supervisor. **IMPORTANT:** There are potential safety issues associated with telling the informant that a report is being filed. As much as possible, assess potential risks to the victim or possible retribution from the informant before notifying the informant that a report is being filed with Social Services. The Trainee

must check with their Supervisor or DCT before informing the client about the need to report.

In some cases, it may be appropriate to involve the client in the reporting process. Supervisors should be consulted before suggesting or implementing this process.

Once the situation has been reviewed by the Supervisor and Trainee and the determination made to contact Human Services, the follow up needs to happen as soon as possible. The effort to contact Human Services and the Supervisory process whereby the decision was made must be documented immediately and in clear detail. MHS staff can provide assistance in contacting the appropriate social service agencies. When making a report to social services, the client's chart should be at hand, as well as the information gathered about the victim and perpetrator. It is important to record the name of the social service representative and the time contacted in the client's chart and on the Reporting Form. Additionally, the following information should be recorded in the client's chart: (a) what the client reported in the session, (b) the action taken by the Trainee, and (c) that a written Elder/Child Abuse/Neglect Reporting Report was completed and mailed to the appropriate agency with a cover letter directed to the social service worker who took the initial oral report. The Elder/Child Abuse/Neglect Report and cover letter must be reviewed by the Supervisor, and signed by both the Trainee and the Supervisor. A copy of the signed Elder/Child Abuse/Neglect Report and cover letter must be placed in the client chart. The Trainee will send the report by mail to the appropriate agency. In cases in which the Supervisor did not observe the session in which abuse/neglect was reported, the Supervisor must be notified within 24 hours by the Trainee.

The Trainee should discuss the following with the Supervisor:

- a. reporting procedures,
- b. client behavior and well-being,
- c. Trainee's behavior and well-being,
- d. questions and concerns regarding the situation,
- e. how to document the situation.

REMEMBER:

- a. Physical, sexual, and emotional abuse and neglect of an elder or a child **MUST** be reported.
- b. The Trainee's concern about abuse must be reviewed with the Supervisor as soon as possible following the clinical contact that led to the concern. Failure to discuss the concern with the Supervisor and, if necessary, reported to the appropriate agency, for the sake of preserving the Trainee-client relationship is not permissible, and is an ethical violation.
- c. When unsure about the need for reporting, the Trainee should (1) ask the Supervisor or DCT, (2) contact Social Services for feedback, documenting the social service worker's name and the feedback s/he gave the Trainee.
- d. A written report **MUST** follow any verbal report. The consultation with the Supervisor and/or DCT must be described in a progress note.

B. Spouse/Couple Abuse Protocol

In cases of couples therapy where spousal abuse is suspected:

- a. The spouses/significant others will be seen alone in order to explore the possibility of abuse.
- b. When abuse is identified, the victim will be given several phone numbers for shelters. S/he will be asked to not give these numbers to the abuser due to the risk of further abuse at the shelter. The safety of minors involved in the family system must be explored and appropriate action taken (see

child abuse protocol). AFTER CONSULTATION WITH THE SUPERVISOR, A SAFETY PLAN MUST BE DEVELOPED WITH THE VICTIM.

c. The couple will be informed that individual therapy is more appropriate for the situation. The victim(s)'s safety is of utmost importance; therefore delivery of this information should be carefully planned by the Trainee and the Supervisor.

Couples who are in an abusive relationship ordinarily should not receive couples therapy, because therapy may intensify the situation, putting the victim at higher risk. Again, after Supervisory consultation, the Trainee must carefully document the action taken. The Trainee must contact his/her individual Supervisor within 24 hours, informing him/her of any changes in the situation and further actions to be taken.

C. Suicide/Homicide Evaluation

The MHS Trainees do not provide after-hours or emergency services, and all referrals are informed of this limitation. Even so, there are occasions when an evaluation for dangerousness must occur. Whenever a client presents with strong suicidal or homicidal ideation, either at Intake or during treatment, the Supervisor should be informed immediately, before allowing the client to leave the Wellness Center.

ASK THE FOLLOWING QUESTIONS:

- a. Have you ever tried to hurt yourself? (i.e., cut yourself, jumped out of car, taken too many pills, etc.). For homicidal thinking: Have you ever tried to physically harm someone else?
- b. Has anyone else in your family ever tried to commit suicide? If yes, ask who, how, and when. For homicidal thinking: Is there a family history of violence?
- c. Are you currently thinking of hurting yourself in any way? For Homicide: are you currently thinking or harming someone else? Who is that person?
- d. Have you made a plan? (Or ask: What lethal things could you do on the spur of the moment to hurt or kill yourself or someone else?) If the client has a plan, ask about details. Ask about availability to weapons or pills. Ask about availability of site (Are you alone? You say you plan to do this at home, how have you planned to be alone?). If the client expresses intent to harm someone else, the intended victim is to be notified that they are at risk. Also inform the client that you are required to inform the intended victim. Police must also be notified in this case. Document that the notifications took place.

If you judge the client to be at risk (even if low or moderate risk), follow the guidelines below.

1. Express your concern. Ask that the person make a no-harm contract with you until they see you (or another therapist). Ask the person to remove all weapons, pills, etc. from their home.
2. If they agree to a verbal no-harm contract, set up an appointment for them as soon as possible, but no later than the next day.
3. Ask if there is someone they can stay with or that can stay with them until they come in to see the Trainee. Ask for a telephone number to contact this person. Ask how they will handle it if they start feeling worse. Make sure the plan is viable.
4. And/or ask them to call in at regular intervals and let you know they are doing well. (They can leave a message on the MHS voice-mail machine. Interval times may depend on your assessment of urgency. **MAKE SURE YOU ARE AVAILABLE TO TAKE CALLS OR CHECK MESSAGES!**)
5. **INFORM YOUR SUPERVISOR, THE DCT OR THE DIRECTOR IMMEDIATELY!!!!**
DOCUMENT THE STEPS YOU TOOK IN THE CLIENT'S CHART. MAKE SURE YOU ARE COMFORTABLE WITH THE CLIENT'S SAFETY.

