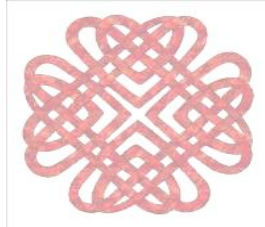


*HAYMOUNT INSTITUTE FOR PSYCHOLOGICAL ASSESSMENT  
MASON AND ASSOCIATES*

*Intern Rating, Due Process and Grievance Procedures*

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## **PSYCHOLOGY INTERN RATING**

Psychology Interns are rated on a biannual basis by their clinical supervisor using a standard rating form, which is intended to determine their competencies in various areas specific to their training. The rating form contains areas that reflect the specific goals of the training program and performance objectives outlined in the internship brochure. Upon completion of the rating form, the supervising psychologist will meet individually with each intern to discuss the supervisor's appraisal of their performance, as well as to address specific areas of strength and needed improvement. During the individual meeting, specific steps will be suggested to address any problem areas identified in this process.

Psychology Interns are also afforded the opportunity to rate the quality of their training experience within the internship using a standard rating form. Interns will complete the form in a timely manner and submit it to the Director of Training for perusal. At the end of the internship year, interns will be asked to collectively rate the quality of their experience and training using a more open-ended questionnaire. Intern ratings are an important factor in determining modifications to the training program.

## **DUE PROCESS: GENERAL GUIDELINES**

Due process ensures that decisions made by the Haymount Institute for Psychological Assessment about interns are not arbitrary or personally based, requires that the Haymount Institute identify specific evaluative procedures which are applied to all trainees, and have appropriate appeal procedures available to the intern so that he/she may challenge the Haymount Institute's action. General due process guidelines include:

- 1) Presenting interns in writing with the Haymount Institute's expectations related to professional functioning
- 2) Stipulating the procedures for evaluation, including when and how evaluations will be conducted. Such evaluations will occur at meaningful intervals
- 3) Articulating the various procedures and actions involved in making decisions regarding problems
- 4) Communicating, early and often, with graduate programs about any suspected difficulties with interns and seeking input from these academic programs about how to address such difficulties

- 5) Instituting, with the input and knowledge of the graduate program, a remediation plan for identified inadequacies, including a time frame for expected remediation and consequences of not rectifying the inadequacies
- 6) Providing a written procedure to the intern that describes how the intern may appeal the Haymount Institute's action
- 7) Ensuring that interns have sufficient time to respond to any action taken by the Haymount Institute
- 8) Using input from multiple professional sources when making decisions or recommendations regarding the intern's performance
- 9) Documenting to all relevant parties the action taken by the Haymount Institute and its rationale

## **DUE PROCESS PROCEDURE**

### *I. PURPOSE*

To provide policy and procedures for fair and effective supervision of psychology interns including corrective action and termination when necessary.

### *II. POLICY*

Corrective action and termination of interns working for the Haymount Institute for Psychological Assessment on a contractual basis is part of the Haymount Institute's commitment to promoting the profession of psychology. If possible, the goal is to restore the intern to conduct consistent with North Carolina State law, professional ethics, and organizational policy.

### *III. DEFINITIONS*

- A. Chief Psychologist: As identified in the current APPIC Directory
- B. Psychology Intern: A doctoral student in psychology who has been advanced to candidacy and is employed by the Haymount Institute for Psychological Assessment as a Psychology Intern. The terms "Intern" and "Psychology Intern" are used interchangeably.
- C. Supervisee: An individual who is enrolled in an academic graduate program who is employed by the Haymount Institute for Psychological Assessment on a contractual basis for the purpose of completing experiential and educational requirements for completion of a degree and who requires supervision. In the context of this policy, *Supervisee* refers to Psychology Doctoral Interns.
- D. Supervisor: one who is licensed to practice psychology and has completed two years of experience as required by North Carolina State law to supervise. In the context of this policy, *Supervisor* refers to the Clinical Supervisor who is responsible for the actions of the intern. This definition does not include Administrative Supervisors.
- E. Psychology Training Director: The administrative director of the psychology training programs who is identified by name in the current APPIC Directory
- F. Training Committee: A panel of individuals comprised of the Chief Psychologist/ Training Director, all supervising psychologists, and/or the Board of Directors.

