

Clinical Manual

Practicum/Clinical Experience

In the spring semester of the first year of the program, students are being prepared to begin a clinical placement.

- The first step in this process is to contact, Alana Millings, Director of Clinical Placements, to begin your orientation. Mrs. Millings will provide you with necessary forms and information that you will need to present to possible placement sites. She will also provide a list of possible sites, please keep in mind that you are responsible for researching sites as well. No student may set up a placement without the approval of Mrs. Millings. In addition all paperwork must be on file prior to any student beginning a field placement internship.
- Prior to registering for supervised clinical experience a student must have successfully completed the first year course of study consisting of:
 1. Semester 1: MFT, 509, 531, and 540
 2. Semester 2: MFT, 510, 795 and 880
 3. Demonstrate emotional maturity and integrity: Instructor’s feedback, interview with Clinical Director and Program Director.
 4. Ability to meet time commitment: 24 continuous months, minimum of 1 full day per week, 500 hours clinical/100 supervisory hours. Signed agreement between program representative, student and site.
 5. Become a student member of AAMFT, and obtain malpractice insurance. **A copy of the certificate of malpractice insurance must be submitted to the Director of Clinical Placements.**
 6. It is mandatory that you read and adhere to this Student Manual at all times. **You must turn in the signed sheet that testifies to your having read the Clinical Manual and your agreement to be held by the principals therein.**
- Once the student has met the above criteria, the student may begin the supervised clinical experience. It is in the supervised clinical experience that students begin to work with individuals, couples, and families. The goal of your clinical experience is to provide you with opportunities to practice and integrate theory, style and skills as marriage and family therapists. Some of the general goals include the following:
 1. Learning the professional use of self as a change agent
 2. Maintaining an active client case load
 3. Integration of systemic family therapy into practice
 4. Knowledge and use of the Marriage and Family Therapy Code of Ethics.
 5. Professional presentation
 6. Awareness of the student role in the group process

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7. Appreciation of Marriage and Family Therapy literature
8. An openness to the great diversity among people
9. Learning principles of case management
10. Maintaining accurate records of client contact and supervision hours

Clinical/Client Contact Hours:

- Students are required to accumulate 500 clinical hours at the completion of the program. At least 400 of these hours are to be direct client contact hours as defined as face-to-face (therapist and client) therapy with individuals, couples, families, and/or groups from a relational perspective. Activities such as telephone contacts, case planning, record keeping, travel, administrative activities, consultation with community members or professionals, or supervision, are not considered direct client contact. Assessment may be counted as direct client contact if they are face-to-face processes that are more than clerical in nature and focus. Up to 100 hours may consist of alternative therapeutic contact if they are systemic and interactional. Psycho-education falls into the category of alternative hours. **Alternative hours are determined by the department. Therefore, the student must gain approval of those hours, prior to submission.**
 1. For Practicum – Field Placement I, (MFT 6710 & 6720), 200 clinical hours must be accumulated in order to register for Practicum – Field Placement II (MFT 7710 & 7720).
 2. Of the required 500 client contact hours, 250 must be with couples and/or families present in the therapy room.
 3. Students should work with a wide variety of people, relationships, and problems.

Clinical Supervision

- Students will receive at least 100 hours of face-to-face supervision.
- Students will receive at least 50 hours of supervision based on direct observation, which consists of live supervision, videotape, or audiotape. At least 25 hours of this supervision will be based on live or videotape.
- Individual Supervision will occur at each site weekly in which students have direct client contact hours.
- Group Supervision, which is required, will occur once a week of each semester of the clinical experience. Student must register for Supervised Case Seminar I – Group Supervision (MFT 6510 & 6520) during Practicum I. Once completed, student is then cleared to register for Supervised Case Seminar II – Group Supervision (MFT 7510 & 7520).
- **Forms of Supervision may be the following:**
 1. Supervision behind a one-way mirror: Students behind a one-way mirror may receive group supervision, provided an appropriate supervisor is present and the students are

