LOUISVILLE SEMINARY
COUNSELING TRAINING CENTER

OPERATING MANUAL

(Revised August 2015)

LOUISVILLE SEMINARY
COUNSELING TRAINING CENTER (LSCTC)

1044 Alta Vista Road
Louisville, KY 40218
502 / 894-2293

Welcome to Louisville Seminary Counseling Training Center (LSCTC), a professional counseling site serving the Kentuckiana area. Interns serving this site provide professional clinical care of their clients from initial interview to final session, under clinical supervision.

The policies and procedures in this manual are designed to clarify the clinical operations of LSCTC and to provide guidance for interns working with LSCTC clientele. LSCTC is committed to the highest quality of care for clients and to consistency in the way both interns and clients are treated. Questions regarding interpretation and implementation of these policies and procedures should be directed to Jenny Schiller, Director of Clinical Training or Becky Timerding, Administrative Assistant.

Jenny Schiller, Director of Clinical Training
Office: 502 / 992-9364
Cell: 502 / 553-9153

Becky Timerding, Administrative Assistant
Office: 502 / 992-9363

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LSCTC Operations

Confidentiality and Ethics

Interns serve the Louisville community as professional staff of the Louisville Seminary Counseling Training Center and are therefore held to the same limits of confidentiality as licensed therapists. All session information and clinical material is considered confidential and kept in the strictest manner of confidence. Any use of clinical material or case material in writing (hard copy or e-mail) or phone communication should be approved by the client in writing prior to its being shared with other persons. If particular information is shared, appropriate documentation and a time-limited release needs to become part of the client's file. There are three (3) exceptions to the confidentiality of case material.

1. Cases of serious danger of homicide or suicide. If a client's threat of homicide or suicide is deemed serious, the intern has the responsibility to break confidentiality to work within the statutes of the Commonwealth of Kentucky concerning these issues. Under Kentucky law, counselors are bound to warn an intended victim of the threat of violence and to contact local law authorities (See "Laws Impacting Therapy" in Appendix). Clients are informed of this exception to confidentiality at the initial interview.

2. Cases of child abuse, spouse abuse, or elder abuse, as specified in the Kentucky statutes concerning notification of authorities (See "Laws Impacting Therapy" in Appendix).

3. If there are legal court proceedings, the possibility exists that clinical records may be subpoenaed.

Professional misconduct by a previous therapist

While not required to break confidentiality, in cases where the client divulges sexual or other professional misconduct by a previous psychotherapist, the intern shall:

1. Inform the client of the unethical, unprofessional, and dishonorable conduct of the previous psychotherapist's actions.

2. Advise the client that professional misconduct is cause for disciplinary action.

3. In consultation with her/his supervisor and informing the Director of Clinical Training, refer client to appropriate licensure or accreditation bodies.

Professional Codes and Conduct

The staff of Louisville Seminary Counseling Training Center (Director of Clinical Training, Clinical Supervisors, and Interns) is expected to adhere to the Ethical Code of the American Association of Pastoral Counselors (AAPC) and the Code of Ethics of the American Association for Marriage and Family Therapy (AAMFT) concerning relationships with clients and others. This includes all parameters of the relationship, including boundary issues.

Those serving at LSCTC are expected to follow the above named ethical codes and conduct themselves in a responsible and professional manner. Any violation of these codes or the policies and procedures described in this manual, including inappropriate dress, counseling without coverage, and inappropriate administration of client records (i.e., removing client records from LSCTC, failure to document therapeutic sessions or use appropriate forms in a timely manner, failure to close files in a timely manner) is considered a breach of the agreement between the Intern and Louisville Seminary Counseling Training Center. Violations will be documented in the Intern's personnel file and could result in probationary action or dismissal from service.

