



Sam Houston State University

MEMBER THE TEXAS STATE UNIVERSITY SYSTEM

COUNSELING CENTER

TRAINING POLICIES & PROCEDURES

Nondiscrimination Policies

The staff members of the Sam Houston State University Counseling Center are sensitive to the diversity and richness that are an essential element of the human experience. As a staff, we are devoted to honoring the differences that are represented by gender, ethnicity, race, sexual orientation, age, religious beliefs, social/economic class, outward appearance, body size/shape, disability, impairment, and political ideology. In addition, we are committed to confronting, in all of their various forms, prejudice, discrimination, and oppression.

Diversity is an important reality of our daily lives. We value the benefits that come from living and working in a multicultural campus community. Therefore, we endeavor to be accepting, supportive, respectful, affirming, and open-minded of those from diverse backgrounds. Our goal is to live out this value amongst ourselves, with our clients, and across the campus community. Our aim is for our daily interactions to honor the diversity among us.

Preparing Psychologists to Work with a Diverse Public

The SHSU Counseling Staff fully support the training of psychologists who are competent to serve all members of the public and endorse the principles outlined in Preparing Professional Psychologists to Serve a Diverse Public, APA's statement developed by the Education Directorate's Working Group and approved by APA's Board of Educational Affairs (BEA). Additionally, as an agency of the State of Texas and arm of government, SHSU must ensure equal access to all students and ensure compliance with the University's non-discrimination statement, specifically:

SHSU prohibits discrimination or harassment on the basis of race, creed, ancestry, marital status, citizenship, color, national origin, sex, religion, age, disability, veteran's status, sexual orientation, or gender identity.

While we understand that interns have the right to maintain their sincerely held beliefs or values; interns should have no expectation that they would be exempt from working with particular clients. The ability to serve diverse clients is a requirement of the profession, this internship, and it is for the benefit of the public. Access to APA's statement may be found at the following link,

<http://www.apa.org/ed/graduate/diversity-preparation.aspx>.

SHSU Statement of Nondiscrimination

Sam Houston State University (SHSU or University) is committed to an inclusive educational and work environment that provides equal opportunity and access to all qualified persons. SHSU in accordance with applicable federal and state law (including Title VII and Title IX) and institutional values, prohibits discrimination or harassment on the basis of race, creed, ancestry, marital status, citizenship, color, national origin, sex, religion, age, disability, veteran's status, sexual orientation, gender identity, or gender expression in employment, educational programs, activities, and admissions. Each supervisor, faculty member, employee, and student is responsible for maintaining an environment that is free of

discrimination and for addressing behaviors that violate this obligation in accordance with this policy. With this policy, the SHSU President designates the Office of Equity and Title IX (Equity and Title IX) to receive complaints of discrimination, designate the investigation and hearing of such matters, and to make final decisions, unless another process is appropriate under TSUS Rules and Regulations or SHSU policies and as stated within.

Equal Access and Equal Employment Opportunity

It is the policy of the University, with the support of the University President, that equal employment opportunity and affirmative action recruitment be provided in the employment and advancement for all persons regardless of race, creed, ancestry, marital status, citizenship, color, national origin, sex, religion, age, disability status, veteran status, sexual orientation, pregnancy, or gender identity or expression. Such actions shall apply to all levels of employment, and employment practices, including, but not limited to hiring, upgrading, demotion, transfer, recruitment, recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship and on-the-job training. Decisions related to personnel policies and practices shall be made on the basis of an individual's capacity to perform a particular job and the feasibility of any necessary job accommodation. The University makes every effort to provide reasonable workplace accommodations, to applicants and employees, including disabled veterans. The University takes seriously the initiative to make the needed extra efforts to remedy areas of underutilization in our workforce. The University finds that a workforce and student body that is representative of our multicultural society is integral to our educational mission as it promotes learning and valuable experience that prepares our students to succeed in a variety of diverse environments. The University is committed to providing equal employment opportunities and determines increasing diversity is an essential and significant component of the hiring process. Personnel actions are reviewed to ensure EEO compliance.

