



VALLEY HEALTH

*Quality healthcare in your neighborhood.*

Doctoral Internship in Psychology

**Procedures Manual**

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**Doctoral Internship in Psychology**  
**Valley Health Systems**  
**Intern Selection and Academic Preparation Requirements**

**Application Process:** The Doctoral Internship in Psychology at Valley Health currently offers two full-time internship positions. Interested students submit an online application through the APPIC ([www.appic.org](http://www.appic.org)) website using the APPIC Application for Psychology Internships (AAPI).

A complete application consists of the following materials:

1. A complete online AAPI
2. Cover letter for our site (as part of the AAPI)
3. A current Curriculum Vitae (as part of the AAPI)
4. Three Standard Reference Forms, two of which must be from people who have directly supervised your clinical work (as part of the AAPI)
5. Official transcripts of all graduate coursework

All application materials must be received by the date noted in the current APPIC directory listing in order to be considered.

**Application Screening and Interview Processes:** The program evaluates the entire application package to determine whether requirements are met:

1. Current enrollment and good standing in an APA- or CPA-accredited doctoral program
2. Master's degree in psychology

Applicants with the following qualifications will be considered preferred:

1. Experience or interest in working with rural and underserved populations or goal of working in an integrated primary care setting
2. Academic or practicum experience with health psychology and/or in medical settings
3. Dissertation proposal defended

All applications are reviewed by supervisors for the internship program using a standard Applicant Rating Form. Each reviewer makes recommendation regarding inviting the applicant to interview for the program based upon this review process. Applicants are notified whether they have received an interview by email on or before December 21. Interviews are scheduled in early to mid-January on a first come, first serve basis. Interviews take place via videoconference with the Director of Training and at least two supervisors from the internship program. Standardized questions are used during the interviews, though supervisors may ask additional questions as appropriate in order to determine the fit between the applicant and the program. The Internship Training Committee meets after the last interviews are conducted to

determine applicant ratings. The decisions regarding ranking are made based upon the entire application as well as the interviews themselves. The Director of Training enters the program's ratings in the National Matching Service before the APPIC Rank Order Deadline.

**Participation in the APPIC Match:** The Doctoral Internship in Psychology at Valley Health is a member of APPIC and participates in the national internship matching process. The program abides by the APPIC policy that no person at this training facility will solicit, accept, or use any ranking-related information from any applicant. Valley Health is an equal opportunity employer and adheres to APPIC's nondiscrimination policies.

**Post-Match Process:** All interns who match to the Doctoral Internship in Psychology at Valley Health must provide proof of citizenship or legal residency. Additionally interns must successfully pass both a background check and drug screen. The employment process would halt and discontinue if the candidate had one or more of the following issues with their pre-employment processes:

- 1) A positive drug screen result that is unexpected due to not matching any valid prescriptions the candidate is on
- 2) A physical where the provider is unable to sign off saying the candidate is physically able to fill the position
- 3) A flagged discrepancy of item on the candidate's background check that could include:
  - a. a lack of verification of complete course work/degree
  - b. misdemeanor or felony that could directly relate to the candidate's ability or trustworthiness to complete expected duties

Once interns have been matched to Valley Health, it is important for interns to respond to correspondence from Valley Health's Human Resources department in order to complete the pre-employment process. Matched interns also remain in touch with Director of Training to respond to information requests and program updates. Trainees must obtain a Gold Card through the West Virginia Board of Examiners of Psychologists and the Director of Training assists in navigating this process. It is essential that the application for the Gold Card be completed in a timely fashion so as to avoid a delay in the start of employment and clinical training. Trainees must submit to the Director of Training a copy of their master's degree, CV, and Gold Card prior to beginning internship. Interns will also need to monitor their email for updates from Valley Health's Human Resources to begin the pre-employment process, including completing a physical and drug screen as well as a background check.

Questions regarding any part of the selection process, requirements, or preferences may be directed to the Director of Training:

Rebecca Denning, Psy.D. ABPP  
Director of Training

[rdenning@valleyhealth.org](mailto:rdenning@valleyhealth.org)

(304) 399-3310

**Doctoral Internship in Psychology**  
**Valley Health Systems**  
**Salary, Benefits, and Resources**

**Salary.** The salary for interns at Valley Health Systems is \$36,000 annually in biweekly payments. [HumanResources@valleyhealth.org](mailto:HumanResources@valleyhealth.org).