Supervisors and Types of Supervision

Supervisors

All interns serving at Louisville Seminary Counseling Training Center are under the care and guidance of persons who are faculty or adjunct clinical supervisors in the Marriage and Family Therapy program as defined by the Marriage and Family Therapy Program Manual. Supervisors are either an Approved Supervisor in the American Association of Marriage and Family Therapy or a Supervisor Candidate under ongoing supervision of supervision. They are approved as a Fellow or Diplomate of the American Association of Pastoral Counselors, if qualified by theological training. Those supervisors not theologically trained are Members of the American Association of Pastoral Counselors.

Types of Supervision: Individual and Group

Individual Supervision

Interns are assigned a clinical supervisor for individual supervision with whom they will discuss their clients. *Individual supervision* is defined as a weekly 1 to 1 ½ - hour meeting in which one supervisor meets face-to-face with one student or one dyad (two students) to reflect upon each student's client cases and clinical concerns in marriage and family therapy. The majority of supervision (at least 50%) will focus upon raw data from the intern's clinical work made available to the supervisor by means of direct observation, videotapes/DVDs, or audiotapes.

Informed Consent - Prior to seeing clients in the MFT program, all students will discuss informed consent with their supervisor and demonstrate their understanding of each of the six articles as they relate to supervised clinical practice.

1. The specific procedures to be used in therapy and their purposes.

2. The role of the client and therapist in treatment and his/her qualifications to offer treatment. For students this includes a full disclosure of student status and the place of supervision in treatment. (Professional disclosure statements can be created as an exercise for students but may not be shared/offered to clients. Information regarding the supervisor's credentials will be provided only if requested by the client.)

3. Benefits and specific discomforts or risks **reasonably** to be expected.

4. Alternative methods of treatment for the same problem that may produce similar results.

5. The client's right to ask questions about the nature and process of therapy at any time.

6. The client's right to end therapy at any time.

Providing therapy with another intern ("co-therapy")

After consultation with the Director of Clinical Training, interns may have the opportunity to do co-therapy with another intern. (These opportunities could be with couples or families.) In these circumstances, the intern originally assigned the client is the <u>lead</u> therapist and has primary responsibility for the client's care. They take the lead in treatment direction while cooperating with their co-therapist. On a regular basis (monthly if client contact is weekly) the two interns meet with the lead therapist's supervisor. This is to coordinate treatment direction and procedures.

Entire client records may not be removed from LSCTC offices at any time. Individual documents needing a supervisor's signature and client video/DVD or audio tapes may be removed for a supervisory session on rare occasion. Such media must be transported in a secure, confidential manner. Lock bags are provided for this purpose.

Group supervision ("Live Supervision") is defined as face-to-face meetings between a supervisor and no more than ten students. Students rotate with peers in presenting cases on which there is group reflection. Live Supervision groups meet for two-hour weekly sessions.

<u>Preparation for Live Supervision</u>*:* When an intern is scheduled to present a client for consultation, the intern will have the client family sign the "Authorization for Live Observation and Audio-Visual Recording" form (see Appendix). The intern will also prepare copies for all participants of the following:

Written case study with theological reflection (see **Case Study Guide and Rubric for SIE and All Practicum Levels**, Section IV, MFT Program Manual);
Copy of client family genogram;
Be prepared to give a verbal overview of treatment to date, including theory of choice (10-20 minutes);
Be prepared to state what is hoped to be gained out of consultation (3 sentences), mentioning specific areas of concern.

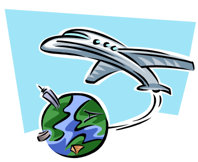
(See Section II, MFT Program Manual for the description and format for Live Supervision.)

LSCTC Dress Code

The Louisville Seminary Counseling Training Center does not have a standardized dress code. However, when at LSCTC during normal operating hours, interns' attire should be modest and professional in appearance. Casual clothing such as jeans, flip-flops, beach wear, scrubs, shorts, T-shirts, halter tops, bare midriffs or baggy pants are inappropriate for the office.

LSCTC Staff Meetings

Those serving clients at LSCTC are expected to attend any scheduled staff meetings. Meeting times will be announced two weeks prior. Interns are encouraged to contact the Director of Clinical Training with areas of concern to be discussed.