IF THE ANSWERS TO QUESTIONS (c) AND (d) ARE "YES", YOU HAVE A HIGH

SUICIDE/HOMICIDE RISK:

If the danger is immediate, keep the person in the MHS until you have made an adequate safety plan (i.e. arranged for voluntary or involuntary hospitalization). If the client is on the telephone, keep them on the telephone and get information about their location if possible. Have another person in the MHS call the police (if the person is off-campus) or the Public Safety Department (if the person is on-campus) and have them sent to that location. If the person will not give you their address, the police can trace the call if you keep them on the line.

INFORM YOUR SUPERVISOR, DCT, THE DIRECTOR, OR ANOTHER CLINIC SUPERVISOR IMMEDIATELY!!!! DOCUMENT THE STEPS YOU TOOK!!!!

If the danger is HIGH but NOT IMMEDIATE:

1. Ask for a safety and/or a no violence contract.
2. Ask for the number of a family member or friend that you can call to support them.
3. Ask them to come in immediately to the MHS and see a Trainee or give them the Crisis Line (635-7000) or Emergency Room number for an immediate appointment.
4. Tell them you will call back in 30 minutes to see if they have made an appointment. Call and evaluate status at that time.

5. INFORM YOUR SUPERVISOR, DCT, THE DIRECTOR, OR ANOTHER CLINIC SUPERVISOR IMMEDIATELY! DOCUMENT THE STEPS YOU TOOK!!!!

If you feel there is an immediate danger if the client leaves the Center, you are ethically responsible for preventing the client from leaving through all reasonable means without jeopardizing your own safety. If this happens, **INFORM YOUR SUPERVISOR, DCT, THE DIRECTOR, OR ANOTHER CLINIC SUPERVISOR IMMEDIATELY!!!!** You may need to:

1. Call Public Safety Department (255-3111) to assist the individual to a hospital.
2. If a family member or friend says they will take the individual to a hospital, make sure they sign the Release Of Unsafe Client To A Third Party For Transportation To The Hospital agreement before they leave the Center.

DOCUMENT THE STEPS YOU TOOK IN YOUR PROGRESS NOTES!!!

*** If you are speaking with your client on the telephone, and are not in the MHS, give the client these crisis Center or prevention numbers:

Pikes Peak Mental Health Center Crisis Response Team: 635-7000
Suicide Prevention Partnership: 596-5433
Memorial Emergency Services: 365-2000
Penrose Hospital 776-5000
Cedar Springs Psychiatric Hospital 633-4114

After you have given these numbers to your client, ask the client to repeat them to you to assure that they have recorded these numbers correctly.

***** INFORM YOUR SUPERVISOR IMMEDIATELY! CAREFULLY DOCUMENT THE STEPS YOU TOOK!**

(To be followed when client(s) is/are unable to commit themselves to not harming themselves or others)

1. Assess the client carefully for homicidal/suicidal ideation. Ask directly about suicidal/homicidal

ideation and plans.

2. Clients who are unable or unwilling to sign a Safety and/or No Violence Contract committing him/herself to not hurt him/herself or any other person should be considered for hospitalization. The Supervisor and the Trainee should assess the situation and determine possible methods of transport to the hospital (i.e. Public Safety Department, friend and/or family). There must be assurance that the client(s) and the transporter will be safe while going to the hospital.

3. If Public Safety Department, or an appropriate friend or relative cannot be recruited, contact the Colorado Springs Police Department by dialing 911. Inform the Police Dispatcher about the situation and tell him/her that you are requesting transport for a client to the nearest Emergency Room. Call 3111 to inform the Public Safety Department of your 911 call.

4. It is for the Supervisor to decide when the client will be told of the transport. Some clients will deal with this quite appropriately when hearing this early in the process. Other clients will benefit from hearing this only after the Police Officers have arrived, which will help to prevent the client from escalating. REMEMBER, it is always the Supervisor's decision to make. It is inappropriate for the Trainee to make this decision.

5. When informing the client that the police will provide the escort to the Hospital, inform the client that, if appropriate and after reviewing with the Supervisor, the Trainee can accompany them to the hospital. This will help to minimize emotional trauma and maximize cooperation. The Trainee and Supervisor should discuss if it is more appropriate for the Supervisor to accompany the client to the hospital. Non-licensed Trainees are not allowed to provide inpatient treatment. If appropriate, the Trainee can follow up with phone contact and, with releases, discuss the case with the hospital treatment staff.

6. As soon as the Trainee and/or the Supervisor returns to the MHS, the situation and the interventions will be documented immediately.

VII. Client Records

After the Intake Evaluation, a chart is made up for each client. The chart is in Medicat, our electronic records system. It is the Trainee's responsibility to keep the chart organized and up-to-date.

The clinical record is a legal document that may be used in a court of law to support or defend treatment services provided. Therefore, it is essential to take your paperwork responsibilities seriously. All clinical documentation should be recorded on the MHS templates on Medicat. Electronic private health information (PHI) must not be transmitted outside of the MHS. If handwritten charting is necessary, it is to be done in black ink only. Errors in charting should have a single line through the mistake with your initials and the date. Never use white out to correct charting errors. Never alter the record after the fact. There shall be only one (1) record for each client receiving services at the Wellness Center. It will be important to check to see if the client has received services at the Wellness Center before and if so utilize the existing file. When a couple is treated together, one chart should contain both individual's information. If one or both members of the couple seek individual treatment, then they should have individual charts, with cross-references to their couple's treatment.

Client records that have not been scanned will be stored in secured, locked file cabinets at the MHS. ALL information about clients must be kept in the client files, located in the File Room. Audio recordings must be kept in your mailboxes in the Chart Room. All documentation related to clients is confidential and must remain on-site at all times. This includes written records, videotapes, digital voice recorders, and audiotapes. Progress notes must be completed immediately after the session. The Trainee and Supervisor must sign each progress note.

It is the Trainee's ethical responsibility to ensure that their client's progress notes and chart records are up-to-date, completed accurately, and electronically filed correctly.