**Benefits.**

Valley Health Systems offers a comprehensive benefits plan including health insurance and dental insurance. Insurance is provided for employees and dependents, as is the Employee Discount Process, which offers discounts on services obtained within the Valley Health system. Questions regarding specific benefits packages should be directed to Valley Health's Human Resources department.

Employees accrue Paid Time Off (PTO) at a rate of 6.15 hours biweekly, totaling 160 hours annually. PTO is used to cover the six days annually that Valley Health is closed as well as vacation, and other personal and family needs. Unused PTO is paid out at the end of the internship year.

Interns also accrue time in an Extended Illness Bank (EIB). EIB leave is defined as necessary absence caused by illness, injury, pregnancy or absence from work to receive medical, dental, or psychological examination or treatment for self or immediate family. EIB is accrued at a rate of 2.46 hours biweekly (64 hours in the year). Employees have access to 16 hours from this bank for Personal Time unrelated to illness. EIB benefits can be used immediately if the employee were hospitalized otherwise up to 16 hours of PTO must be used first. Unused EIB benefits are not compensated. Interns must supply an excuse from a doctor or other provider to access EIB.

Interns should plan for time off with their supervisors in advance, and interns are responsible for communicating with each clinic that will be missed. When unexpected time off is needed, such as when sick, interns must communicate with their supervisor for that day's clinic as soon as they are able to do so. Supervisors can address questions related to arrangements for time off.

Interns receive two days and \$500 toward educational experiences outside the internship itself. Valley Health allows the days and money to be used toward conferences, dues, trainings, educational materials, or supplies that support continuing education. Supervisors will assist interns in submitting the requests for reimbursement for these expenses.

**Resources.** Interns have access to the same clerical, technical, and electronic support as any provider within our system. At each of the sites where interns train, reception staff work to schedule patients into the template created by the Director of Training and individual supervisors. Interns communicate through reception staff both verbally and through the

tasking system within the electronic health record in order to request assistance with scheduling, obtaining releases of information, and requesting records from other facilities. Reception staff also field phone calls and transcribe messages into the task system within our EHR to get patient messages to providers and interns. Reception staff handle checking-in patients and assisting patients in completion of necessary registration and consent paperwork. Reception staff also walk patients through the online completion of telehealth consent forms when needed.

Interns work with our Behavioral Health Advocates to facilitate linking patients with resources in our community, including assistance with transportation, housing, food, and specialty services. They also utilize our Referral Specialists to connect patients to other health care providers within and outside of the Valley Health system.

Valley Health's IT team is accessible through phone and an online ticketing system to help with immediate concerns during office hours as well as in the evenings or weekends, if needed. Interns each have access to a laptop provided by Valley Health that they can take between the sites, though most offices also have a desktop available to the provider using the office. They can log-in remotely, as needed, for completion of documentation or for telehealth purposes. Interns have access to recording devices and IT staff assist in ensuring that the data is handled in a HIPPA-compliant manner, consistent with our established procedures.

In addition to clerical and technical staff, our program works closely with members of the administrative team, including the Behavioral Health Program Director, the Chief of Staff, and Human Resources to ensure that the program has the resources need to adequately support our aims.

## **Valley Health Doctoral Internship in Psychology Diversity and Non-Discrimination**

Valley Health's Doctoral Internship in Psychology values the diversity of our communities, our patients, and our staff, including our internship applicants and trainees. We believe that an inclusive environment improves the quality of services, education, and training. It also enriches our programs, department, organization, and communities.