- actively participating in the session. Passive observation of the other student's work is not counted as supervision.
2. Up to two students seeing a client on the other side of the one-way mirror may concurrently receive client contact and individual supervision, provided the supervisor is actively supervising the case (i.e., phone ins, consultations, etc.)
 3. Video individual and Group Supervision: when a student presents a video tape in group supervision, the student receives group supervision. The additional students receive group supervision provided they are involved in the process.
 4. Group Supervision: Group supervision consists of a supervisor and a group of students.
 5. Therapy and supervision involving supervisors and supervisees: If a supervisor and no more than two supervisees are physically present in the treatment room, the supervisee may receive client contact (if the supervisor and supervisee are co-therapists), or supervision, but not both. The role of the supervisors (supervisor or co-therapist) should be clearly defined prior to the session.

Instructions for Completing Client Contact and Supervision Hour Reporting Form C

Site Name: List the name of the site.

Modality: This indicates the mode in which client contact and supervision hours were earned.

IND.....Individual mode for client contact occurs when the student see one individual, one couple, or one family in the therapy room. Individual mode for supervision occurs when 1-2 students work with the supervisor.

GRP.....Group mode for client contact occurs when the student sees a group of individuals, a group of couples, or a group of families in the therapy room. Group mode for supervision occurs when 3-6 students work with the supervisor.

Alternative.....Alternative mode for client contact occurs when the student engages in any direct client contact as defined in standard 151.01. No more than 100 hours of alternative direct client contact may be counted toward the total client contact hours.

Client Contact Hours: List the number of face-to-face client contact hours earned by each student in each category, and in each modality.

IND.....When a student sees one individual in the therapy room. This time should be logged in the IND row when a student sees one couple, and in the GRP row when a student sees a group of individuals.

COUPLE.....When a student sees a couple in the therapy room. This time should be logged in the IND row when a student sees one couple, and in the GRP row when a student sees a group of couples.

FAMILY.....When a student sees a family in the therapy room. This time should be logged in the IND row when a student sees one family, and in the GRP row when a student sees a group of families.

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RELATIONAL.....Add the COUPLE and FAMILY columns together (numbers in the INDIV GRP cell should **NOT** be counted as relational client contact). This total relational number should no longer be figured as a percentage, but rather as the total number of relational hours earned.

TOTAL CLIENT HRS...Add the INDIV, COUPLE, and FAMILY columns.

Supervision Hours: List the number of supervision hours earned by each student in each category and modality.

CASE RPT.....All forms of supervision NOT based on raw data. See definition of raw data listed below.

LIVE.....The supervisor live observes a student conducting therapy through a one-way mirror, TV monitor, or other observation device.

VIDEO.....The supervisor observed a videotape of the student conducting therapy.

AUDIO.....The supervisor listened to an audiotape of the student conducting therapy.

DIRECT OBS.....Add the LIVE, VIDEO, and AUDIO columns. This should no longer be figured as a percentage, but rather as the total number of direct observation hours earned.

TOTAL SUPERV HRS....Add the CASE, RPT, LIVE, VIDEO, and AUDIO columns.

Cumulative Totals: Total each student's client contact and supervision hours in each column, adding all hours earned at different sites together. The student should have at least 25 hours of live and video direct observation.

The form is to be submitted to Clinical Director monthly with signature of supervisor.

Supervision Log: The supervision log should be used to record Iona College supervision **ONLY**. This includes group and individual supervision received at Iona. **This form should be initialed by the group and individual supervisors.**

Field Placement Sites

- The department maintains a list of approved clinical sites that should be sufficient in providing both the appropriate client contact and supervision hours. **Please note that supervision must be provided weekly at the field placement site.** Also, note that it is impossible to assure students of a steady client load at any clinical sites. **Students are encouraged to secure two placement sites provided the site is able to meet all accreditation and NYS licensure requirements.** Accreditation standards require certain conditions be met by off-site supervisors. Again as stated earlier all site supervision must be provided by individuals paid for by the agency.
- A signed agreement between the Director of Clinical Placements, student and the external site supervisor must be on file prior to student beginning field work. It is also required that the external supervisors submit a Curriculum Vitae to the department.