Intern Recruitment and Selection

Our intern selection is based upon goodness of fit, thus we welcome applications from students seeking counseling center training experience. We look for interns whose interests and goals are consistent with our training philosophy and the experiences we can provide. We do not require prior practicum experience specifically in a university counseling center, but applicants should have experience working with adults in an outpatient setting.

1. Qualifications required of candidates: Enrollment in an APA or CPA accredited doctoral program in Counseling or Clinical Psychology is preferred but not necessary. Applicants must have a minimum of 400 Intervention Hours (i.e., supervised direct client contact) at time of application in November. These may include Masters practicum hours. Applicants must pass all doctoral comprehensive examinations by the start of internship. Applicants must complete all appropriate coursework prior to beginning the internship. Favorable consideration will be given to applicants who will have completed or made substantial progress toward completion of their dissertation by the start of the internship year.
2. We utilize the uniform psychology application (AAPI Online) developed by the Association of Postdoctoral and Psychology Internship Centers (APPIC). As a member of APPIC, we also participate in the computer matching process for the selection of our psychology interns. Information on the APPIC National Matching Process and the details regarding registrations procedures can be found at www.natmatch.com/psychint/.
3. To complete our application process, please access the AAPI Online at <https://www.appic.org/>. Click on the AAPI Online icon. The entire application is to be completed online. General

instructions are available on the front page of the AAPI Online, as well as instructions for each separate section of the application.

4. The AAPI Online also includes a cover letter, 4 essays, a vita, graduate transcripts, and three letters of recommendation.
5. We fully endorse the APPIC policy summarized in the following statement: “This internship site agrees to abide by the APPIC policy that no person at this training facility will solicit, accept or use any rank-related information from any intern applicant.”
6. Internship applications are reviewed by the Training Director, the Counseling Center senior staff members as well current interns for professional development purposes. Applications are reviewed with attention to match between the applicant’s training goals, clinical experiences, and goals of the internship program.
7. The Selection Committee reviews applicants between the second and last week of November.
8. Zoom interviews are scheduled for the first three weeks of December and first weeks of January.
9. Please note that a background check is required for all new employees.

Internship Duration, Stipend, and Other Benefits

Interns are in an employment at will relationship with the Sam Houston State University. Salary: The internship appointment period begins early August and ends one calendar year later and carries a stipend of \$35,568 for 12 months. Interns receive their salary in bi-monthly increments. Interns are full-time (40 hours per week), benefits-eligible university employees. Interns receive the same basic benefits as other Sam Houston State University staff that include health insurance, paid sick leave and vacations, university holidays (approximately 13 days annually), access to fitness center, and use of the library. For more information on SHSU staff benefits, please visit <https://www.shsu.edu/dept/hr/>.

Sick Leave. Per university policy, sick leave of more than three consecutive days requires the employee submit a doctor’s note when returning to work. The doctor’s note must accompany the employee’s leave report for that pay period’s leave report. Vacation leave is substituted for sick leave only after all available sick leave hours are exhausted. Sick leave cannot substitute for vacation leave. Sick leave entitlement is earned at the rate of eight (8) hours for each month.

Vacation Leave. Staff employees and faculty with twelve-month appointments shall be entitled to a vacation in each fiscal year without deduction in salary. Such entitlement shall be earned in accordance with the following schedule based on full-time employment:

<u>Employees with Total</u>	<u>Hours Accrued</u>
0 but less than 2 years	8 (12.0 days/year)

For more information regarding sick and vacation leave, please consult the Sam Houston State University Human Resources Policy on Employee Leaves at, https://www.shsu.edu/intranet/policies/finop/human_resources/documents/HR-04+Employee+Leaves.pdf

Holiday Leave. Holiday leave can be thought of as bonus leave, as it does not count against an employee’s leave balance. The University’s holiday schedule may be viewed at <https://www.shsu.edu/dept/hr/benefits/holidays.html>

Flex Time. Flex time is accrued through scheduled evening hours, or for outreach presentations or crisis interventions that occur after hours. Additionally, two hours of flex time are earned for each week a clinician is on-call.