The intake package (Wellness Center Consent to Services, Student Privacy Rights, and Disclosure, Wellness Center Mental Health Services Disclosure and Consent, and Client Data Sheet) must be completed by the client at the client's first meeting with his or her assigned Trainee. The client will be offered to keep an unsigned copy, and the Trainee will place the other (signed) copy in the client file after it has been signed by the Supervisor.

Release of Information forms, which are mailed or faxed, must be reviewed by the Supervisor and/or the DCT prior to information being released. DO NOT fax or mail any client information to anyone, including the UCCS campus offices, without prior written approval from your Supervisor or the DCT. When faxing client information, always include a cover page stating that attached data are PHI. If you are faxing information to an off-campus machine, only fax client data after calling ahead to verify the identity of the recipient.

Active and closed records will be filed separately. Staff or Trainees are not to remove records from the MHS premises under any circumstances. Only Wellness Center staff will have access to the MHS records.

All records must be locked in the Chart room at night. No records, reports, test data, etc. may be left in desks, mailboxes, or any other open area. The file cabinets and chart room doors must also be locked at closing and when the Administrative Assistant station is unattended during business hours.

Client records shall be released from the Clinic's jurisdiction and safekeeping only under court order, subpoena, statute and/or only after the client has signed release forms specifically designating the conditions for the release of his or her records. Records will be secured in strictest confidentiality against use or tampering, loss, or defacement by unauthorized persons. Supervisors must always be consulted before records are released from the MHS jurisdiction.

On occasion, clients may request to review their records. If such a request occurs, the request must first be discussed with the Supervisor. **DO NOT RELEASE ANY INFORMATION TO CLIENTS WITHOUT FIRST DISCUSSING WITH YOUR SUPERVISOR.** Clients may request in writing copies of clinical evaluations and reports. Clients are not to be left alone with their records.

A. HIPAA

As part of the University of Colorado system, the MHS must follow HIPAA regulations regarding patient privacy. As of January 2009, the MHS is developing HIPAA compliant protocols for all operations at the Center. All Trainees will be required to complete HIPAA training courses offered through the University of Colorado Colorado Springs. Formal HIPAA online training must be repeated every year. The DCT will track each staff member's training date, register the staff member for the refresher course one month prior to expiration date, and provide regular training reminders until training is completed and documented with a new certificate. Staff meetings will provide an opportunity to raise questions and concerns related to client privacy and MHS security. Please bring up any issue that concerns you that the rest of us might have missed.

B. Computer Security

Although all computers at the MHS are password protected, because the MHS does not have a separate server to ensure electronic versions of PHI are secure from the rest of the campus, clinicians are not to store client information on the hard disks of their computers. Client information is NEVER to be e-mailed or transferred via disks or jump drives unless ALL identifiers have been stripped out and the case Supervisor's written approval is obtained.

To enhance security and protect client privacy, all computers should be set to go into a password protected hibernation mode after 5 minutes of inactivity. Please check your computers to make sure this system is in effect.

C. Wellness Center Security

Any breaches in the MHS Security as outlined in Section II. 5. a.-f. guidelines or breaches in client confidentiality must be reported. A security breach reporting form is available in the Chart Room (along with other HIPAA required forms). Fill out the form and submit to the DCT or the Director for review. The Directors will make a copy of the form for records in the HIPAA Compliance manual. The Privacy Officer (currently the director) will discuss an appropriate course of action with the DCT (such as refresher HIPAA training at the next staff meeting or posted signs to serve as reminders).

VIII. Supervision

A variety of methods of supervision are available and will be employed for monitoring Trainee/client contact including:

- Presentation and discussion of cases in weekly supervision meetings. Bring information of the server recordings of sessions to each supervision meeting. Individual supervision should occur at least once per week for one hour.
- If the Trainee is in a MHS specialized training rotation, supervision will be included as part of the rotation.
- At the beginning of the training year, each Trainee will complete the Supervision Contract with his/her primary Supervisor.
- At the end of the Spring and Fall semesters, Trainees and their Supervisors will complete supervision and Trainee evaluation forms. Copies of these will be provided to the DCT for MHS and Director of Clinical Training of the Trainee's academic program. The forms may vary based on the preferences of the department the Trainee is in.
- At the end of each training cycle, the Trainee will also be asked to fill out an in-house evaluation form. This form is then utilized to identify areas of improvement of the MHS training program.

X. Log of Contacts and Progress Notes

All client contacts (i.e. sessions, telephone calls, consultations, etc.) must be formally documented in Mediat. In addition, any time client information is released or the client's case is discussed by phone or in person with an individual who is not on the MHS staff, a note must be made in the client's file on Mediat. Extended and/or clinically significant phone conversations must be documented immediately and included in the file. Copies of fax cover sheets must also be kept in client's files as evidence of PHI disclosure.

Prior to bringing the client back for their session the Trainee will create a "ticket" within the Mediat system for payment after the session. Immediately following each session or client contact the Trainee should complete a Progress Note. This is a crucial clinical task. Progress Note entries are made for each session. A notation of client cancellation (CC) or no-show (NS) would be made for the file in Mediat. Check up on your client's safety when dealing with cancellations and report it in the phone progress note (e.g., "client reported doing well, denies being suicidal."). All clinically significant phone contacts with the client should be documented in a phone progress note. Progress Notes should be generated using the computer template, found on Mediat. The note is to be signed by the Trainee and Supervisor before filing. **IT IS NEVER APPROPRIATE TO USE CORRECTION FLUID ON PROGRESS NOTES OR ANY OTHER PAPERWORK THAT STAYS IN THE CLIENT'S FILE.** In the case of handwritten notes, any empty lines on the Progress Note should be crossed out, with a single line drawn through them. **REMEMBER:** judges, attorneys, medical doctors, school personnel, and clients may request copies of charts. They must be professionally completed, as they are legal documents. Sign all progress notes with your name, highest degree earned, and title. A Supervisor signature is required on all clinic documents.

A. At different times during the training year, treatment plans are due. Trainees and Supervisors are responsible for reviewing the file and documents before any file is closed. Trainees must make sure all documents are complete and in order before they give the chart to their Supervisors for review. Supervisors must check that each item is completed and in order in the chart before they

sign and close the file.

