

CARNEGIE MELLON UNIVERSITY
COUNSELING AND PSYCHOLOGICAL SERVICES

DUE PROCESS: PROCEDURE FOR REMEDIATION AND TERMINATION OF INTERNSHIP

During the internship year, interns are viewed as employees of Carnegie Mellon University and as such are subject to the rules and regulations as outlined in the *Carnegie Mellon Staff Handbook: A Human Resources Guide*. Sections 3K through 3M of this guide provide an outline for the termination of employment.

Circumstances that could arise concerning intern performance might be in the following areas:

- a. Adherence to ethical standards
- b. Treatment of clients
- c. Interactions with staff
- d. Performance of internship responsibilities
- e. Personal difficulties impacting performance

Steps for corrective action:

1. **Review with Individual Supervisor:** Review of the intern's performance will be ongoing in an informal way throughout the intern's weekly individual supervision sessions. Additionally, the intern will receive two formal written performance reviews once at the internship mid-point and again at the end of the internship. If the supervisor becomes aware of an issue in any of the above areas of concern, he/she will clearly describe it to the intern and promote discussion for clarification. Methods of reconceptualization or modifying performance will be examined, and then implemented by the intern. Within 5 business days, the intern will receive a written account of the concern as well as a summary of the review with the individual supervisor including plan for remediation.
2. **Notify Assistant Director of Training and Administration:** If the problem does not remit to the satisfaction of the supervisor the supervisor will again review the issue with the intern, suggesting specific reading materials, additional supervision, and/or specialized training, if applicable. Within 5 business days, the intern will receive a written account of the ongoing concern as well as a summary of the review with the individual supervisor including plan for remediation. The supervisor will also notify, in writing, the Assistant Director of Training and Administration so they are alerted to an area in need of monitoring. The Assistant Director of Training and Administration will also consult with the Director of Counseling and Psychological Services at this point in the process.
3. **Review with Assistant Director of Training and Administration:** If the problem continues following Step 2, the Assistant Director of Training and Administration will arrange a meeting with the Assistant Director of Training and Administration, supervisor and intern. The problem will be

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discussed, including presentations from both intern and supervisor, and summary of resolutions attempted thus far. A problem-solving strategy, with specific steps and timeframes for corrective action will be developed, outlined in written form, and signed by the three. In addition, to remedial actions, suggested in Step 2, modification of training activities and/or personal growth experiences may be recommended. Within 5 business days the intern and supervisor will receive a written account of the meeting including the plan for remediation.

4. **Notification of Academic Director:** At this point the director of the graduate academic program will also be alerted in order to keep the program informed and to enlist another source for problem-resolutions suggestions.
5. **Review of Remedial Plan:** The Assistant Director of Training and Administration, supervisor, and intern will meet as per the timeframes established in Step 3. The academic director will be kept informed and can be included in the meetings, if so desired. Progress will be reviewed, documented, and either judged satisfactory or in need of further modification. As long as forward progress is made, this process will be continued.
6. **Termination Procedure:** If at the time of Step 5, progress is not consistently demonstrated, formal termination can be implemented. The termination process could be expedited in problem areas of significant magnitude. These would include:
 - a) Violations of APA ethical standards
 - b) Abusive treatment of clients
 - c) Pervasive negligence of internship responsibilities
 - d) Personal difficulties having consistent and serious impact on internship program involvement

Our commitment is to working with interns in their preparation for competent, ethical, professional practice. The above process would only be implemented if that preparation were significantly hampered by some aspect of an intern's performance. At any point in the above described process the intern may send a written letter of appeal to the Assistant Director of Training and Administration. The Assistant Director of Training and Administration will then consult with the Director of the Counseling Center and the Intern's Academic Director. Additionally, the Director of the Counseling Center will notify the Assistant Vice President of Health and Wellbeing and the Human Resources Department. The Director of the Counseling Center will reply to the interns appeal within 14 working days with a final decision.