Minimum Standards for Successful Completion of the Internship

Interns shall meet the following standards to successfully complete the SHSU Counseling Center internship:

1. Must meet the Minimum Level of Achievement on all competency areas that form the foundation of this internship, as described earlier in this manual. An intern meets this standard when (on their final written evaluation) the intern:
 - a. Receives a score of 4 (Competence for Entry-Level Practice) on **each element** under a competency.
2. Receives a score of “Pass” on both the case and assessment presentations.
3. Completion of Intern Legacy Project.
4. Accrued a **minimum of 2000 total internship working hours**; and
 - a. **A minimum of 25% (500 hours) of the intern’s total internship hours are in the category of direct service.**
 - b. Maintains a caseload of approximately 16 individual clients.
 - c. Leads or co-leads two groups per semester.
 - d. Completes 6 outreach presentations (one that is diversity related to be discussed in Self-Awareness Seminar)
 - e. Completes 3 psychoeducational assessments during the training year.

Upon successful completion of the Counseling Center internship, interns are presented with certificates documenting the satisfactory completion of all requirements of the doctoral internship program in professional psychology. See Appendix F for the Internship Completion Requirement Tracking Sheet.

Training Program Evaluations

Intern Learning Goals Contract. At the beginning of the year, each intern will meet with senior staff to discuss training goals and how the training team can best support the intern in meeting these goals. Each intern will complete a formal learning goals contract, which is then shared with the supervisors and the intern’s home program. Goals can be professional and/or personal and should be developmental and reflect movement from a student to a professional role. The supervisor reviews the learning goals contract with the intern at the mid-term to determine if changes need to be made to the original training goals.

Evaluations of Interns Required by the Training Program. In addition to more continuous informal feedback, interns are provided with formal, written evaluations two times per year, at the six-month mark (or end of January) and at the end of the internship year (late July). The primary supervisor will also solicit feedback from training and other Counseling Center staff on different aspects of an intern’s time at the Counseling Center. The primary supervisor will integrate the feedback received into the written evaluation. As and when the need arises, staff at the Counseling Center may provide feedback to an intern either directly or through the primary supervisor or the Training Director. If the feedback to the intern is given directly by a staff member, the Training Director must be apprised of this. Interns receive copies of all written evaluations following review with their supervisors. **Copies of all written**

evaluations are provided to and maintained by the Training Director as part of the formal training record.

Evaluations of Interns Required by Academic Programs. Each academic program has different requirements regarding the evaluations required for their students. In cases where the academic program requires its own form, this form is completed in addition to Counseling Center evaluation forms. Copies of such evaluations are to be provided to interns and the Training Director following review with the intern. The Training Director is responsible for providing written feedback to the academic program directors, as requested, for interns at the midyear and the conclusion of the internship year.

Evaluations of Supervisors by Interns. Interns are also required to provide evaluations of the supervisors' performance. Written evaluations are expected from interns at the mid-year and end of the internship year. Evaluations of supervisors are given to the Training Director.

Evaluation of the Training Director by Interns. Interns will provide a written evaluation of the Training Director, which is submitted to the Training Director before the completion of internship.

Evaluation of the Training Program by Interns. Interns will be asked to provide feedback about the training program. Feedback is requested from interns at the mid-year and end-of-year points in their training. Interns will be asked to provide feedback regarding seminar series both informally throughout the year as well as through a written evaluation when the seminar series ends. The written evaluation will be discussed with the seminar facilitator and submitted to the Training Director before completion of internship. Additionally, interns will complete an evaluation to provide feedback regarding how well the internship program prepares and trains them across the nine profession-wide competencies. This evaluation is submitted to the Training Director toward the end of internship.

Due Process and Intern Appeals

The Counseling Center employment policies are aligned with and governed by the TSUS and SHSU policies. However, due to the unique requirements of the psychology profession and the educational/developmental nature of the internship profession the Counseling Center will, when appropriate for the circumstances (as determined in the sole discretion of the University), endeavor to respond to inadequate performance or misconduct through the following procedures and processes that conform to the American Psychological Association Standards.