We strive to cultivate an environment that promotes appreciation and respect for diversity, including differences in age, disability, ethnicity, gender, gender identity, language, national origin, race, religion, culture, sexual orientation, and socioeconomic status. We welcome applicants from diverse backgrounds and provide equal opportunity without discrimination based on variables irrelevant to success in an internship program. Applicants are evaluated based on academic and practicum training, feedback from supervisors familiar with clinical work, and the fit with the goals and opportunities of Valley Health's Doctoral Internship in Psychology. With recognition that providing a supportive environment requires ongoing feedback regarding the experiences of those in the environment, we solicit feedback from applicants who interview with the program, current interns, and graduates to evaluate the effectiveness of our program in fostering a supportive environment and plan for improvements to these efforts.

The valuation of diversity is woven into the mission of the organization with a focus on providing quality care to individuals who are underserved. As a training program, it is our goal to prepare interns for entry-level positions in health service psychology. An essential part of this preparation is the development of competence in awareness understanding of our own and other's individual culture, knowledge related to addressing diversity, and integration of awareness and knowledge into profession identity and work. Our program supports the development of this competence through didactic seminars on topics of diversity, supervised clinical work with diverse patients, and attention to diversity considerations during individual and group supervision. There is ongoing informal feedback and quarterly formal evaluations of interns on this competence. Additionally, Interns provide weekly evaluations of didactics, quarterly evaluations of supervisors, and biannual evaluations of the program, with the support in developing this competence as an area of feedback requested.

## **Valley Health Doctoral Internship in Psychology Intern Evaluation, Retention, and Termination**

Valley Health's Doctoral Internship in Psychology requires interns demonstrate minimum levels of achievement for each learning element for each Profession Wide Competency. To support the development of these competencies, it is required that there is ongoing feedback between interns, supervisors for the internship, the Internship Training Committee, and interns' doctoral training programs. This feedback also allows for improvement of the training program. These procedures outline the processes for this feedback.

Each week in supervision interns receive ongoing feedback about their performance and provide feedback to the supervisor regarding the program supporting their development. This feedback is recorded in supervision logs maintained by each supervisor.

Quarterly, supervisors assess intern performance. Supervisors assign ratings for each learning element for each Profession Wide Competency. Supervisors also provide written descriptions of areas of strength and opportunities for growth. Each supervisor with whom the intern trained during that quarter completes an evaluation and reviews this evaluation with the intern.

Intern progress data across supervisors are then summarized by the Director of Training into one Summary Evaluation of Intern Progress. (This is the same evaluation that each supervisor completes, but the Summary Evaluation averages the ratings for each learning element for each Profession Wide Competence and combines all comments.). The Summary Evaluation of Intern Progress is reviewed with the intern.

The first and third quarter Summary Evaluation of Intern Progress provide an opportunity to make adjustments prior to the second and fourth quarter evaluations. The second and fourth quarter (mid- and end-of-year) Summary Evaluation of Intern Progress are used to determine whether minimum level of achievement is met. Minimum level of achievement by the mid-year evaluation is defined as an average of three on each Profession Wide Competence, with no lower than an average of three on any learning element for that area. Minimum level of achievement on the end of year Summary Evaluation of Intern Progress is defined as an average of four on each Profession Wide Competence, with an average of no lower than a four on any learning element. Successful attainment of minimum level of achievement on the final Summary Evaluation of Intern Progress, as well as completion of 2000 hours of training, is a requirement for successful completion of the internship program.

Interns are entitled to Due Processes as described in the Intern Handbook and available on the website. Due Processes are initiated if the intern achieves a rating lower than 3 on any Learning element on the mid-year Summary Evaluation of Intern Progress. Due Processes are also initiated if on the second or third Summary Evaluation of Intern Progress any supervisor

expresses concern that the intern is in danger of not meeting the required minimum levels of achievement by the end of the training year.

The rating scale on the Evaluation of Intern Progress is as follows:

#### **Competency Ratings Description**

1. **Remedial.** Development of remediation plan necessary.
2. **Developing Competence.** Expected level of competence at pre-internship or with new clinical experience; close supervision required on most cases.
3. **Intermediate Competence.** Expected level of competence for intern by mid-year evaluation. Routine or minimal supervision required.
4. **Sufficient Competence.** Expected level of competence for intern at completion of training program. Ready for entry level position in health service psychology.
5. **Advanced Competence.** Able to function autonomously with a level of skill representing beyond that expected at conclusion of internship training.