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- All supervisors must be licensed; LMFT, LCSW, or Psychologist. The ideal is that the supervisor be an AAMFT Approved Supervisor.
- In addition to a placement site you must plan to spend time at The Marriage and Family Center for a block of time for group supervision and to be part of an observation/reflecting team.
- At the completion of each practicum all trainees are required to complete written evaluations of the supervision experience and to evaluate the field placement site.

Iona Marriage & Family Therapy Center

- The Iona Marriage & Family Therapy Center is a training facility that is operated and staffed by the College's Department of Marriage and Family Therapy. It is located in Egan Hall on a quaint residential street. The Center offers low-cost individual, couple, and family therapy to New Rochelle and surrounding communities for over 40 years.
- The student therapists in the Center are students enrolled in the Master of Science Marriage and Family Therapy (MFT) program and see clients under the supervision of the MFT clinical faculty.
- The Center offers services for a wide variety of concerns and issues including:
 - Relationship problems
 - Parent-child issues
 - Separation and divorce
 - Single parenting
 - Re-marriage issues
 - Blended families
 - Communication issues
 - Grief and loss
 - Life transitions
 - Depression and anxiety
- **Our Philosophy** of training, therapy, and supervision focuses on relationships and systems with the result that we regard the entire family as the unit of treatment. Instead of focusing on traits or symptoms in individual members we emphasize such factors as: relationships, communication, and the influences of the larger systems that we live in such as culture, and gender.
- While we tend very strongly to see the nuclear family, we do not limit therapy to those members and often include the extended family as well. We focus on family and systemic strengths as an accessible and effective resource for easing, managing, healing and preventing dysfunctional relationships and behaviors.
- Very often our work is brief, lasting several months, and is solution-focused. It is aimed at resolving specific problems. Even when working with individuals, our approach is systemic in

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that we believe that behavior changes in one individual can often result in changes in the entire family system.

▪ **Center Staff:**

Program Director: Robert A. Burns, Ph.D., LMFT

Clinical Director: Alana Millings, M.S., LMFT

Supervisors: Jerome Rubino, M.A., LMFT

Lisa R. Reynolds, PhD., LMFT

Position Descriptions:

Program Director (Robert Burns) is responsible for the overall functioning and development of the MFT Department; oversees the accreditation process, writes annual reports, ensures compliance with accreditation standards, and maintains an on-going liaison with the Commission on Accreditation and with AAMFT national office; oversees advising, monitors the satisfactory progress of students, and interfaces with Graduate Advising and Certification personnel in the school; prepares annual Departmental reports to the College; coordinates the development of MFT curriculum, course scheduling, and faculty assignment; oversees the development of Department materials; prepares the agenda for and chairs the MFT faculty meetings; reviews Department budget; communicates Department needs to the Dean of the College; ensures ongoing maintenance of student and Department files; oversees clinical training of students; provides clinical supervision for students seeing clients at the MFT Center.

Clinical Director (Alana Millings) works with the Program Director, manages and develops the Marriage and Family Therapy Center ; develops and ensures effective liaison with practicum sites; receives and acts on internship proposals from master's program students, develops contracts with internship sites, interfaces with internship supervisors, receives end-of-term evaluations from students and supervisors, maintains internship files for individual students; manages clinical data base; and markets the MFT Center.

Center Procedures

Intake Process

1. **Intake:** When a potential client calls the Center, an initial interview is set up with the Clinical Director. The Clinical Director interviews primarily all potential clients. Once the initial interview has been conducted; the case is then assigned to a student therapist. **All Couple and Family cases are assigned to a co-therapy team, based on availability of students.** The Clinical Director makes a file and notifies the student therapist of a new case. The student therapist locates the case file in the Client File Drawer under the student's name.