Procedure for Responding to Inadequate Performance or Misconduct

If an intern receives a "Level 1 or Level 2" from any of the evaluation sources in any of the major categories of intern evaluation, a staff member brings a concern regarding an intern's behavior (ethical or legal violations, professional incompetence), or problematic behaviors as outlined above are otherwise identified, the Counseling Center will address these concerns in accordance with SHSU Finance and Operations Human Resources Policy HR-07 located at https://www.shsu.edu/intranet/policies/finop/human_resources/documents/HR-07+Employee+Relations+and+Discipline.pdf

with special consideration given to the unique requirements and competencies required by the intern's profession as detailed in guidance from the American Psychological Association and state law. The following procedures will be initiated:

1. The staff member will consult with the Training Director to determine if there is reason to proceed and/or if the behavior in question is being rectified.
2. If the staff member who brings the concern to the Training Director is not the intern's primary supervisor, the Training Director will discuss the concern with the intern's primary supervisor.
3. If the Training Director and primary supervisor determine that the alleged behavior in the complaint, if proven, would constitute problematic behavior, the Training Director will inform the staff member who initially brought the complaint.
4. The Training Director will meet with the training team to discuss the performance rating or the concern and possible actions.
5. The Training Director will meet with the Director of the Counseling Center to discuss the concerns and possible courses of action to be taken to address the issues.
6. The Training Director, primary supervisor, and Director of the Counseling Center may meet to discuss possible courses of action.
7. When a decision has been made by the Director of the Counseling Center or Training Director regarding the intern's training program or status in the agency, the Training Director will inform the intern in writing and will meet with the intern to review the decision. This meeting may include the intern's primary supervisor. Any formal action taken by the Training Program will be communicated in writing to the intern's academic department. This notification indicates the nature of the concern and the specific alternatives implemented to address the concern.
8. The intern may accept the conditions or choose to challenge the action. The process for intern appeals is addressed in the next section of this manual.

Remediation and Sanction Alternatives.

Should the Director or Training Director determine that remediation or discipline is necessary it shall be implemented in accordance with TSUS and SHSU Policies, specifically SHSU Human Resources Policy HR-07, but may also include:

1. Verbal warning
2. Written acknowledgment
3. Written warning
4. Schedule modification
5. Probation
6. Suspension of direct service activities
7. Administrative leave of absence
8. Dismissal
9. A recommendation for personal therapy with consent for feedback to be used for the evaluation process

To address matters related to psychology licensure or professional conduct or performance, actions or sanctions imposed by the Counseling Center may include, but not be limited to those detailed below.

Note: A response to problematic behavior may not follow a certain order but rather the response will be determined by the nature and severity of the allegation or infraction. Additionally, remediation and sanction alternatives are not necessarily mutually exclusive. For example, warnings or acknowledgments may be recommended along with schedule modification or a recommendation for personal therapy. For matters related to psychology licensure and professional concern, the center will endeavor to provide interns the following remediation options.

Remediation Options:

Verbal Warning to the intern emphasizes the need for the intern to discontinue the inappropriate behavior. The supervisor will document the verbal warning in supervision notes. The Training Director will contact the intern's Director of Clinical Training (DCT) to inform them of the verbal warning as well as seek feedback on potentially effective ways to help the intern.

Written Acknowledgment to the intern formally acknowledges that:

- a) the Training Director and primary supervisor (or the training staff member) is aware of and concerned about the intern's performance and ability to fulfill responsibilities;
- b) the concern has been brought to the attention of the intern;
- c) the intern must work with primary supervisor and/or secondary supervisor to rectify the problem or skill deficit;
- d) the behavior(s) in question is not significant enough to justify more serious action.

The Training Director will send a copy of the written acknowledgement to the intern's DCT. The written acknowledgment will be amended when the intern successfully responds to the concerns and completes the internship. The written acknowledgement and amendment will be sent to the intern's DCT.

Written Warning to the intern indicates that the intern must discontinue an inappropriate action or behavior. A written warning will generally be in the form of a letter from the Training Director to the intern containing:

- a) a description of the intern's unsatisfactory performance;
- b) actions required to correct the unsatisfactory behavior(s);
- c) the time frame for correcting the problem;
- d) possible actions that will be considered if the behavior(s) in question is not corrected within the specified time frame; and
- e) notification that the trainee may request a review of the action.

A copy of the written warning will be kept in the intern's file, and a copy will be sent to the intern's DCT. When the intern responds to the concerns, a written statement that the concern was addressed successfully will be attached to the original written warning in the intern's file and a copy will be sent to the intern's DCT.