The Director of Training is responsible for communicating the intern's progress toward completion of the internship program to the Director of Clinical Training for the intern's doctoral program. This includes, but is not limited to, Due Process outcomes, mid- and end-of-year Summary Evaluation of Intern Performance, and completion status and certificate. The Director of Training communicates with the intern's doctoral training program within one month of the mid- and end of year evaluations as well as within one month of the initiation and completion of Due Processes.

The internship Director of Training is responsible for maintaining information regarding intern progress. Each Summary Evaluation of Intern Progress and completion certificate is maintained indefinitely as a digital file.

**Doctoral Internship in Psychology  
Valley Health Systems  
Due Process Procedures**

**Due Process Procedures** are initiated at any time that a supervisor or other staff member raises a concern about the functioning of a doctoral intern. Due Process Procedures increase in level of intervention as the identified problem increases in persistence, complexity, or disruption.

General due process procedures include:

1. During the orientation period, interns receive and review a written copy of the internship handbook outlining the program's expectations regarding professional functioning. These expectations are also discussed with the intern.
2. The interns receive copies of the evaluation forms that are used in the training program.
3. The intern also receives a copy of the program's Due Process Procedures, articulating the various procedures and actions involved in making decisions regarding problematic professional competence.
4. The internship program communicates, early and often, with graduate programs about any suspected difficulties with interns and when necessary, seeks input from these academic programs about how to address such difficulties.
5. The internship training program institutes, when appropriate, a formal remediation plan for identified inadequacies, including a time frame for expected remediation and consequences of not rectifying the inadequacies.
6. The internship program utilizes APPIC's Informal Problem Consultation to obtain feedback during attempts to resolve concerns.
7. The program provides interns with a written procedure describing how the intern may appeal the program's action. The program also ensures that interns have sufficient time to respond to any action taken by the program.
8. The program documents, in writing and to all relevant parties, the actions taken by the program and its rationale.

**Rights and Responsibilities**

Due process procedures are a protection of the rights of both the intern and the doctoral internship program. The procedures also carry responsibilities for both.

Interns: The intern has the right to be afforded every reasonable opportunity to remediate problems. These procedures are not intended to be punitive. They are meant as a structured opportunity for the intern to receive support to remediate concerns. The intern has the right to be treated in a manner that is respectful, professional, and ethical. The intern has the right to participate in the Due Process Procedures by having the intern's point of view heard at each step in the process. The intern has the right to appeal decisions, within the limits of this procedure. The responsibilities of the intern include engaging with the training program and the organization in a manner that is respectful, professional, and striving to meet the aims and objectives of the program.

Internship Program: The Doctoral Internship Program has the right to implement these Due Process Procedures when called for as described in this document. The program and its staff have the right to be treated in a manner that is respectful, professional, and ethical. The program has the right to make decisions related to remediation of the intern including probation, suspension, and termination, within the limits of this procedure. The responsibilities of the program include engaging with the intern in a manner that is respectful, professional, and ethical, making every responsible attempt to support interns in remediating behavioral and competency concerns, and supporting interns to the extent possible in successfully completing the training program.

### **Definition of a Problem**

For the purposes of these procedures, a problem is defined broadly as an interference in professional functioning which is reflected in one of more of the following ways:

1. An inability and/or unwillingness to acquire and implement professional standards into one's repertoire of professional behavior
2. An inability to acquire professional skills to reach an acceptable level of competency
3. An inability to control personal stress, strong emotional reactions, and/or psychological dysfunction which interferes with professional functioning.

It is a professional judgment as to when an intern's level of professional competence becomes problematic rather than of concern. Concerns typically are defined as problematic professional competence when they include one or more of the following characteristics:

1. the intern does not acknowledge, understand, or address the concern when it is identified by supervisors through ongoing feedback and/or on quarterly evaluation
2. the problem is not merely a reflection of a skill deficit which can be rectified by academic or didactic training
3. the quality of services delivered by the intern is sufficiently negatively affected
4. the problem is not restricted to one area of professional functioning
5. a disproportionate amount of attention by training personnel is required
6. the trainee's level of professional competence does not change as a function of feedback, remediation efforts, and/or time.
7. the problematic behavior has potential for ethical and legal ramifications if not addressed
8. the intern's behavior negatively impacts the public view of the organization
9. the problematic behavior negatively impacts other trainees
10. the problematic behavior potentially harms patients