** It is MHS protocol that all Progress Notes are completed by the end of the day in which the service was provided. Please make sure that you have ample time to complete all documentation before you leave the MHS. Timely and complete documentation is not only your ethical responsibility, it is also a legal requirement, and is the standard for professional conduct.

XI. Front Desk

All Trainees may occasionally be requested to serve as receptionist. This involves greeting clients, answering questions, and assuring peacefulness in and around the reception desk and waiting area. CLIENT COMFORT IS ESSENTIAL. Assuring it is the receptionist's responsibility. It is inappropriate to eat while at the front desk. When assisting with front desk responsibilities, Trainees are expected to help answer phones and direct messages to the appropriate staff or Trainee (voice mail if not personally available). Assisting with the front desk is important in providing coverage for client services when the front desk staff is called away from the front desk, and to maintain communication between MHS staff, clients, and community agencies. When necessary, the receptionist is to remind other Trainees and faculty that they should not "hang out" in the reception area. Other than scheduling appointments and paying fees, clients should not be visiting around the front desk.

A. Taking messages from prospective clients: Getting ready for intake. When a prospective client calls, fill out a phone message on Mediat that includes the following information:

- Name of the caller;
- Date and time of the call;
- Phone number of the caller;
- Brief message regarding the reason of the call. This message must include the information about whether or not the call was an emergency call;
- Request of the caller (by checking one of the options on the right hand)
- Name of the person who took the call and wrote the message.

XII. Transfer and Termination Procedures

At the end of each Practicum/Intern year, efforts will be made to transfer clients who have been served by outgoing Trainees to the new Trainees. It is likely that many clients will want to continue therapy after the Trainee's rotation has ended. In these cases, a Transfer is needed. There are no hard and fast rules for when to begin discussing transfers and termination with a client but a guideline is with at least 6 remaining sessions, check with the client regarding his/her desire to continue in therapy with a new Trainee. If your client(s) choose to transfer, inform the client(s) that every effort will be made to allow them to meet the new Practicum Trainee(s) in the last session. Clients are transferred during the last session of the year so they have an opportunity to meet the new Trainee and set up the first appointment. Also, Termination/Transfer Reports (template on Mediat) must be completed before a transferred client has his or her first session with their new therapist. The Supervisors together will assign transfer clients. Clients who are in crisis at the end of a rotation may be referred to another provider in order to assure the client's safety and wellbeing during the break. This decision is to be made by the Practicum Trainee in consultation with his/her individual Supervisor. These clients must be given appropriate emergency telephone numbers (i.e. shelters, hot-lines, etc.).

Occasionally, a client requests a change of therapists during the course of treatment. When this occurs, case specifics should be reviewed with the Supervisor. If a transfer is made, then a Termination/Transfer Report should be completed.

Trainees terminate clients when treatment is successful, when treatment is to be provided in another agency, or when clients no longer wish to participate in treatment. Trainees arrange or facilitate whatever follow-up may be necessary. To terminate a case, the Trainee completes a Termination/Transfer Report for any client seen for an intake and more than one treatment session. A progress note without an intake report is sufficient for cases where one or only intake session(s) occur.

Following the final (Termination or Transfer) session for each client, the Trainee should complete a Progress Note and a Termination/Transfer Report, also signed by the Supervisor. The Trainee is responsible for informing the Supervisor that a client file is ready for review and final signature.

It is inappropriate and unethical for Trainees to agree or suggest that they will continue to see clients after their Practicum has formally ended. It may, however, be possible to extend your Practicum. If so desired, arrangements should be made with the DCT. Assignment of clients to new therapists will be the responsibility of the DCT and Individual Supervisors. Social contact with clients is not appropriate and not permitted.

XIII. Public Relations

Trainees will have opportunities to assist in on- and off-campus outreach activities, which can be counted toward practicum hours and which will enhance the practicum experience. These activities could involve workshops, seminars, public lectures, etc. Trainees will receive more details on these activities from the DCT during orientation and the second week of training. Notification of outreach opportunities will also be presented at monthly staff meetings. If a Trainee is contacted by a media source regarding the MHS or a MHS client, he or she should refer the matter to the Director.

XIV. Absences and Vacations

If you are sick and cannot come into the MHS on your scheduled day, let the office staff know in order to cancel your appointments.

If not sick, you are responsible for re-scheduling your clients. Make sure to update the Medicat calendar. If you are away from the MHS for any other reasons, absences should be arranged and approved by your Supervisor and the DCT, and the office staff advised that you will not be here.

All Trainees/Interns are entitled to annual vacation time. This varies depending on the weekly training hours required. Pre-practicum Trainees who work less than 10 hours/week receive 1 day; Practicum Trainees who work between 10-20 hours per week receive 10-20 hours; and Interns who work between 20-40 hours per week have 20-40 hours to use during per semester. During the training year, right before and during the finals weeks, and right before holidays, taking vacation time is strongly discouraged. Early August until the beginning of fall semester and early January are intensive training periods and much is lost by not being present at the MHS at that time. December and May are also demanding as UCCS Trainees have increased stress due to finals, training winds down, clients are transferring to new clinicians, and new Trainees will begin to start assuming responsibilities of the Trainees who are finishing. Time away from the MHS due to attending professional conferences and trainings or to illness or family emergencies is not considered part of vacation days. When planning a vacation, you must secure approval from your Supervisor and the DCT and complete the Vacation/Leave Request form. Vacation times are also to be recorded on the Central Scheduling Calendar located on the wall, behind the front desk. Once the days have been approved by your Supervisor, inform the office manager of the days you will be away well in advance. A copy of the completed form is to be provided to the DCT.

Extended Leaves of Absence will be reviewed with the Supervisor, DCT, the Director of the MHS, and the Director of Clinical Training from the Trainee's academic department.

XV. Communication with Primary Physician of Client

It is good clinical practice for the Trainee to make an attempt to contact the primary Medical Doctor, especially for clients who indicate being under medical treatment, to discuss the nature of treatment at the MHS and establish a collaborative relationship in the treatment of the client. Your client must agree to this and fill out a Request for Release and Exchange of Information form.