Schedule Modification is a time-limited, remediation-oriented, closely supervised period of training designed to assist the intern in their ability to fulfill responsibilities and complete the internship. The period typically includes increased guidance and review of the intern's work by the primary supervisor, in conjunction with the Training Director.

The content of the schedule modification will include:

1. a description of the intern's unsatisfactory performance;
2. actions required to correct the unsatisfactory behavior(s);
3. the time frame for correcting the problem;
4. possible actions that will be considered if the behavior(s) in question is not corrected within the specified time frame; and
5. notification that the trainee may request a review of the action.

Any number of modifications to an intern's schedule may be implemented, including, but not limited to:

- a) increased supervision and instruction by previously assigned supervisors and/or other staff;
- b) changes in the format, emphasis, and/or focus of supervision;
- c) a recommendation of steps to assist the intern to adequately perform their professional responsibilities by resolving issues which impact performance;
- d) recommending personal therapy;
- e) reducing the intern's clinical or other workload; or
- f) requiring specific academic coursework or readings.

The Training Director, in consultation with the primary supervisor and Director of the Counseling Center, will determine the length of a schedule modification. The termination of the schedule modification period will be determined, after discussions with the intern, by the Training Director in consultation with the primary supervisor and the Director of the Counseling Center. A copy of the schedule modification, including information regarding the length of the modification period will be kept in the intern's file and a copy will be forwarded to the intern's DCT. When the intern successfully responds to the concerns, a written statement that the concern was addressed successfully and that the intern was returned to a regular schedule of activities will be attached to the original schedule modification in the intern's file and a copy forwarded to the intern's DCT and verbal consultation may take place regarding the intern's problematic behavior.

Sanction Options: Sanction options include probation, suspension of direct services activities, or administrative leave. Interns have the right to request a formal review of any sanction steps implemented. If at any point in the sanction process, the severity of concerns suggest that an intern might be relieved from clinical duties, placed on administrative leave, or dismissed from the internship, the program reserves the right to also consult with SHSU's Human Resources Department in addition to consulting with the intern's DCT. Approval by the Divisional Vice President and Associate VP for Human Resources and Risk Management is required for placement on administrative leave. Dismissals must have the prior approval of the Associate Vice President for Human Resources and Risk Management and the University President or their designee.

Probation, like schedule modification, is time-limited, remediation-oriented and closely supervised. The Counseling Center may place an intern on probation to assess whether the intern is able to perform their professional responsibilities and complete the internship. During probation, the Training Director, in consultation with other training staff, will systematically monitor the degree to which the intern addresses, changes, or otherwise improves the behavior(s) which has prevented the intern from

fulfilling the functions of the internship. The intern will be informed of the probation in a written statement which includes:

- a) the specific behaviors which brought about the probation.
- b) the recommendations for rectifying the problem.
- c) the time frame for the probation, during which the intern is expected to address the behavior(s) in question to resume their responsibilities; and
- d) what the intern must do to demonstrate that they have addressed the identified behavior(s).

In addition, probation may also include Schedule Modification. A written statement will be included to describe the modification of services. Any number of modifications to an intern's schedule may be implemented, including, without limit to:

- a) increased supervision and instruction by previously assigned supervisors and/or other staff.
- b) changes in the format, emphasis, and/or focus of supervision.
- c) a recommendation of steps to assist the intern to adequately perform their professional responsibilities by resolving issues which impact performance;
- d) recommending personal therapy.
- e) reducing the intern's clinical or other workload; or
- f) requiring specific academic coursework or readings.

A copy of the probation, with or without schedule modification, including information regarding the length of the modification period (if applicable) will be kept in the intern's file and a copy will be forwarded to the intern's DCT. A copy of the Probation statement will be included in the intern's file and a copy forwarded to the intern's DCT and verbal consultation may take place regarding the intern's problematic behavior.