### **Review Process**

In identifying a problem and the appropriate steps to correct the problem, supervisors must consider the needs of the intern, the patients involved, the intern cohort, the training staff, and other affected staff within the organization. These steps involve greater levels of intervention. While it is intended to work through these steps in a step-wise fashion, there are circumstances under which a higher level of intervention would be utilized, even if less intense steps had not

been previously implemented (e.g. severe violation of Valley Health policies or procedures, including violations that jeopardize the well-being of patients).

Discussion with Supervisor: The first step is an informal discussion between the supervisor and the intern. During this discussion, the supervisor and the intern develop a plan for correcting the problem, a timeframe in which this correction is to occur, and how the correction will be determined to be complete. The supervisor should monitor the discussion, plan, and progress in the supervision log.

If informal steps are not sufficient to address the identified problem or if an intern receives a rating below a 3 on the Mid-Year Summary Evaluation, a Notice of Hearing is issued.

### Hearing

The Director of Training, the supervisor identifying the concern, and the intern meet for a Hearing within ten working days of issuing the Notice of Hearing. If the supervisor identifying the concern is the Director of Training, the intern may select another current supervisor to also attend the Hearing. In the case that the Hearing is prompted by ratings below 3 on the Mid-Year Summary evaluation, the Director of Training, a supervisor selected by the intern, and the intern attend the Hearing.

The intern has the opportunity to present the intern's perspective at the Hearing and/or present a written response to the problem. The result of the Hearing is determined by the Training Director and the other supervisor present at the Hearing. The results and next steps will be communicated with the intern immediately following the Hearing. The results of the Hearing will be shared with the intern's home doctoral program. The result may include the following options.

### Next Steps

1. Summary of Hearing documenting:
  - a. a description of the intern's unsatisfactory performance
  - b. the supervisors are aware of and concerned about the problem
  - c. the intern's response to the description of the problem
  - d. steps that will be taken by the intern, supervisor, and/or training program to address the problem and monitor the effect of these steps
  - e. that the problem is not significant enough to warrant further remedial action at this time
  
2. Written Warning to the intern indicating the need to address the area of problematic professional competence. This warning will contain:
  - a. a description of the intern's unsatisfactory performance
  - b. that the problem has discussed with the intern
  - c. that the supervisors will work with the intern to specify the steps needed to correct the problem

- d. actions needed by the intern to correct the area of problematic professional competence
- e. how the correction will be assessed
- f. the timeline for correcting the problem
- g. what action will be taken if the problem is not corrected
- h. notification that the intern has the right to request a review of this action

As outlined in the written warning, the interns' supervisors and the Director of Training will monitor the completion of the actions identified as necessary to correct the problem. At the conclusion of the identified timeframe, the supervisors and the Director of Training will determine the success of these steps. This will be documented and shared with the intern as well as the intern's doctoral program. If the problem has been corrected, the Written Warning expires, and the intern returns to their planned training experience. If the problem is not corrected, the documentation will also outline next steps. This documentation may be a Final Warning and outline steps that must be taken, as well as the timeline for those steps, in order to avoid dismissal. This documentation is part of the intern's permanent file.

3. Schedule Modification is a time-limited, remediation-oriented closely supervised period of training designed to return the intern to an appropriate level of professional competence. Modifying an intern's schedule is an accommodation made to assist the intern in responding to personal reactions to environmental stress, with the full expectation that the intern will complete the internship requirements. This period is considered a probationary period and will include more closely scrutinized supervision conducted by the regular supervisors in consultation with the Director of Training. Several possible and perhaps concurrent courses of action may be included in modifying a schedule. These include:
  - a. increasing the amount of supervision, either with the same or other supervisors
  - b. change in the format, emphasis, and/or focus of supervision
  - c. reducing the intern's clinical or other workload temporarily
  - d. requiring specific academic coursework.