### *IV. PROCEDURES*

- A. If an intern's behavior is deemed problematic or if an intern receives a rating of "Unsatisfactory" or "Needs Improvement" from any of the evaluation sources, the following procedures may be initiated:
1. The intern's supervisor will meet with the Director of Training to discuss the problematic behavior or inadequate rating and determine what action needs to be taken to address the issues reflected by the problematic behavior or rating.
  2. The intern will be notified, in writing, that such a review is occurring and will have the opportunity to provide a statement related to his/her response to the problematic behavior or rating.
  3. In discussing the problematic behavior or rating and the intern's response (if available), the Director of Training may adopt any one or more of the following methods:
    - **Informal Resolution:** The first step to address a problematic behavior or rating would be an attempt at informal resolution as soon as is feasible. The Director of Training may recommend remedial training for the intern that may include completing additional reading, taking a course pertinent to the problematic area, or preparing a presentation that would require the intern to consolidate his or her knowledge of the subject matter in question. Other informal remedial actions may also be suggested to address the unique circumstances of the intern at the discretion of the Director of Training.
    - **Formal Resolution Phase I:** In the event that an informal resolution to problematic behavior or rating cannot be achieved via the aforementioned, the second course of action is to issue an "Acknowledgement Notice" which formally acknowledges a) that supervisors are aware of and concerned with the problematic behavior or rating, b) that the problematic behavior or rating has been brought to the attention of the intern, c) that supervisors will work with the intern to specify the steps necessary to rectify the problem or skill deficits addressed by the problematic behavior or rating, and d) that the problematic behaviors or rating are not significant enough to warrant serious action. Formal Resolution Phase I includes the development of a Performance Improvement Plan. The process consists of the following steps:
      - If the identified problematic behavior is not deemed resolved by informal means within 30 days, a formal review process is initiated
      - The Psychology Intern will be asked to meet with the Training Committee, their individual supervisor, and a colleague invited by the psychology intern in an advocacy role for the intern within 10 business days. The intern will have the opportunity to provide a written statement related to his/her response to the problem to present at this meeting

- Once a Performance Improvement Plan is created, it is to be signed by all parties in attendance, and copies distributed to all attendees within 5 business days of the meeting. The Psychology Intern's home academic program will be notified and a copy of the plan will be sent to the home academic program's director of clinical training also within 5 business days
- The Training Committee, psychology Intern's primary supervisor, and the Psychology Intern will meet at a designated time (no later than 30 business days) after the development of the Performance Improvement Plan to assess compliance with the plan and progress in the program. Failure to adhere to the plan or to make sufficient progress in the designated behaviors of concern will be evaluated for appropriate consequences and/or the need for modification of the plan. A written statement by the Training Director noting the failure to comply will be saved in the intern's file and a copy sent to the home academic programs director of clinical training

**Formal Resolution Phase II:** If the outcome of a Performance Improvement Plan is deemed to be unsuccessful in remediating the problem identified in Phase I, the next course of action is to place the intern on "Probation" which defines a relationship such that supervisors and the Director of Training actively and systematically monitor, for a specific length of time, the degree to which the intern addresses, changes and/or otherwise improves the problematic behavior or conduct associated with the rating. The probation is a written statement to the intern and includes:

- a) The actual problematic behaviors or rating, the specific recommendations for rectifying the problem, the time frame for the probation during which the problem is expected to be remedied, and the procedures designed to ascertain whether the problem has been appropriately rectified.
- b) The timeline of events following the institution of "probation" status is as follow:
  - The Psychology Intern will be asked to meet with the Training Committee, their individual supervisor, and a colleague invited by the psychology intern in an advocacy role for the intern within 10 business days. The intern will have the opportunity to provide a written statement related to his/her response to the problem to present at this meeting
  - Once Probation is initiated, it is to be signed by all parties in attendance, and copies distributed to all attendees within 5 business days of the meeting. The Psychology Intern's home academic program will be notified and a copy of the requirements of the probationary period will be sent to the home academic program's director of clinical training also within 5 business days

- The Training Committee, psychology Intern's primary supervisor, and the Psychology Intern will meet at a designated time (no later than 90 business days) after initial date of the probationary period to assess compliance with the plan and progress in the program. Failure to adhere to the plan or to make sufficient progress in the designated behaviors of concern will be evaluated for appropriate consequences and/or the need for modification. A written statement by the Training Director noting the failure to comply will be saved in the intern's file and a copy sent to the home academic programs director of clinical training

**Formal Resolution Phase III:** If no progress has been realized during the probationary period, the training director may terminate the internship. The intern's sponsoring university and the Haymount Institute for Psychological Assessment Personnel/Resource Department will be notified in writing of the disposition of the internship.

*The Director of Training may also determine that the disposition of any of the aforementioned Formal or Information measures is to "Take no further action."*

#### General Provisions:

- B. If any Formal Resolution actions are taken (i.e. Acknowledgment Notice, Probation Action), the Director of Training will inform the intern's sponsoring university, indicating the nature of the problematic behavior or rating, the rationale for the action, and the action taken by supervisors. The intern shall receive a copy of the letter to the sponsoring university.
- D. Once the Acknowledgment Notice or Probation is issued by the Director of Training, it is expected that the status of the problematic behavior or rating will be reviewed no later than the next formal evaluation period or, in the case of probation, no later than the time limits identified in the probation statement. If the problematic behavior or rating has been remedied to the satisfaction of supervisors, the intern, sponsoring university and other appropriate individuals will be informed and no further action will be taken.
- E. If the supervisee is placed on probation and the issue is not satisfactorily resolved during the probationary period, but progress has been achieved, the probationary period may be extended up to an additional three months at the discretion of the training director.
- F. In the event an "Acknowledgement Notice" or "Probation" status is issued, Interns have the right to provide a written rebuttal, appeal (See Appeal Process) and/or explanation to address the issues identified by the training team as delineated above. This, along with an explanation of the timeframe during which the problem behavior is to be corrected, is clearly outlined in the written acknowledgement notice and probation notice. Interns are expected to provide a written response within 72 hours. Otherwise, it will be assumed that the intern agrees to all issues identified and agrees to make changes according to the remedial actions imposed by the training team.

## **APPEAL PROCESS FOR PSYCHOLOGY INTERNS**

In the event a supervisee is in receipt of an “Acknowledgement Notice” or “Probation” status, he/she may take the following steps to appeal:

- a. If the Psychology Intern is in disagreement with decisions made, the intern may request an Appeal’s Hearing before the Training Committee. The Psychology Intern may appeal the validity of concerns that have been raised, the requirements of a Performance Improvement Plan, and/or the process used during the remediation procedure. This appeal must be made in writing to the Training Director within 72 hours of notification regarding the decision(s) made. If requested, the Appeals Hearing will be conducted by a review panel convened by the Training Committee, the CEO/Chief Psychologist, a senior staff member, and a colleague chosen by the intern.
- b. The Appeals Hearing will be held within 10 working days of the intern’s request. The review panel will review all written materials and have an opportunity to interview the parties involved or any other individuals with relevant information.
- c. The review panel may uphold the decisions made previously or may modify them. The review panel has final discretion regarding outcome.