If the Training Director in consultation with the primary supervisor and Director of the Counseling Center determines that there has not been sufficient improvement to remove the Probation, then the Training Director, in consultation with the primary supervisor and Director of the Counseling Center will consider further appropriate courses of action. The Training Director will notify the intern and the Director of the Counseling Center in writing that the conditions for removing the probation have not been met. This notice will include further course of action decided upon by the Training Director in consultation with the primary supervisor and Director of the Counseling Center, which may include continuation of the previous remediation efforts for an additional specific time period. This notification will be in writing and saved in the intern's file and a copy will be forwarded to the intern's DCT. In addition, the Training Director will notify the intern and the intern's DCT if the behavior in question is not corrected, the intern will not successfully complete the internship.

If the intern successfully responds to the concerns, a written statement that the concern was addressed successfully and that the intern was returned to non-probationary status and a regular schedule of activities will be attached to the original Probation statement in the intern's file and a copy forwarded to the intern's DCT.

Suspension of Direct Service Activities requires a determination that the welfare of the intern's clients or consultees has been jeopardized by the trainee. Therefore, direct service activities will be suspended for a specified period of time as determined by the Training Director in consultation with the intern's Director of Clinical Training (DCT). The intern and the intern's academic program will be informed in writing of the decision to include the reason for the suspension and the length of the suspension. At the end of the suspension period, the Training Director in consultation with the intern's primary supervisor,

and Director of the Counseling Center, will assess the intern's capacity for effective functioning and determine whether the intern will be allowed to resume direct service. This assessment and determination will be made by at least two additional training staff members when the Training Director is the intern's primary supervisor. If the intern is returned to direct service, the Training Director, in consultation with the training committee and Director of the Counseling Center, will determine if the return will include other remediation steps or sanctions. The decision to discontinue direct service suspension will be communicated in writing and included in the intern's file and forwarded to the intern's DCT.

Administrative Leave involves the temporary withdrawal of all the intern's responsibilities and privileges within the Counseling Center. Approval by the divisional vice president and Associate VP for Human Resources and Risk Management is required. The intern's graduate program will be informed in writing of the decision. The procedures for determining whether the intern is able to resume their duties are the same as with suspension of direct service activities.

Dismissal from the Internship involves the permanent withdrawal of all responsibilities and privileges. This alternative is considered when specific interventions have not resulted in appropriate improvement in the intern's problematic behavior and the intern seems unable or unwilling to alter their behavior. This action may also be invoked in cases of severe or repeated violations of applicable professional ethical codes or applicable laws, rules, or regulations, or the intern is unable to complete the internship due to physical or mental illness. The decision to dismiss an intern will be discussed in advance with the DCT of the intern's academic program. Dismissals must have the prior approval of the Associate Vice President for Human Resources and Risk Management and the University President or their designee.

Intern Appeals

Procedures for Redress

Should the intern disagree with the assessment of performance or decision of the Counseling Center Director or Training Director, the intern may initiate a grievance as detailed in the SHSU Dispute Resolution and Formal Grievance Procedure. This policy is located at https://www.shsu.edu/intranet/policies/finop/human_resources/documents/HR-06+Dispute+Resolution+and+Formal+Grievance.pdf.

Alternatively, for matters related to psychology licensure and professional conduct, an intern may engage the Counseling Center Procedure for Redress. When a matter cannot be resolved between the Training Director and intern or staff, the steps to be taken are listed below.

A. Procedures for Disputing or Challenging Assessment or Performance Decisions

An intern can dispute the action taken by the Training Director on the following grounds:

1. Denial of notice or fairness in process provided to the intern in any part of the evaluation procedure.
2. Denial of the opportunity to fairly present data to refute conclusions drawn in the evaluation.
3. If the intern wishes to formally challenge any action taken by the Training Director, **they must inform the Training Director in writing within one week of the receipt of notification of the action.** When a challenge is made, the intern must provide the Training Director information supporting the intern's position or concern. A review panel, consisting of the Training Director as chair, one training staff member selected by the Director of the Counseling Center, and one

training staff member selected by the intern, will be convened within one week of receipt of this notification. If the Training Director is either the intern's primary supervisor or the party who brought the complaint, then the Training Director cannot be a member of the review panel and the Director of the Counseling Center will select two training staff members and designate one to be the chair of the panel. In either case, the dispute will be heard and the evidence presented during a review. The intern retains the right to be present and hear all facts with the opportunity to dispute or explain their behavior, prior to discussion by the review panel.