The Director of Training, in consultation with the intern's supervisors, will determine the length of the schedule modification period. The conclusion of this remediation period will be determined in consultation with the intern, the intern's supervisors, and the Director of Training upon the evaluation of the effect of the efforts. At the conclusion of the identified timeframe, the supervisors and the Director of Training will determine the success of these steps. This will be documented and shared with the intern as well as the intern's doctoral program. If the problem has been corrected, the Schedule Modification expires, and the intern returns to their planned training experience. If the problem is not corrected, the documentation will also outline next steps. This documentation is part of the intern's permanent file.

Final Steps may include:

1. Suspension of Direct Service Activities requires a determination that the welfare of the intern's patient has been jeopardized. Therefore, direct service activities will be suspended for a specified period as determined by the Director of Training. At the end of the suspension period, the intern's supervisors and Director of Training will assess the intern's capacity for competence and determine whether direct service can be resumed. In some situations, this action may require the involvement of Human Resources.
4. Administrative Action may be taken for violation of Valley Health's administrative policies. This may include: failure to document in a timely fashion, falsification of documentation, violation of privacy practices, and conviction of a felony. As a Valley Health employee, the intern is subject to the organization's administrative policies and these policies are available to the intern on MedTrainer. The intern is oriented to these policies and how to access the policies during the organization's orientation at the start of the training year.
5. Dismissal from the internship involves the permanent withdrawal from all agency responsibilities and privileges. Dismissal is considered when specific interventions do not, after a reasonable time period, rectify the impairment and the trainee seems unable or unwilling to alter her/his area of problematic professional competence. Dismissal also would be invoked in cases of severe violations of the APA Code of Ethics, or when imminent physical or psychological harm to a patient is a major factor, or the intern is unable to complete the internship due to physical, mental or emotional illness. The Director of Training will discuss the possibility of dismissal with the Internship Training Committee, Human Resources, and the Chief of Staff for Valley Health and reach a decision within 10 working days of the completion of above steps or within 10 days of the violation. The Director of Training may suspend an intern's clinical activities during this period, prior to a decision, if warranted. When an intern has been dismissed, the Director of Training will communicate to the intern's doctoral program and APPIC that the intern has not successfully completed the internship.

### **Appeal Procedure**

At any point in the Due Process procedures, the intern may request an Appeals Hearing. This request should be submitted in writing to the Director of Training within five working days of the decision the intern is appealing. The Appeals Hearing is held within 10 working days of the written request's submission. It is attended by the Director of Training, other current supervisors, and another member of the Internship Training Committee. The group will review all written materials related to the problem, the decisions made, the actions taken, and the intern's complaint. Previous decisions may be upheld or modified by the group. The appeal and the decision regarding the appeal will be shared with the intern and the intern's doctoral program.

If the intern is dissatisfied with the result of the appeal, the intern may submit in writing an appeal to the Chief of Staff and Chief of Human Resources. This must be submitted within five working days of the result of the original appeal. The Chief of Staff and Chief of Human

Resources have final discretion regarding outcome. Decisions made during this appeal process will be shared with the intern and the intern's doctoral program.

**Grievance Procedures** are utilized when a doctoral intern identifies a concern about a supervisor, other training staff member, peer, or any aspect of the internship training program. Interns will not experience adverse professional consequences for utilizing the grievance procedures. These steps are intended to be worked through in a step-wise fashion.

### **Review Process:**

**Informal Discussion:** First, the intern should discuss the concern as early as possible with the involved supervisor, training staff member, peer, or the Director of Training in order to resolve the concern informally. Interns are welcome to consult with the Director of Training or another supervisor as they work through informal discussions to receive guidance and feedback. The informal conversation about the grievance needs to be documented in a same day summary email, sent by the intern describing the problem and the agreed upon resolution. Supervisors should also document the conversation in their supervision log.

**Formal Discussion:** If the concern cannot be resolved informally, the intern may submit a written grievance to the Director of Training. If the concern is with the Director of Training, the grievance may be submitted to the Chief of Staff. Any supporting documentation should also be submitted. The individual identified in the grievance is asked to submit a written response within 10 working days. There are instances in which the Director of Training or the Chief of Staff may wish to speak individually with the individual first. The Director of Training or the Chief of Staff, if appropriate, the individual identified in the grievance, and the intern will meet within 10 working days of the submission of the grievance. If the grievance is about an aspect of the training program, the Director of Training and another member of the Internship Training Committee will meet jointly with the intern to discuss the concern.