XVI. Referral to Outside Specialists

Per the ethical standards of mental health care service providers, knowing when to make referrals and making appropriate referrals is critical. The appropriate times for referrals fall under two categories:

1. There is a mental health care related need and the clinician is not able to provide immediate services to meet the need,
2. The services needed are outside of the clinician's scope of practice.

Keeping these principles in mind, the following are the situations we make referrals to outside specialists:

- Unfortunately, very frequently there is a waitlist at the MHS for the clinical services. Therefore, because we are not able to meet the needs of the caller immediately, it is part of our standard procedure to make referrals using our community resource list, for all the callers who are in need of our clinical services.
- Because the Trainees provide services as a part of their academic program and licensure requirements, regardless of the continuing clinical needs of their clients, they leave the MHS when they graduate or when they meet the requirements of licensure. Before each Trainee leaves the MHS, they are responsible for making appropriate internal and outside referrals, to ensure a smooth transition for uninterrupted services.
- There are specialty areas (e.g. substance dependence treatments, psychopharmacological treatments) that may be outside the scope of the supervising clinician's practice and expertise. In these situations, the Trainees need to discuss the course of action that would clinically benefit the client most and make appropriate referrals.

XVII. Telephone Confidentiality

Trainees must never give out personal telephone numbers (i.e. home, cellular, work) to the client. **THE ONLY PHONE NUMBER FOR CLIENTS TO USE IN CONTACTING THE TRAINEE IS THE CENTER'S NUMBER: (719) 255-4444.** As an added safety measure, Trainees may desire to block their personal phones from Caller ID by dialing *67 immediately before dialing the client's number. Use of cell phones for client contact is strongly discouraged since MHS protocol is that Trainees do not provide emergency or after hours services, both of which are often facilitated by cell phones.

When a Trainee contacts a client by telephone, s/he first must determine that the client is able to speak about his/her counseling concerns. Ask the client if s/he can speak freely. If this is not possible, the Trainee should arrange a time when s/he can call the client back.

When reaching a person other than the client on the telephone, Trainees must not give any indication of the nature of the call, or identify themselves except by first name, if pressed for a name (e.g., a male therapist calling for a female client may need to be sensitive to her husband's concern over the identity of the male caller). Trainees may not leave messages on answering machines or voice mail unless the client has given approval on message slip and/or the Client Data Sheet. The identification of incoming callers should be confirmed according to HIPAA regulations.

A. Electronic Confidentiality

"Protecting Online Identity and Personal Privacy

We live in an age of unprecedented access to private information via the Internet and other electronic resources. Clinicians should be particularly aware of the fact that clients can obtain personal information about their therapists using the basic and common tools of the Internet. As such, you should be particularly cognizant about the type and nature of the personal information you make publicly available on the web. You should carefully consider how you use services such as Facebook, Twitter, Snap Chat, Second Life or similar online venues. Keep in mind that you may also receive unsolicited electronic communications from your clients and you should consult with your Supervisor about how to address this if it does occur. When using your personal cell or home phone to contact a client, you should block the caller ID feature to prevent

your client from having access to your personal number. Similarly, when calling clients on their cell phone, be aware that they may answer your call in a situation in which they are not comfortable speaking with you. You should ask your client whether you have reached them at an appropriate time to discuss clinical matters. Finally, you should discuss with your client their preferred method of being contacted (email, mail, phone, cell phone) and whether their preferred medium is confidential (e.g. home phone shared with roommates)."

DO NOT BREACH CLIENT CONFIDENTIALITY!

XVIII. Facsimile (“Fax”) and Postal Service Protocol

In order to promote client confidentiality, faxing of client records should be avoided. Whenever possible, client records should be mailed after the Trainee has abided the following procedure:

- a. An authorization form (release of information form) is completed, signed, and dated by the client authorizing release of the material.
- b. The DCT or Supervisor has been consulted and has approved of the release of information. Only the Director, the DCT, or Supervisor and in emergency cases, University Legal Counsel (255-3820) are authorized to approve releases of information.

The Trainee will type a cover letter on the MHS stationery, have it signed by the therapist and Supervisor (or MHS Directors), and then copy the appropriate material and mail it to the recipient.

If faxing is approved by the MHS Directors or Supervisor, the Trainee or front desk staff are to do the faxing. Faxes should include a cover sheet stating that the attached data contain PHI (can be found in a folder beside the fax machine). Fax recipients must be phoned and identified prior to faxing the client data. The MHS fax cover sheet and the verification of transmission should be put in the client chart.

XIX. Authorization to Release/Obtain Information

The MHS will not release client information unless a Request For Release And Exchange Of Information Form has been completed and signed by the client, or if a release form has been received by the MHS from a professional. ALL release forms received by the MHS or by Trainees must be shown to and approved by the DCT, Director, or Supervisor before any information can be sent out. IT IS NEVER APPROPRIATE TO RELEASE CLIENT INFORMATION WITHOUT PROPER AUTHORIZATION SIGNED BY THE CLIENT. This includes ANY information, including the fact that a client is being seen at the MHS, which is considered to be PHI. Any unauthorized release of information is a breach of client confidentiality! When sending out information, scan the signed Release into the client’s chart. Document in a Progress Note when any information is released.

Information released about clients who are in couple or family therapy must be covered by a release form that includes all names of all persons involved in the therapy.

It is unethical, and may be illegal, to release information which did not originate at the Wellness Center. Consult with the Director or your Supervisor.

Raw (test) data should only be released to professionals qualified to interpret the data.

The following are possible exceptions to the above protocols regarding release of information and must be discussed with the Director or Supervisor prior to releasing information:

- a. Indication by the client of intent to physically harm him- or herself or another human being. In such cases the Trainee has a duty to warn either (a) the person who is likely to suffer the result of harmful behavior, (b) that person's family, (c) the family of the client who intends to harm him/herself, (d) the appropriate legal agency, or (e) the client’s treating psychologist or mental health professional.
- b. Alleged elder or child abuse, in which case the Trainee has a responsibility to notify the

appropriate authorities of such allegations.