Vacations and Holidays

LSCTC adheres to Louisville Presbyterian Theological Seminary's holiday schedule. Student interns serving at off-campus sites are expected to check with their site's Administrative Supervisor regarding the site's holiday schedule. The student should initiate conversation with their Administrative Supervisor regarding any time away outside of their site's holiday schedule.

Standard holidays for LSCTC include the following:

New Year's Day	July 4th
Martin Luther King Day	Labor Day
Easter Holiday (Thursday & Friday)	Thanksgiving (Thursday & Friday)
Memorial Day	Christmas Holidays

LSCTC is open other breaks in Seminary community life including Research & Study Weeks, final days and additional days at Christmas.

When an intern expects to be unavailable at other times due to holiday travel or limited vacation time, their plans should include arranging for continued client care during their absence. The intern should make arrangements for the following before leaving town **at any time**:

1. Advise clients of upcoming absence and inform them of the Hope Now 24-hr crisis number (589-4313) for emergencies.
2. Determine how you will provide coverage for client concerns while you are away:
    a. Plan to call into the office every day while you are gone and care for clients **OR**

    b. Contact a counseling peer to screen phone messages at LSCTC for any urgent care situation*. Peers may contact the client to assess their situation and offer contact information for a local hospital or the Hope Now hotline number (589-4313). Peers may not see clients for sessions.
3. Advise supervisor of absence and choice of coverage (responding to client messages yourself or the name of peer supplying client urgent care).
4. Notify MFT Office of dates of absence, choice of coverage and your contact information. Be clear that your peer can supply coverage for the entire time you are away.

** Urgent care situations exist when the client indicates they are in crisis and need to be seen immediately. Voice mail messages regarding changes of session dates or other client matters should be retained and addressed by the traveling intern when they return to duty.*

In the event the intern is unable to obtain a counseling peer to supply client care during their absence, he/she should discuss the situation with their supervisor. After a resolution is made, the intern should contact the MFT Office with dates of absence and client care plan.

Inclement Weather Policy

In events of inclement weather, Louisville Seminary Counseling Training Center will adhere to the following policy:

- In the event of snow or other inclement weather conditions, Louisville Presbyterian Theological Seminary will notify employees and students of the status of the Seminary, Open or Closed or On Delay, through announcements placed on local television stations, the voice message on the Seminary switchboard, and an announcement on the Seminary's web site. Any announcement by JCPS will be taken into consideration but will not determine the status of the Seminary.

- Louisville Seminary Counseling Training Center will follow decisions made by Louisville Seminary regarding closures and delays. If Louisville Seminary is closed, the center will also be closed. If Louisville Seminary is on a delayed schedule, the center will also be on a delayed schedule.

- When weather related concerns develop during the business day, clients will be contacted by their therapist if a session will be cancelled. We would appreciate receiving notification from our clients when they are unable to attend due to inclement weather.

LSCTC Phone System Guide

Office Number: 502 / 894-2293
Office Fax: 502 / 895-0319

When answering the phone at LSCTC, interns should respond "Louisville Seminary Counseling Training Center. This is ______________." If the caller asks to leave a message for an intern, the message should be taken. At the close of the call, the message can be left on the LSCTC voice mail by this method:

Call the office number – 894-2293
Leave the message for the therapist, stating the name of the therapist first.

Other actions regarding the LSCTC phone systems include:

To **call out** from LSCTC: Dial 9 + number
To **call long distance**: Dial 9 + 1 + area code and number (to be used for LSCTC business only)

To **retrieve** LSCTC voice messages from an <u>outside line</u>:
Dial – 502 / 894-2293
Enter the password when the voice message begins.
Enter the mailbox number

To **retrieve** messages from the <u>Chart Room</u>:
Press – "Mailbox" on the phone face
Press – the √ at the bottom of the phone face
Enter the password
Enter the mailbox number

To **skip** a message: Press 3
To go **back**: Press 1
To delete a message: Press 0 0