The procedures for a Review Panel are as follows:

- a) The intern and their supervisor or the staff member involved are notified in writing within five working days that a review meeting will be held.
- b) The Review Panel may request the presence of, or written statement from, individuals, as it deems appropriate.
- c) The intern may submit to the Review Panel any written statements they believe to be appropriate, may request a personal interview, and/or may request that the Panel interview other individuals who might have relevant information.
- d) The supervisor or staff member involved will also be afforded the same privilege.

Following the review, a designated member of the panel will communicate the summary of their findings and any recommendations to the Internship Training Director, within two working days of the end of their deliberation. When the final decision has been reached by the Counseling Center designee, the intern, and intern's academic program, and other appropriate individuals will be informed in writing. Following the panel review, the Training Director takes actions deemed appropriate based upon the Review Panel's recommendation. Such action is not limited to, upholding the decision (that can include any of the remediation or sanctions options noted above), changing the decision, or making modifications if new evidence is presented to the review panel.

In the event that the Training Director is the supervisor or the staff member involved in the appeal, the result of the review will go directly to the Director of the Counseling Center.

If an intern is dissatisfied with the outcome of the appeal, they may request a second and final review. This request must be submitted in writing within five working days after the intern has been notified of the Training Director's decision.

Grievance Procedure

Complaint Against a Member of the Counseling Center Staff

Supervisors, staff, and other agency personnel of the SHSU Counseling Center make a commitment to act in a well-intentioned and responsible manner. However, in the event of a dispute, it is generally the policy of the agency that such disputes or disagreements be resolved at the lowest level possible. Typically, an informal discussion and mediation of the concerns will result in resolution. Interns should be aware that the Association of Psychology Postdoctoral and Internship Centers (APPIC) has an informal problem resolution service that provides consultation and guidance to both interns and programs who are uncertain how to best proceed with issues related to training or want guidance from outside the training system. If an intern wants to access this service, they can visit www.appic.org/Problem-Consultation.

If an intern has a complaint against a member of the Counseling Center staff, the intern should first attempt to discuss their concern(s) with the staff member involved. If this mode of action is insufficient to resolve the situation, then intern may:

- a) seek consultation and guidance by bringing their concern to a supervisor,
- b) consult with the Training Director if the concern is regarding a supervisor,
- c) or consult with the Director of the Counseling Center if the concern relates to the Training Director.

Alternatively, an intern can file a grievance as detailed in the SHSU Dispute Resolution and Formal Grievance Procedure. See SHSU HR-07 Policy at

https://www.shsu.edu/intranet/policies/finop/human_resources/documents/HR-06+Dispute+Resolution+and+Formal+Grievance.pdf.

Sexual harassment is also prohibited under university policy. Any intern who is not able to resolve a complaint related to alleged discrimination or sexual harassment within the Counseling Center may seek advice and assistance through the Office of Equity & Title IX. Sam Houston State University complies with Title IX of the Higher Education Amendments of 1972 (Title IX), which prohibits discrimination on the basis of sex in educational programs or activities; Title VII of the Civil Rights Act of 1964 (Title VII), which prohibits sex discrimination in employment; and the Campus Sexual Violence Elimination Act. Sexual misconduct, as defined in the University's Sexual Misconduct Policy, constitutes a form of sex discrimination prohibited by Title IX and Title VII. Information regarding the Texas State University System Sexual Misconduct Policy and Procedures may be found at:

<http://www.shsu.edu/titleix/SexualMisconduct.pdf>

Contact Information:

Natalie Isaac

Phone: (936) 294-3080

Thomason Bldg., Suite 302

Procedures for Complaints Against Counseling Center Staff

Step I. Discuss the concern with the individual directly involved. The first step in addressing concerns should include an attempt to resolve the concern with the person directly involved. The intern may wish to consult with their primary supervisor, or if the primary supervisor is the subject of the concern then with a secondary supervisor or the Training Director. This first step in this process is consistent with the APA ethical guidelines concerning informal grievance procedures. When discussing the concern with the person directly involved is not possible or the concern persists after attempts at informal resolution, then the intern should proceed to the second step.