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There is a file folder for each client. Each student therapist has a file section with his/her clients' files. Each folder contains a copy of an initial assessment, intake information, counseling agreement and the informed consent forms. **The student therapist should have client sign the counseling agreement and the informed consent forms by the end of first session.** The student will review the file prior to meeting with the client. Progress notes, termination forms, letters, pertinent materials from other agencies or school are kept in the file folder. **File folders may never be removed from the Center building.**

The student therapist follows-up with a call to the client to set up an appointment for the first session.

Appointments are scheduled Monday through Saturday. Students are encouraged to schedule appointments when a supervisor is on site. All appointments must be listed in the appointment book a week in advance. **If your client(s) should cancel, it is the responsibility of the student to contact the supervisor for that evening, informing him/her of the cancellation.** You are further responsible for placing them on the reservation board, in order to reserve a session room. You should not schedule any therapy sessions without first having reserved the room on the reservation board. Appointments not kept should be noted as cancelled on your weekly therapist report. **The weekly therapy report is the official record that the session took place, please use it.** Please notify the Center if you are not coming in as scheduled in the appointment book. Clients should be advised to call the Center if they are unable to keep an appointment. If the student has a cell phone, it is advisable for the client to call student. Student is then responsible for calling the Center regarding appointment, or preferably the on-site supervisor on call that evening. **Clients are expected to give 24-hour notice of cancellation. Otherwise, they will be expected to pay for the missed session.**

Fees: Fees for the Intake is set at \$50. Fees for on-going therapy are based on a sliding scale. We do not accept insurance plans of any type. This service is free to Iona College faculty, administration, staff and their families. Payment for sessions is given by the client to the student therapist at the end of each session. Clients may pay by cash or check. **Checks should be made payable to Iona College.** Cash or check is to be placed in the appropriate envelope and placed in the silver fee box found on the wall of the kitchen along with therapist report. All clinic fees should be submitted in a timely manner.

Student Attendance: Students are expected to be on time for client appointments and for their weekly supervision. Students will conduct weekly, hour-long sessions with their clients, with the exception of designated vacation and holiday times when the Center will be closed. If an unusual circumstance occurs and a student is not able to keep his/her appointment with a client, it is the responsibility of the student to notify the client and arrange for a rescheduling.

Record-keeping: Students are expected to write up weekly progress notes within 24 hours after session. This ensures that records are current and accurate. They are to be signed and dated with month, day and year. **It is imperative that we keep our files current and**

accurate; uncompleted progress notes and incomplete client files place the Department and your own professional career in a compromised position with the legal system.

1. Progress/Session notes allows the student therapist to reflect after each session on what their goals were for the session and what actually transpired. It offers an opportunity for a better awareness of case, reflection on goals, critical thinking and accountability. The student is able to review what happened in the last session before the next session. The progress notes should be written concisely and to the point. Base observations on what is seen and heard and document that. Avoid opinion and impression. If a student therapist wants to include an opinion or intuition, own it specifically as such, not as a fact. Progress notes must be consistent with stated goals of therapy; the entries need to show a justification of continuation of plan or change in plan, goal or task.
2. Progress/Session notes allow the supervisor on a weekly basis to review the student therapist's work with clients, especially work that has not been covered in depth in supervision. The supervisor is responsible for the clinical work done in the Center, and must know the process and progress of the cases. The supervisor is able to track the course of therapy and offer constructive suggestions about the course of therapy as it is described in the progress notes.

When a client terminates, a termination sheet must be completed and signed by student and supervisor. Clinical Director must be notified that client is terminated. Records may be requested at any time. **Clients may request their files and courts do request or subpoena records.**

Telephones: Telephones in the Center are available for student therapist to contact their clients. They are not available for personal calls.

Taping: Therapy sessions may be taped with the express permission of the client. Permission forms are available for this purpose.

Student Forms: Students are responsible for filling out weekly reports and giving them to the Clinical Director. These forms indicate clients seen that week and attendance at supervision. In addition, students are to fill out the Form C and Supervision Log, which are to be signed by individual and group supervisors.