NOTE REGARDING MESSAGES*: You must listen to new messages first. To move on to the next message, listen to at least 7 seconds of the new message, then press 3. When the recorded message begins ("Thank you for calling LSCTC . . ."), press 1 to listen to the beginning of the existing messages.*

Supportive Resources and Referral Contact Information

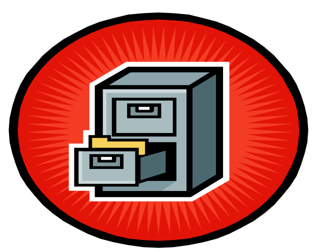
Resources to assist interns with counseling session topics (parenting skills, couple work, treatment planning, DSM 5, etc.) are located in the CR 4. Materials for expressive therapy work with youth and adults can also be found there.

A list of community references is maintained on the LSCTC computer at the receptionist desk. The references are listed by area of concern.

New resource materials and new entries to the referral list are invited and encouraged. The desire is to maintain a large collection of resources and a growing list of references to better serve LSCTC clients. Those wishing to add new materials to CR 4 and/or entries to the referral list should contact the LSCTC Administrative Assistant with their resource.

Borrowing Materials:

Reference materials and play therapy equipment are available for personal development and/or use at off-campus sites. Borrowing LSCTC materials and equipment is on an honor system basis. When checking-out supplies, complete a Resource Sign-Out form found in the Administrative Assistant's chart room mail box and place the form in the envelope provided. Once the supplies have been returned, the form can be removed from the envelope and discarded. In this way, knowledge of what supplies have been borrowed is maintained and they can be located if needed by others.



Closing LSCTC for the Day

At the end of each counseling day, the intern leaving last is responsible for closing the LSCTC. This includes

- ✓ checking that lights and television monitors in all counseling and supervision spaces are off and the doors locked,
- ✓ seeing that the session signs show "LSCTC,"
- ✓ confirming the white noise machines in the hallways and waiting room are off, and
- ✓ confirming the client file cabinet and money cabinet are locked.

Safety and Security Measures 

Safety and Security Measures

LSCTC cares for the safety of the therapists and clients being served. Steps have been taken to provide a safe environment at LSCTC. Support from LSCTC therapists is needed to maintain and enhance safety and security. Therapists should give attention to these processes:

1. **Door Bell** - A door bell has been installed by the entry door to the LSCTC waiting room for use when interns provide coverage during counseling sessions or at other times when no one is available to greet clients, especially in the evenings. Therapists should inform their clients that the waiting room door may be closed and locked after 5 p.m. They should ring the doorbell to gain entrance. When no one is covering the reception desk after 5 p.m., therapists should be diligent to end counseling sessions on time so responses to the doorbell can be given.

2. **Video Monitoring** - Video cameras monitor the waiting room and the hallway leading to the chart room door so therapists in the chart room can observe clients' arrival and departures and who is gaining entrance to the chart room. Therapists should leave the monitor on at all times and in the dual screen view.

3. **Emergency Alarms** - The keys to the counseling rooms and the group room are housed in the chart room. Each key is accompanied by emergency "alarm buttons."

    A. Sending an emergency alarm

    To activate the alarm, depress the button for two seconds. No audible alarm will sound. The police will receive an alert and will come immediately to LSCTC. Each button has a room indicator so police can easily identify where the emergency is taking place.

    In addition to contacting the police, an alert will be sent to the security service. Security personnel will notify designated individuals that emergency has been reported. Four individuals/departments have been named to receive these notifications. Security personnel will begin at the top of the list and will call until one of the individuals/departments is contacted. Individual/departments to receive notifications are:

    1. LSCTC main desk (502 / 894-2293)
    2. Facilities Management (502 / 992-9387)
    3. Facilities 24-hr Emergency Phone (502 / 376-1572)
    4. Director of Clinical Training (502 / 553-9153)

NOTE: *If a therapist at the LSCTC main desk receives the call from security personnel, the therapist should contact the Director of Clinical Training and Facilities Management as soon as possible.*

B. Resetting the Alarm

After an emergency button has been pressed, the system will need to be reset. The control system is located on the left wall of the closet between CR 2 and the Play Therapy Room. Instructions on resetting the system are posted next to the alarm system.