Step II. Provide a written description of the complaint (concern) to the primary supervisor. The written complaint should specify in objective, behavioral terms the nature of the problem. Date and approximate times of alleged problematic behavior may also be helpful. Finally, the written statement should include a description of previous attempts to resolve the problem.

Within five (5) working days, the primary supervisor will provide written notification to the person (or persons) with whom the complaint exists. Along with the notification, the person grieved against will

also be provided a copy of the trainee's written complaint. Additionally, within five (5) days of receipt of the trainee's written complaint, the supervisor will provide a written statement to all parties concerned suggesting the most appropriate options for resolution of the conflict. Any suggestions made will be based upon the professional standards of the APA, the APA's code of ethics governing psychologists, and the Laws Relating to Psychologists established by the Texas State Board of Examiners of Psychologists (TSBEP). Inadequate resolution of the problem at this level, or those complaints involving the primary clinical supervisor, should continue to the third step.

Step III. Provide a written description of the complaint to the Training Director. Failed attempts at resolution using either an informal process or with the formal assistance of the primary supervisor, as well as those complaints regarding the primary supervisor should be forwarded to the Training Director for formal assistance. A copy of the original written complaint (if available) should be provided. Additionally, a brief description of the previous attempts at resolution should also be included. Within one week of written notification, the Training Director will provide a written response to the trainee describing the steps to be taken toward resolution of the conflict through either formal or informal means. These steps will be developed based on ethical and legal standards as outlined above. In the event of an unsuccessful mediation at Step II of the formal complaint process, the trainee may then go on to the next level of complaint. If the complaint involves the Training Director, the trainee may proceed directly to the fourth step in the formal complaint process.

Step IV. Provide a written description of the complaint to the Director of the Counseling Center. If all attempts to address the problem at previous levels are unsuccessful, or if the complaint directly involves the Training Director, the same procedures will apply at the level of the Director of the Counseling Clinic. Again, attempts at informal resolution will be made within one week. If informal resolution is not possible, formal procedures will be initiated, and may include a meeting with all parties to the grievance and such staff as are involved in the resolution process, for the purpose of hearing the complaint and supporting documentation. If resolution is still unsatisfactory, the trainee may proceed to the fifth step.

Step V. Provide a written description of the complaint to the Vice President of Student Affairs. If all previous attempts at resolution fail, the trainee may provide a copy of the written complaint and a brief description of attempts to resolve the problems to the Vice President of Student Affairs. One week after the request for intervention by the Vice President of Student Affairs, written notice is given to the trainee regarding any action intended to remedy the problem. The Vice President of Student Affairs reserves the right to attempt either informal or formal processes in approaching the situation. Additionally, the Director of the Counseling Center reserves the right to conduct a meeting with all parties to the grievance and such staff as are involved in the resolution process, for the purpose of hearing the complaint and supporting documentation and attempting to provide mediation.

Formal grievances are not documented within the intern's training file. A separate file is kept by the Training Director or the person heading the grievance process. The Internship program maintains a log of formal grievances that have occurred, documenting date grievance was filed, the action taken, the governance level at which the grievance was adjudicated (Clinic, University), and the date of resolution.

Intern also have the right to file a complaint with our regulatory body such as APPIC or APA. There shall be no adverse consequences or retaliation toward an intern that has made a good faith attempt to initiate a grievance procedure.

Should the intern disagree with the assessment of performance or decision of the Director of the Counseling Center or Training Director, the intern may initiate a Grievance under the SHSU Dispute Resolution and Formal Grievance Procedure, Human Resources Policy HR-07.

Maintenance of Records

An educational record of intern training experiences is retained by the program. This record will contain, at minimum:

- Acceptance Letter
- MOU Supervision Agreement
- Learning Goals Contract
- Intern Self-Assessment
- Proof of Liability Insurance
- Formal Evaluations
- Correspondence with intern's Director of Clinical Training
- Copies for formal case presentations and evaluations
- Copies of other presentations and evaluations as relevant
- Documentation of hours completed during internship
- Documentation of Remediation Plans and Outcomes (if executed)
- Copy of Certificate of completion
- Copies of licensing materials or other forms completed on behalf of the intern