Confidentiality: Confidentiality is a paramount responsibility for the Iona Marriage & Family Therapy Center. All information regarding clients, including medical, financial, and treatment information, is to be kept strictly confidential and released only upon written consent of the client. When phoning a client, student therapist should leave only their name, phone number and request a return call. To protect confidentiality, do not indicate that the call is from the Therapy Center. Students may have access only to the files of their particular clients. Work with client is discussed in supervision.

MFT Center Rules at a Glance:

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1. *All conversations between student therapists that take place in Egan Hall are required to take place in the kitchen.*
2. *There is to be no gathering on or near the steps or in the waiting room. If you need a file, you should go to the closet, retrieve from the file cabinet, and then go to the kitchen or to a therapy room.*
3. *Do not schedule any therapy sessions without first having reserved the room on the reservation board in the kitchen. After which, you should record in the red schedule book.*
4. *Business casual is the required dress. No jeans, sweats, ripped, frayed cut-offs, or other recreational wear.*
5. *All sessions should begin and end on time.*
6. *Do not escort your client to the front door or down the stairs. After the session, please take the appropriate fee, and allow your client to leave. Place chairs back in the appropriate offices after use.*
7. *If you are the last person out at night, please turn out all lights and lock the front door.*
8. *If you are the only person in the building, or are leaving one person there, please lock the front door to ensure your safety, the safety of your fellow student-therapist and the safety of the client(s).*
9. *All electronic devices should be turned off during your sessions. You may turn on your devices at the end of the session to schedule your next appointment.*
10. *Please do not leave files or confidential documents on a staff or faculty member's desk, or in their mailbox at Egan.*
11. *Submit all clinic fees that you have collected from your clients in a timely manner. They should immediately be placed in the silver fee box found on the wall of the kitchen.*
12. *Do not offer or accept rides to or from your clients, regardless of distance or temperature.*
13. *All clinical files and documents should be kept under your control or in the secure file cabinet at all times.*
14. *All food and drinks should be consumed in the kitchen (Not during therapy).*
15. *After any double session, you are required to email your individual supervisor within 24 hours notifying them that you conducted a double session along with the rationale for it. Double sessions without an accompanying rationale will not be counted. Please leave out client identifying information in your email to your supervisor. Your supervisor will discuss the decision to conduct a double session with you at your next supervision at his or her discretion.*
16. *Students must obtain a key for the building.*
17. *Students should always turn on the noise machines, located throughout the building, when in session; as well as post the "in session" signs.*
18. *Dr. Burns' office should only be used if there aren't any other rooms available, due to the fact that the central equipment for taping is located in that office.*

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External Clinical Placement Sites Requirements

- A continuous 12 month clinical experience in marriage and family therapy should be available at the field placement site.
 1. Sites should have day and evening hours.
 2. Weekend hours are desirable.
- Caseloads at the field placement sites should be sufficient to provide student trainees with the required 500 hours of direct client contact.
- The field placement site should provide cases of which at least 250 are with couples and families.
- There must be capability for a variety of presenting problems and family configurations.
- There should be capability for cultural and ethnic diversity of the client population.
- A minimum of 100 hours of supervision for student trainee should be provided at the field placement site (individual and group).
- One hour of supervision should be provided at the field placement site.
- Documentation of liability insurance for students must be confirmed. Liability insurance may be provided by the field placement site, the Marriage and Family Therapy program, or the student trainee.
- Mechanisms for evaluating both the field placement site and the supervision (by the student), and the student's performance (by the site staff) will be demonstrated.
 1. A written evaluation is due May, August and December.
 2. There must be contact with the program via phone and /or visits to the agency.
- Accurate records of client contact and supervision hours of each student will be documented and maintained at the field placement site. These records will be verified by the appropriate field placement site personnel and made available to the Marriage and Family Therapy program.
- The field placement site will provide adequate facilities and equipment for the interne to carry out the designated responsibilities.
- Procedures for providing students with an appropriate orientation to policies and procedures of the field placement site will be established, maintained, and demonstrated.
- Field placement sites will have published policies and procedures for handling grievances.
- Field placement sites will have published policies prohibiting discrimination on the basis of race, ethnicity, religion, and gender.
- Field placement sites will document, in contracts or other agreements, their formal adherence to the criteria set forth in this section.