C. Emergencies Defined

Emergencies include threats of <u>immediate</u> <u>present</u> harm to self or others, as well as urgent medical emergency concerns. These events require immediate action.

Non-emergency events, such as client reports of past threats of harm or previous medical concerns do not require immediate police notification. In these events, the therapist should contact their clinical supervisor for assistance, if needed. Police reports to be filed by the client should be managed by the client outside the counseling setting.

Our goal is to keep therapists and their clients safe. If a situation escalates in a counseling session, it is appropriate to discontinue the session and reschedule at a later time. The therapist should seek consultation with their clinical supervisor regarding the event and advise the Director of Clinical Training of the concern.

Emergency Notification Operating Procedures

If a dangerous situation or an emergency requiring a lockdown occurs, the therapist or staff member should notify the Vice President for Finance (x 288) or the Director of Facilities (x 387). If neither is available, contact the emergency facilities number (376-1572). In all cases, notify the Director of Clinical Training as soon as possible.

Incidents / Accidents

When someone is hurt or there is an incident on campus, a report must be filed with the Facilities Department. (See “Incident/Accident Form” in the Appendix.) Include as much detailed information on the form as possible. Place the completed form in the Director of Clinical Training’s box in the chart room.

Service At Off Campus Sites

Under the guidance of the Director of Clinical Training, interns will have opportunities to serve off-campus Practicum sites. Each site has its own procedures and documents. Interns are required to learn and adhere to the specific guidelines of their off-campus site.

Because of circumstances and the number of interns and Practicum sites, there is no guarantee that an intern may be at a site requested. The final decision remains with the Director of Clinical Training.

Termination of Service to Off-Campus Site

At times, concerns can arise for an intern while serving an off-campus Practicum site. Issues may include conflict at the Practicum site with staff and/or administrative supervisor or a low number of available client hours. When this occurs, an intern should share their concerns with their clinical supervisor. If the concerns cannot be rectified through supervision, the intern should then consult with the Director of Clinical Training regarding the placement. Possible solutions will be explored and a course of action determined. This may include possible closure of the intern's work at the site and reassignment to another Practicum site.

> **NOTE: Interns can only begin or end placement at an off-campus site following consultation the LSCTC Director.**

Client Care

Client Intake and Assignment Process

When an intake telephone contact is received from a prospective client, a Telephone Intake form (See Appendix) will be completed including name, age, telephone numbers, referral source, and brief summary of the presenting problem. The prospective client will be informed of the expected timing of an initial appointment and any current waiting list.

An intern is notified that an intake is waiting for pickup by two methods – contact via cell phone and e-mail message. If after a reasonable amount of time the client intake information has not been retrieved, the intake will be given to another intern. The receiving intern will contact the client to schedule an initial interview appointment. The Administrative Assistant will forward the Telephone Intake form to the intern for inclusion in the client's file.

Each semester, interns need to verify their contact information with the Administrative Assistant to assure they can be reached for intakes. Interns must be readily available to receive intakes either by cell phone or e-mail.

If an appointment with the client cannot be arranged, or the client fails to attend scheduled appointments, the intern should record their attempts to contact the client on a "Case Activity Note" and return the intake and note to the Administrative Assistant. This information will be archived for future reference.

Assignment of Clients

Clients are assigned, on a rotating basis taking into account the client's needs and the interns' readiness for working with the presenting problem. As students enter the Practicum series, their clinical supervisor will determine their readiness to receive intakes and notify the Director of Clinical Training as this occurs. **It is the ultimate responsibility of the intern to contact the Administrative Assistant and the Director of Clinical Training if they feel they have a full caseload.** If the client has been referred to a particular intern, attempts will be made to honor their referral request.