- c. A court order requiring release of information. YOU SHOULD NEVER RELEASE INFORMATION WITHOUT FIRST NOTIFYING THE DIRECTOR, THE DCT, OR SUPERVISOR, WHO WILL THEN CONSULT WITH THE UNIVERSITY COUNSEL. The client is notified that the court has ordered release of confidential information.
- d. Information to probation officers, the courts (in cases of court mandated or court referred therapy), and/or social services as deemed necessary.

XX. No-Show Procedures

Follow-up telephone calls should be made regarding all cancelled appointments and all appointments for which the client does not appear ("no-shows"). The follow-up procedure should include:

- a. Assessment of the client's well-being and potential to harm him/her self or others.
- b. Offer of a new appointment.
- c. Documentation on Medicat and a Phone Note form that the client "no showed," or cancelled within fewer than 24 hours. If the client cancelled at least 24 hours prior to the scheduled time, this should be documented in a Phone Note, including the reason for the missed appointment, the time of the new appointment, and indication of the client's safety status.

When unable to contact a client by telephone within one week, the following procedure should be followed by Trainees:

- a. When safety is in doubt, after speaking with the individual Supervisor and checking with either the DCT or the Director, contact a police agency and request a welfare check for the client.
- b. In other cases, a final attempt to contact the client must be made, with a clear deadline for the client to call back and an explanation that the file will be considered closed if the deadline is not observed. If the deadline is not observed, after reviewing the case with the individual Supervisor, write a Termination Report and close the client's file.
- c. Repeated No-Shows or cancellations significantly diminish the likelihood of a favorable treatment outcome. Our guideline is to always discuss the reasons for missed appointments with the client. A maximum of three No-Shows, within a semester, can occur before the chart is considered closed. This is a guideline and should always be reviewed with the Supervisor.
- d. The client will be charged for any No-Shows on their next appointment. At the beginning of the session when they arrive to pay for the session they will be charged for two sessions. It will be important to relay that information to the client so they are prepared.

It is the responsibility of the Trainee to inform the individual Supervisor about no-shows, late cancellations, or cancellations. This will enable the Supervisor to provide assistance to the Trainee for dealing with the situation.

XXI. Court Procedures

In cases in which a subpoena is served upon a Trainee, the DCT or the Director will contact the issuing party and arrange for dismissal of the subpoena in lieu of the Directors or Supervisor serving as witness for the MHS. The DCT or the Director and the University Legal Counsel will review client records related to the subpoena. In most cases, Trainees may attend court proceedings as observers.

It is inappropriate for Trainees to release information to attorneys without written client consent and without first consulting with their supervisor, the DCT or the Director, who will consult with University Legal Counsel prior to the release of information.

Whenever a subpoena is served to any MHS staff or Trainee, they must:

- a) inform their supervisor, the DCT and the Director, and
- b) contact the University Legal Counsel at (719) 255-3820.

XXII. Non-Discrimination Protocol

It is the protocol of the MHS to enhance the diversity of its clientele, Trainees, Supervisors, and staff. Diversity among Supervisors and staff helps to provide role models and mentors for Trainees, who will become the leaders of the future in academia and society-at-large. The MHS takes explicit affirmative action to employ and advance qualified staff and Supervisors, train and advance qualified Trainees, and to serve clientele regardless of race, color, religion, national origin, sex, sexual orientation, age, disability, or veteran status.

The MHS is committed to providing reasonable accommodation and access to Supervisors, staff, Trainees, and clients who have disabilities. Anyone requiring such accommodation should make a request by informing the Director.

XXIII. Sexual Harassment Protocol

The MHS does not tolerate sexual harassment by any staff member, Trainee, Supervisor, or client. Sexual harassment is an unlawful, discriminatory practice under Title VII. It has been defined as any unwelcome sexual advance, the request for a sexual favor, or any other verbal or physical conduct of a sexual nature that unfavorably affects the employee's work or produces an uncomfortable work setting.

Sexual harassment of an individual occurs when:

- * Submission to such conduct is made a term or condition of employment.
- * Submission to or rejection of such conduct is used as the basis for making employment decisions about the individual.
- * Such conduct has the effect of unreasonably interfering with the individual's work performance, or creates an intimidating, hostile or offensive working environment.

An employer is considered responsible for sexual harassment by any of his agents and Supervisory personnel. The employer also can be held responsible for the improper actions of co-workers and even of clients and customers if the employer knew or should have known of the conduct and did nothing about it.

The Supreme Court has ruled that consent on the part of the employee does not excuse such behavior; the determining factor is whether the employee finds the sexual advances unwelcome.

For a sexual harassment complaint to be upheld, the harassment has to be severe enough or pervasive enough to alter the conditions of an individual's employment and create an abusive working environment.

In a professional (Trainee/client) relationship, sexual intimacy is never appropriate, and is illegal in the state of Colorado. If sexual intimacy occurs in this context, it should be reported to the State Grievance Board, 1560 Broadway, Suite 1340, Denver, CO 80202, (303) 894-7766.

XXIV. Research Protocol

Trainees, Supervisors, and clients are encouraged, but not required, to participate in research projects at the MHS. The MHS is supportive of clinical research and the integral role it plays in the training of scientist practitioners. In cases where a Trainee's clinical research responsibilities increase, a temporary reduction in clinical service responsibilities can be negotiated with the MHS's DCT, Director of Clinical Training of the

Trainee's department, and Supervisor.

The University of Colorado at Colorado Springs' Institutional Review Board must approve all research projects through a formal review. Research at the MHS could assist in improving client services, Trainee training, counseling efficacy, and the overall functioning of the MHS. Research may also focus on normal and abnormal developmental processes and psychopathology.

Participation in all research conducted at the MHS is optional for clients, Trainees, and Supervisors. Participation is voluntary and will not affect the level of service provided by the MHS, the grade received by the Trainee, or employment at the MHS.

Trainees are expected to know and abide by the APA ethical code and MHS Protocols and Procedures for any research activity at the MHS.