## **GRIEVANCE POLICY FOR PSYCHOLOGY INTERNS**

### *I. PURPOSE*

The Haymount Institute for Psychological Assessment employs doctoral candidates on a contractual basis as part of the organization’s commitment to promoting the mental health professions. The purpose of this policy is to provide grievance procedures for psychology interns to address a variety of concerns that may include, but are not necessarily limited to a) concerns about evaluations, b) issues that arise related to supervisory or other staff members, c) concerns related to stipend, or d) issues concerning any perceived harassment or unfair treatment.

### *II. POLICY*

It is the goal of the Haymount Institute for Psychological Assessment to resolve grievances at the closest point of supervision to the supervisee. In the event a grievance is unresolved, the complainant may refer the matter to the next higher level of supervision. The goals of this policy are to provide procedures to enhance professional development in supervisees who engage in a psychology Doctoral internship at the Haymount Institute for Psychological Assessment and to provide procedures for managing grievances.

### *III. DEFINITIONS*

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- C. **Supervisee:** An individual who is enrolled in an academic graduate program who is employed by the Haymount Institute for Psychological Assessment on a contractual basis for the purpose of completing experiential and educational requirements for completion of a degree and who requires supervision. In the context of this policy, *Supervisee* refers to Psychology Doctoral Interns.
- D. **Supervisor:** one who is licensed to practice psychology and has completed two years of experience as required by North Carolina State law to supervise. In the context of this policy, *Supervisor* refers to the Clinical Supervisor who is responsible for the actions of the intern. This definition does not include Administrative Supervisors.
- E. **Psychology Training Director:** The administrative director of the psychology training programs who is identified by name in the current APPIC Directory
- F. **Board of Directors:** A panel of individuals tasked with the operations and oversight of the Haymount Institute for Psychological Assessment. The Board of Directors consists of at least one of the owners, Alida S. Mason, LPC, LCSW or Christopher J. Ketchman, Psy.D., ABPP; the office management team currently consisting of Anne Lee and Chani Ray, and at least one staff member from the Personnel Department. In the event that a grievance directly pertains to the Chief Psychologist or Psychology Training Director, the Board of Directors will automatically default to Alida S. Mason, LPC, LCSW, as the owner representative on the panel.

#### IV. PROCEDURES

- A. In the event a supervisee identifies a grievance, he/she will review the issue with the immediate clinical supervisor under which the grievance occurred. The supervisor will address this as an opportunity to help the supervisee's professional development by exploring the issues, identifying the people involved, considering alternatives and likely outcomes, defining a course of action and implementing the remediation process. However, if the intern's grievance is with his/her immediate supervisor, the intern may take the grievance directly to the Training Director/Chief Psychologist.
  - a. If the supervisee does not achieve satisfaction by addressing the issue with the immediate supervisor, or if probationary status or termination is the subject of the appeal, he/she may appeal to the Psychology Training Director/ Chief Psychologist. However, if the intern's grievance is with the Training Director/Chief Psychologist he/she may take the grievance directly to the Board of Directors.
  - b. If the issue continues to remain unresolved to the satisfaction of the supervisee, or if the grievance directly pertains to the Director of Training/ Chief Psychologist, the next level of appeal is to the Board of Directors. At this level, the supervisee will present the appeal, and he/she may invite representatives to support the grievance. After the supervisee's presentation, the individual(s) representing the opposing view may present their case. The decision of the Board of Directors pertaining to disposition of the intern grievance is final.

#### Grievance Procedure

- Formal review:
  - The Training Director will meet with the intern and the individual being grieved within **10 business days**. The goal of the joint meeting will be to develop a plan of action to resolve the matter.

- o The Training Director will document the process and outcome of the meeting. The intern and the individual being grieved will be asked to report back to the Training Director or Assistant Training Director in writing within **10 business days** regarding whether the issue has been adequately resolved.

Note: The aforementioned guidelines are intended to provide the psychology intern with a means to resolve perceived conflicts that cannot be resolved by informal means. Interns who pursue grievances in good faith will not experience any adverse personal or professional consequences.