Seeing Children Under the Age of 18

When receiving an intake for a child, the parental/custodial status will be determined and information will be included on the Telephone Intake form. If appropriate, the counseling intern will request that a copy of the custody papers be provided at the first session. Because it is necessary to know if the presenting parent has appropriate legal rights to obtain counseling for the child, with or without the other parent's permission, counseling cannot begin without a copy of the custody papers. A copy of the child custody agreement will be maintained in the file so the interpretation can be read at any time. This document will then be available to respond to any future questions related to the child attending sessions.

LSCTC will adhere to the provision of any custodial agreement in effect regarding a child seen for therapy. Custodial documentation will be reviewed prior to seeing the child at the initial session. If appropriate, each parent should be available to attend client sessions. When this is not possible, if required by custodial agreement, the absent parent must complete a “Permission to Counsel a Minor” form before a child can be seen in therapy.

Seeing Court Ordered Clients

Prior to seeing a client ordered by the courts to obtain counseling, the intern will request and obtain copies of court documents in order to insure required counseling is completed and appropriate verification can be prepared. This requirement extends to clients recommended by attorneys for counseling. Court ordered clients will be advised to bring a copy of the court document with them to the first session. If a copy is not available from the client, the intern will request that the client sign a “Consent of Release of Information” form in order to obtain a copy of the order from the court.

Scheduling & Coverage

Scheduling Appointment Times and Office Space

Appointments are to be scheduled on the hour only and can be scheduled by interns any time during operating hours, as long as another intern, a staff member or a supervisor is present in the LSCTC at the same time. Client appointments are not permitted on Friday, Saturday, or Sunday. Appointments and office space should be recorded in the calendar using the Outlook program on the LSCTC computer as described on the following pages.

> For the safety of the client and themselves, interns should NEVER hold a client session while alone in the LSCTC Offices**.** Violation of this policy will constitute a breach of standard of care. A Critical Incident Report will be written up and placed in the intern's personnel file at LSCTC and a copy will be forwarded to their supervisor.

Interns may ask clients to obtain paperwork from the website or to arrive 15-20 minutes prior to their first session to complete required paperwork. It is the intern's responsibility to arrive before the client and prepare the paperwork the client will need to complete.

Therapy is to be conducted within a "fifty-minute session" model. The intern and client should be out of the office by 10 minutes until the hour. If a circumstance exists and additional time is needed, the intern in the session should step out and communicate/ negotiate with the next intern about room usage. The second intern knocking on the door at 5 minutes to the hour could also initiate this communication. This is a necessary aspect of working in community. Any session that goes over 50 minutes is one that the intern should discuss with her/his supervisor for feedback regarding additional fee or other boundary issues.

Coverage During Client Sessions

When scheduling a client session, care should be given to assure that another intern, a staff member or a supervisor will be present at LSCTC to provide "coverage." The individual covering for a counseling intern provides protection for both the intern counseling and the client by being on hand for unforeseen circumstances/events. The Student Assistant at LSCTC will post his/her times of scheduled coverage at the beginning of each semester. Interns scheduling client sessions outside of these posted times are responsible for obtaining coverage for themselves and their clients.

> For the safety of the client and themselves, interns should <u>NEVER</u> hold a client session while alone in the LSCTC Offices**.**

Therapist Contact Information

Interns should ask clients to use the LSCTC voice mail (894-2293) as their contact number for messages. For ease in identifying messages, clients should state, "This message is for (therapist's name)," then leave their message. Clients should be directed to contact the "New Hope" hotline or nearest hospital for crisis or emergency care.

Interns serving at LSCTC are expected to retrieve their messages a minimum of twice daily – morning and afternoon – and return client calls promptly. Client messages should be erased after they have been retrieved UNLESS the message is needed for supervision purposes. Interns who plan to retrieve messages and return client calls while on vacation must do so twice daily, contact clients promptly, and erase messages.