The purpose of this meeting is to develop a plan to resolve the concern. This plan will be documented in a same day summary email to the intern and will specify the issue named in the grievance, the steps taken or planned to resolve the concern, and how the success of the plan will be assessed. Within the identified time-frame, the group will assess the success and document this.

**Review Panel:** If the concern is not successfully resolved, within 10 working days the Director of Training or Chief of Staff will identify a panel of three psychologists on the Internship Training Committee to review the concerns. The intern may request a specific psychologist to be on this panel. The review panel will review all documentation associated with the grievance and steps taken to resolve the grievance. The panel may also interview the parties involved or others with pertinent information. The review panel has final discretion regarding outcome.

If the review panel determines that a grievance cannot be resolved internally or is not appropriate to be resolved internally, the issue will be turned over to the Chief of Staff and Human Resources for steps within the organizations policies.

## **Valley Health Doctoral Internship in Psychology Communication with Doctoral Programs**

Communication between the Doctoral Internship and an intern's Doctoral Program is important for supporting the development of the intern toward readiness for entry-level practice or post-doctoral training. The Doctoral Internship is a required part of the doctoral degree, and while the Internship Program assesses the intern's performance during the training year, the Doctoral Program is ultimately responsible for evaluation of the student's readiness for graduation and entrance into the profession. Therefore, communication is critical during the Internship year.

The Director of Training is responsible for maintaining this communication from the internship program to the doctoral program. The Director of Training will communicate with the Doctoral Program at multiple points throughout the training year. The intern will be informed of the communications, and may also provide input into the communications. The intern has the right to know about the communication that occurs and can request a copy of the correspondence. The Director of Training will also maintain records of communication with the Doctoral Program in each intern's file.

**Match.** The Director of Training will send a copy of the appointment letter to the Doctoral Program.

**First Quarter.** The Director of Training will reach out to Doctoral Programs at the conclusion of the first quarter of the training year in order to update the programs as to how the intern is settling into the new environment and goals that have been identified by the intern and supervisors.

**Mid-Year.** The Director of Training will send the Summary Evaluation of Intern Progress at the Mid-Year. In addition to this formal evaluation, the Director of Training will provide updates as to training goals and progress toward those goals.

**Third Quarter.** The Director of Training will again reach out to Doctoral Programs at the conclusion of the third quarter in order to provide updates regarding intern progress.

**End of Year.** The Director of Training will provide Doctoral Programs with copies of the Summary Evaluation of Intern Progress and confirm whether the intern has successfully completed the program. If the intern has completed the program, the Director of Training will also include a copy of the Certificate of Completion.

**Due Notice.** The Director of Training will communicate with the Doctoral Program as soon as Due Process Procedures are initiated. The Doctoral Program will be informed about the exact nature of the concerns or problems, remediation plans, and expected outcomes needed to resolve the concern as well as the steps taken by the Internship Program to date and what, if any, role the internship program would like the Doctoral Program to take in remedying the concerns. The Director of Training will also keep the Doctoral Program informed as to actions

taken and decisions made throughout the Due Process Procedures. This will include updating the Doctoral Program as to the resolution of the problem.

**Changes to the Internship Program.** When major changes in the structure of the Internship Program (e.g., changes in training experiences), the Director of Training will notify the Doctoral Program of the change.

**Doctoral Internship in Psychology**  
**Valley Health Systems**  
**Telesupervision**

It is the practice of the Doctoral Internship in Psychology at Valley Health Systems to conduct all scheduled supervision face-to-face. However, due to COVID safety precautions, including required quarantine periods, there are times that telesupervision may be used to maintain continuity of supervision and oversight of clinical services for patients. The availability of telesupervision as a backup format allows for decreased interruptions to the training experience while allowing supervisors and interns to comply with required safety procedures. It thus supports our aim of providing training to prepare interns for the variety of roles that psychologists fill in integrated primary care settings as there is less risk for cancellations or rescheduling of training and supervision experiences associated with the required safety precautions. In addition to support interns toward their training goals, it allows for increased patient safety as it maintain consistent connection between supervisors and interns.