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Clinical Experience Policies:

Liability: Students are required to obtain and keep up-to-date malpractice insurance. This is obtained through student membership in AAMFT. Students are required to keep their insurance up-to-date and renewed annually and to submit a copy of your current malpractice face-sheet to the Clinical Director.

School/Agency Holidays and Vacations: Students are not required to attend field work agencies on agency and university holidays or during spring break. However, there may be occasions when the university is closed but the agency is open. In this instance the student is expected to be at the agency. During the break between semesters the student may take two weeks away from the field agency with approval, but must attend field placement during the other weeks: the student and the supervisor must agree which two weeks are selected, giving consideration to the agency schedule and needs of the clients. At all times the required minimum hours must be maintained and you must keep track of your accumulated hours.

Student Absences: If a student is absent due to illness or a death in the family, he or she is expected to notify the agency and plan for client needs. The student does not need to make up the days missed if the minimum number of hours are met.

Student's Personal Growth: The Marriage and Family Therapy Program recognizes the value of the therapy and encourages students to participate when necessary. If a student is interested in pursuing personal therapy and/or family therapy, or if a supervisor feels that therapy will be of benefit to the supervisee, appropriate therapy resources are available which are generally geographically and financially accessible. Referrals will not be made to any of the program's faculty. All discussions between supervisor and supervisee are confidential with regard to a referral for personal therapy.

Conduct and Attire: It is imperative that MFT students conduct themselves in their field placement sites with professionalism. Arriving on time at one's field placement site, and for all client and supervisor y appointments is required at all times. Lateness is both unprofessional and inconsiderate of those awaiting us. Student's attire is equally important and should be proper, i.e. at least business casual at all times when conducting clinical work. Attire such as shorts, sweat suits, and flip-flops are not appropriate for a professional setting. Please always be aware of the attire criteria for each specific field placement sites.

Policies and Procedures Regarding The Transportation, Storage and Transmission of Confidential Media:

- MFT students will discuss all audio and video-taping of sessions with clients, and will receive written permission for same from all clients involved in treatment before beginning any taping. MFT students will discuss the nature of the audio-visual process, storage, transportation, and uses of their media materials including the nature of supervision. Each MFT trainee in the

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Marriage & Family Therapy Center will be responsible for preserving, transporting, storage, safety and confidentiality of his/her confidential media materials.

- Confidential media material will not be left unattended on a desktop, or in a video or audiotape player.
- Unauthorized persons will not be allowed to view/hear any audiovisual materials.
- MFT trainees will not utilize any client identifying data on media materials. All confidential media materials are to be identified by the MFT student's initials.
- If an MFT student is reviewing confidential media materials by him/herself for training purposes, the student must take all steps to insure privacy and confidentiality is maintained: i.e. doors closed, white noise machine turned on, and no unauthorized persons present.
- When transporting confidential media materials from an off-campus field placement site MFT students will safeguard both the confidentiality and the custody of the material at all times: i.e. media materials are not to be left out in the open or unattended at any time.
- If confidential media material is to be given to a supervisor for review, it must be hand delivered, not left in a mailbox or on a desk.
- At the completion of all treatment all confidential media material is to be erased, except in cases where the Family Therapy Center has specifically requested and received written permission from all clients involved in the tape to retain the tape for training purposes.
- All confidential media material that is the product of the Family Therapy Center or an off-campus field placement site will be stored under lock and key. The keys to both the closet and the cabinet containing clinical record, including confidential media materials will be kept in the reception desk. Access will be limited to those students currently completing clinical requirements, and their supervisors.

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