Inclement Weather Policy

In events of inclement weather, Louisville Seminary Counseling Training Center will adhere to the following policy:

When weather related concerns develop during the business day, clients will be contacted by *their therapist if a session will be cancelled. We would appreciate receiving notification from* our clients when they are unable to attend due to inclement weather.

If weather concerns develop overnight, Louisville Seminary Counseling Training Center will follow decisions made by Louisville Seminary regarding closures and delays. If Louisville Seminary is closed, the center will also be closed. If Louisville Seminary is on a delayed schedule, the center will also be on a delayed schedule.

When a counseling session is cancelled due to inclement weather, it is the therapist's responsibility to contact their client and reschedule the missed appointment.

Please tune in to local television stations for weather related announcements.

OUTLOOK CALENDAR PROCEDURE

Appointment times and office space are recorded using the Outlook Calendar on the LSCTC computer.

DIRECTIONS: To add a new appointment time or reserve office space:

1. Access the appropriate calendar and week in Outlook.

2. To select a client day and time, click on the appropriate space. The dialogue box for that time will open.

3. in the subject box, type
   - "Appointment" if you are working alone.
   - "Appointments" if you are working with a co-therapist. The plural indicates more than one therapist is working, therefore, you are covered.

4. Skip the "Location" entry section.

5. The "Start Time" should show the day and hour you wish to have the space. If it doesn't, change it to the appropriate day and time.

   Note: If the appointment is for supervision, the appointment must start on the hour and end on the hour. (Example: For a supervisory session that begins at 9:00 a.m. and ends at 10:30 a.m., make two separate appointment times; the first from 9:00-10:00 a.m. and the second 10:00-11:00 a.m.)

6. Click on the end time and select one hour. All appointments will be in one-hour increments beginning and ending on the hour.

7. In the text box at the bottom, type the room number you are using. Then press tab and type your last name. If you are working with a co-therapist, type a slash (/) and then the co-therapist's name. After the therapist's last name, type a colon and type the client's initials or the reason for use of the room.

Client Examples:	CR2 Berry/Timerding: JC	**or**	CR1 Smith: TM (intake)
Use Examples:	PT Hyde: study	**or**	GPA&B Ruf: Live Supervision

   Note 1: You must use the room you have reserved. If you decide to change rooms for a session, be sure to make the appropriate change on the computer.

   Note 2: Counselors needing a room for a session take first priority and can ask an intern using an office for other reasons to move to a new room.

8. Click “Save and Close” at the top of the screen.

   If saved correctly, the date and time you have selected will appear in white on the calendar with “Appointment(s)” showing.

DIRECTIONS: To check the availability of a room and/or add an appointment to a date and time already highlighted

If the date and time you wish to use appear in white, an appointment has been added to the calendar. Double click on the area. The Appointment Box will open allowing you to check if the room you would like to reserve is available. If the room number does not appear in the text box at the bottom, you may add it.

1. Change Appointment on the “Subject” line to read “Appointments” indicating more than one therapist is working at that time.

2. Click in the text box and add the room you would like to reserve in numerical order. Take care not to delete the appointments already scheduled. If this should happen, use the “X” at the top right of the pop-up screen to exit the appointment time and indicate “No” when asked if you want to save changes. You can now safely begin again to schedule your appointment.

3. Continue your entry as described above adding therapist(s) and client names.

4. When completed, click “Save and Close”. 

DIRECTIONS: To check the calendar from off-campus

1. Go to the bottom of the Louisville Seminary website (www.lpts.edu) and click “Campus email.”

2. Enter the User Name and the password

3. Select “calendar” on the blue ribbon near the top of the screen.

You should now be at the proper site to view the calendar.

To sign-out, Select “Counselor, MFT” just to the right of the blue ribbon and click on “Sign out.”

LSCTC Financial Policy

Clients demonstrate their investment, or lack of investment, in their counseling via means of their payment (or lack of payment) of fees. Collection is a therapeutic issue, and non-payment often represents some issue on the part of the client. This action needs to be explored in the context of the therapy session.