Telesupervision has been used, to date, when either the supervisor or the trainee was required to quarantine. When this is required, the intern and supervisor communicate about the need and work with the Director of Training to set up the link and passcode for the telesupervision session using Valley Health's account. Each party then logs into the session using a private space, either their office in the clinic or a private office setting in their current location. Supervision sessions are not recorded, thus protecting the privacy and confidentiality of trainees and patients. Technical difficulties are directed to the Help Desk for the Information Technology Department.

Because telesupervision is intended to be used only as a back-up when circumstances such as quarantine prevent face-to-face supervision, it is assumed that the relationship between supervisor and supervisee is established through the routine face-to-face supervision sessions. For all clinical cases, the supervisor maintains full professional responsibility for the clinical cases. The supervisor remains accessible by phone and email to provide consultation. Additionally, the Director of Training and other supervising psychologists remain available to assist in crisis coverage.

## **Valley Health Doctoral Internship in Psychology Family and Medical Leave**

Situations may arise during the internship year that require interns to take leave to attend to family and medical needs. Although interns are not eligible for time off under the Family Medical Leave Act (FMLA), the program values supporting interns in attending to health and family needs. If extended time off is needed, interns are encouraged to communicate with the Director of Training as early as possible in order to develop a plan as interns will still be expected to meet all criteria for successful completion of the internship program. While each plan will be individualized, the following points are offered for consideration in developing the plan.

1. Use of Paid Time Off (PTO) and Extended Illness Bank (EIB). Per Valley Health personnel policies, employees accrue both PTO and EIB on a biweekly basis. Interns are encouraged to consider planning use of this time carefully and may utilize it for coverage or partial coverage of leave needed for family and medical reasons. Questions related to accessing this time and planning ahead for usage of this time can be directed to Human Resources.
2. Valley Health's Leave of Absence Without Pay. With President/CEO or designee approval, employees may be granted days of unpaid absence. A formal leave of absence request must be made in writing to the President/CEO for any absence of more than five workdays or 40 hours.
3. Completion Criteria. It should be noted that if interns were to use more than two weeks of PTO, EIB, and/or Unpaid Leave, they would not meet the completion criteria of 2000 hours without arrangements being made. Such arrangements should be developed with both the Director of Training and Human Resources as early as possible. In order to meet the completion requirement of attendance at 80% of didactics, it is possible to arrange recording of the didactics missed during leave and review these upon return. If this is the arrangement, the intern will discuss the didactics with the Director of Training following review of the records.

**Doctoral Internship in Psychology**  
**Valley Health Systems**  
**Maintenance of Records**

Intern records are stored permanently and securely by the Director of Training. These records are accessible only to the Director of Training and are used for future reference by the intern or, with confirmed written permission, to licensing and credentialing bodies.

These records include:

- AAPI and other application materials (if applicable)
- Gold Card issued by the West Virginia Board of Examiners of Psychologists
- Description and date of training experiences
- Supervisors
- Evaluations
- Letters written for the intern (if applicable)
- Due Process materials (if applicable)
- Signed Intern Handbook Acknowledgement Form
- Signed Internship Policies and Procedures Acknowledgement Form
- Completion Certificate

The internship program maintains information and records of all formal complaints and grievances of which it is aware have been submitted or filed against the program and/or against individuals associated with the program since its last accreditation site visit. This Grievance Log is maintained by the Director of Training.

**Doctoral Internship in Psychology  
Valley Health Systems**

**Procedures Manual Acknowledgement Form**

Please sign this acknowledgement form and return to the Director of Training.

**Acknowledgement**

I acknowledge that I have received and reviewed the Procedures Manual for the Doctoral Internship in Psychology at Valley Health Systems. I agree to abide by the organization's policies and the procedures outlined in the document. I have access to a copy of this manual for my reference.

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Intern Name (print)

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Intern Signature

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Date