XXV. Gifts of Value

Occasionally, clients desire to show their gratitude to Trainees, Supervisors, and/or the Directors by giving gifts to the Center and/or the Trainee. Sometimes the gift giving is motivated by a desire to manipulate the Trainee and/or become a "favorite" of the Trainee. It is the protocol of the MHS that GIFTS OF ANY MONETARY VALUE MAY NOT BE ACCEPTED BY TRAINEES OR STAFF. Trainees should express their appreciation for the generosity, but must explain to the giver that it is inappropriate for them to accept. Trainees may accept gifts such as poetry or drawings provided that the client's name is not on the gift.

Trainees should explain this protocol to clients prior to termination, thereby helping to avoid conflicts and hurt feelings.

XXVI. Financial Protocol

The MHS has three fee schedules: all pay \$15.00 per 50-60 minute psychotherapy/evaluation session, in the absence of supervisor approved financial agreements with clients. Fee for one-time emergency appointments will be determined on a case-by-case bases. Every attempt will be made to make reasonable financial accommodations for those who request services at the MHS.

In the MHS Disclosure Form, clients are informed that they are responsible for paying for all sessions, and they must pay for missed sessions, which are not cancelled at least 2 hours prior to the scheduled appointment (excepting emergencies).

The Trainee must confront clients who repeatedly fail to pay for therapy. The Trainee should try to determine if the fee is too high, or any other reason for the situation. The Trainee, under the direction of the Supervisor, is responsible for dealing with the problem and finding a solution.

Clients who are unable to pay for therapy should be informed that a reduction in the fee might be available. The Trainee will review the case with their Supervisor who will determine if the client qualifies for a reduction in the fee. A meeting with the client and Supervisor may be necessary.

XXVII. Drug & Alcohol Evaluation Procedure

Clients may present to the MHS with substance or alcohol abuse as part of their clinical picture; occasionally substance or alcohol abuse will be their primary issue. The MHS operates from a harm reduction model. We believe that while abstinence from alcohol and drugs is certainly a worthy goal, and is the most appropriate for certain clients, the majority of our clients will benefit from reducing their use and learning to use more safely while simultaneously increasing adaptive coping and self-care strategies. Harm reduction could look like reduced use on a daily basis, it could be days without use, it could be damage control (e.g. not drinking and driving). Our goal is to empower clients to successfully reduce use and improve life skills, not shame them for their use. People often misuse substances as a substitute for more appropriate ways to deal with emotional pain or trauma, as a perceived way to fit in socially, or due to lack

of knowledge about appropriate use. We can help teach our clients how to use moderately (if appropriate) as they also learn to increase coping behaviors.

Currently the MHS has an addictions specialist on staff (Dr. Debby Patz Clarke). It is possible that a case may require that he or she may be more appropriate for treatment by the specialist. Very rarely a client will need a higher level of care than we are able to provide at the MHS, such as medically-supervised detoxification or residential treatment. In these cases, he or she is referred to an appropriate community resource. This would be determined in consultation with a Supervisor and community providers. It is likely that the client would be able to resume treatment at MHS once their condition has been stabilized.

Use non-judgmental language when asking about current level of substance use. For example, ask clients “How much do you drink,” not “Do you drink?” Be sure to clarify answers, finding out frequency of use, how much is used at a time, whether the person uses alone or with friends and, if relevant, in what ways the use is problematic and/or helpful for the client.

If a client arrives to therapy under the influence of alcohol or drugs, assess whether it is safe to allow the client to leave MHS unattended. Determine whether the client was planning to drive after session and, if so, make arrangements for an alternative driver or call a taxi. **If the client responds negatively and refuses to wait for the ride, the Trainee will inform the client that the Public Safety Department will be called to assist. After consulting with your supervisor or another professional staff member the clinician will call x3111 and inform Public Safety that the client is under the influence and intending to drive home.** If the client is willing to wait for a ride, inform the front desk of the situation. The Supervisor and the Trainee must work together to assure that the client has safe transportation home. Make your Supervisor aware of the situation and any ongoing events. Document everything carefully and thoroughly.

A. Mandatory Drug/Alcohol Evaluation Related Referrals from Housing and/or Dean of Students Office

All mandatory referrals from Housing Department for drug and/or alcohol related evaluations go directly to the Addiction Specialist on staff (currently Dr. Debby Patz Clarke).

XXVIII. Unusual Incident Report

An Unusual Incident Report (UIR) form is available in the Chart Documents and Templates folder to record incidents that fall outside normal clinic operations and that require the attention of the case Supervisor and Director. Examples would include: theft or illegal activity, client requiring medical attention, belligerent or other concerning behavior, etc. A hard copy must be provided to the Supervisor and Director and the original should be secured in the client’s chart. If the incident did not involve clinic clients or staff but occurred in or around the MHS, the UIR should be left with the Director.

XXIX. Trainee Grievances Regarding Supervisors

It is the protocol of the Center that the following procedures must be adhered to in cases where Trainees have a grievance regarding their individual Supervisor:

- a. The Trainee must attempt to resolve the issue directly with the Supervisor.
- b. If the issue is not resolved, the Trainee and the Supervisor will arrange private meetings with the DCT. If the DCT is the Supervisor involved, the Director of MHS will meet with the trainee. Otherwise, the DCT will consult with each party separately, and if necessary, will arrange a joint meeting of both parties and the DCT for conflict resolution. Conclusions reached and solutions discussed will be carefully documented and kept in the Trainee's file.
- c. If no resolution can be achieved, the DCT (or if the DCT is the clinical supervisor, Director of MHS) will consult with the Director of Clinical Training at the trainees program, and a meeting may be arranged

between the Trainee, Supervisor, DCT, and Director of Clinical Training at the trainees program. Final decisions will be made at this meeting, carefully documented, and kept in the Trainee's Practicum file.

d. In cases where a Trainee's home program is outside of UCCS, the Director of Clinical Training from the Trainee's program would be notified and involved in any grievance activity.

XXX. Supervisor Concerns/Difficulties with Trainees

Individual Supervisors experiencing difficulties with supervisees (i.e. difficulty receiving feedback, poor clinical judgment, poor clinical performance, paperwork not meeting requirements, inappropriate behavior with clients, staff, Supervisors, or others) should make the Trainee aware of the concern and carefully document their observations and their conversations with the Trainee. At this point, the Supervisor will notify the DCT about the difficulty. The Supervisors for that semester will meet together and discuss the Trainee-in-question's behavior, skills, and other pertinent information. A decision is then made by all Supervisors regarding the steps in an informal remediation plan or formal remediation plan.

Informal Remediation Plan:

1. The Trainee's assigned individual Supervisor will then arrange a meeting between the Supervisor and the Trainee to discuss the informal plan to include the Trainee's development, behavior, and concerns as well as strategies to provide successful resolution and a timeline.
2. The Trainee will be informed about the concerns of Supervisors, and the options available (if appropriate) to the Trainee to remediate the concerns at an informal level.
3. The Individual Supervisor will review regularly and discuss progress toward satisfactory resolution of the Trainee's development, behavior, and concerns.
4. In the meetings all Trainee development, behavior and concerns, strategies and any resolution will be documented and placed in the Trainee's file.
5. There will be specific timelines for the informal plan. If after the timelines have passed and the Trainee is still having difficulty not meeting the requirements of the informal plan then a formal remediation plan will be established by the Individual Supervisor and the DCT.

Formal Remediation Plan:

1. A meeting will occur between the Trainee, Individual Supervisor and the DCT.
2. The trainee will be provided with a written remediation plan that outlines all the Trainee's development, behavior, and concerns, expectations, timelines and potential consequences/outcomes. All at the meeting will sign the document and a copy will be given to the Trainee, Supervisor, DCT at MHS and the DCT from the Trainee's program.
3. Regular documentation of video and live supervision will be done by the Individual Supervisor as well as by the Director of Clinical Training of the Trainees program, and if possible, the other Supervisors.
4. The Supervisors will communicate on an ongoing basis with each other and with the DCT.
5. Careful documentation will be made by all Supervisors regarding the Trainee's development, behavior, and/or concerns, as well as the sessions observed and the "feedback" given.
6. If additional concerns are voiced and/or no progress is observed, the Trainee will be informed of the consequences by the individual Supervisor and DCT. The meeting is carefully documented and made part of the Trainee's file.
7. All documentation and final outcomes will be shared with the DCT at the Trainee's program.

The respective Director of Clinical Training for Trainees whose home programs are outside of UCCS would be involved in any grievance activity and remediation plan.

XXXI. Client Grievances

There is a standard procedure at the MHS for client complaints that is outlined in detail in the Client Complaint Folder (can be found at the waiting area). A copy of any complaint filed by a client must be given to the Individual Supervisor, DCT, and the Director. Each formal complaint must be entered in the Complaint Log, which is also in the complaint notebook. Please take time to review the Client Complaint Folder, to be informed of the standard client complaint procedures of the MHS.

XXXII. Referrals for Medication/Psychiatric Services

The MHS regularly sees clients who are in need of psychiatric care. These clients should be referred to the Medical Health providers at the Wellness Center or the appropriate psychiatrists in the community. Telephone numbers may be obtained from the Resource List. Fees can vary greatly, and this issue should be explored prior to finalizing the referral. Referrals should be discussed in detail with the Supervisor or DCT.

When the client is present in the Wellness Center, the Trainee might facilitate the referral by making the original contact with the Psychiatrist or the Medical Services staff to make an appointment, and after identifying him/herself, and describing the situation, will hand the phone to the client. If the client does not want assistance, the Trainee will provide the client with telephone numbers of at least three Psychiatrists. The Trainee will do a follow-up telephone call to the client to assure that the services have been scheduled.

XXXIII. Trainee Evaluation

Practicum Trainees will be formally evaluated by their Individual Supervisor on a variety of competencies and activities, as well as informally evaluated by their Group Supervisors at the end of each semester. Trainees also will formally evaluate themselves at the end of each semester. Maintenance of service records as well as attendance at and participation in Supervisory sessions and staff meetings will be included in the evaluation. At the end of each semester, the Trainee and Supervisor will meet to discuss the evaluation. The Trainee will complete their self-evaluation and will bring it to a meeting with his/her Individual Supervisor. The Trainee will discuss his/her ratings with the Supervisor and will receive feedback on those ratings. The Supervisor will then complete his/her own evaluation. This will be the evaluation on record. Supervisors and Trainees will each sign the final copy of each evaluation. If ratings are satisfactory, plans will be made for continued growth and development. If ratings are unsatisfactory, plans will be made for improving the ratings. If the ratings remain unsatisfactory, a meeting will take place with the Practicum Trainee, the Individual Supervisor, the DCT, and the Director of Clinical Training of the Trainee's department, and specific plans will be made regarding (a) the Trainee's continued participation in MHS training program and (b) the specific requirements to be implemented for the continuance of the Trainee's participation in MHS training program. The decisions made at this meeting will be documented and a copy given to the Trainee. Trainees may be asked to complete an evaluation of their Supervisor and experience at the Wellness Center at the end of their training, based on the requirements of their programs.

Evaluation forms may vary based on the preferences of the departments the Trainees come from. In addition to the academic program requirements, the Trainees and their Supervisors will be asked to complete the MHS's internal evaluation documents.

All Trainees will complete a Year End Review or Exit Interview with the DCT before completion of their training. This will be scheduled in the last two weeks of the training period and will involve about an hour focused on Trainee growth during the training period, areas for continued improvement, impressions about the training setting at the Wellness Center, and feedback for the DCT.

If the academic program assigns a formal grade for any part of the MHS training program, MHS clinical staff who contributed to the training of the Trainee will only provide feedback for the academic program upon request. This feedback will be the same feedback that is in the Trainee's folder at the Wellness Center. The formal grades will be assigned by the faculty at the Trainee's academic program.

FINAL THOUGHTS

We hope that this Protocol, Procedure, and Training Manual has provided you with a helpful introduction to the operations and protocols of the MHS. We want your training experience here to be rewarding and positive. If there are questions you have or ideas about how to improve the training experience, please feel

free to let us know. We wish you the best of luck and success as our Trainee and part of the MHS's Clinical Team.

Enjoy the journey!!!