Sliding Scale Fee and Financial Assistance

LSCTC has an initial session fee of $20.00 for all clients. Future session fees are negotiated at the beginning of the initial session by the intern with the client using the sliding fee scale. The current scale is $1.00 per $1,000 of annual income, not to exceed $65.00. Interns should consider $10.00 the minimum fee. Fees can be re-negotiated whenever needed.

Clients will not be turned away due to inability to pay. For clients unable to meet the initial session fee or minimum $10.00 session fee, financial assistance is available. Interns should request that these clients complete a *Financial Assistance Application*. Interns will then indicate if the application has been approved or denied, the amount of assistance approved, and the number of sessions assistance will be given.

Collection of Fees

Interns are expected to collect fees from clients at the time of service. When money (cash or check) is collected, fill out a LSCTC receipt. The white copy is for the client and verifies that payment was given to the intern. The yellow copy should be kept in the client file. Clip the pink copy to the payment, and place the payment in the money lock box. The intern's yellow receipt will serve as verification that payment was placed in the money lock box. **<u>At no time should payments be kept in the files.</u>**

For each session held, including those where payment is not received, make an entry on the Attendance/Payment Log. (See Appendix for an example of a completed Attendance/Payment Log.) In the event of a returned check, any fees charged to LPTS must be reimbursed by the client prior to continuing in therapy.

Clients may not accumulate an account in excess of the equivalent of the client's fee for three (3) sessions. Clients with an outstanding account balance are expected to pay in full as soon as possible. All clients are expected to liquidate their accounts within 60 days after termination of services.

Activating Client Accounts

Client accounts are activated by informing the Administrative Assistant that a new client is being seen. This is accomplished by preparing an index card with the following information:

Client's last name, first name	Phone
Address	
Ethnicity	
Family members being seen with ages	
First appointment date	
Referral Source	
Intern / Supervisor	

After completing the information, the intern will place the card in the money box to be given to the Administrative Assistant who will begin a new account for the client.

Cancellations

Ordinarily, at least a 24-hour advance notice of a cancellation is required in order not to be charged for a session. There are, however, several reasons that might warrant not charging for a missed session (illness, death in family, car accident, etc.).

Financial Policy Exceptions

<u>School Clients</u> – School families/clients seen at LSCTC after school hours or in the summer will not be charged nor will the school site be charged. Qualifying school families are those whose child is being seen by a counseling intern at the school during the school year.

<u>Others</u> – Additional exceptions to the Louisville Seminary Counseling Training Center Financial Policy must be pre-authorized by the Director of Clinical Training.

Outcome and Session Rating Scales (MyOutcomes)

Clients seen at LSCTC are asked to complete a web-based <u>Outcome Rating Scale,</u> available through MyOutcomes, prior to beginning each session, including the initial session. This scale/measure provides data on how the client perceives how they have managed the time prior to beginning sessions or following their last session. This information can identify at-risk cases in real time. At the end of each session, clients are asked to complete a <u>Session Rating Scale</u> which provides effectiveness data for the therapist. The ORS and SRS give the client a platform/voice for direct feedback regarding the counseling experience and provide empirically-based data that can assist therapists in adjusting interventions and methods to meet the needs of their client.

Treatment Procedures

The first five sessions in the therapeutic process include several tasks: define the concern, collect relevant history and make assessment, and do treatment planning. These tasks may be repeated at various points in the process when new information is revealed, new problems are discovered or new goals for therapy are established.

Professional Courtesy

Interns must demonstrate a high level of professional courtesy to LSCTC clients at all times.

- ✓ As a matter of developing as a therapist ethically, it is important for interns to be present and ready to begin counseling at or before the session's appointed time.
- ✓ Conversation in the hallway should be limited. Remember that the waiting room area is our first impression to new clients.
- ✓ Interns should refrain from smoking outside the LSCTC entry.

Initial Interview

<u>Prior to the Initial Session</u>

These forms will be used during the initial session with your client:

1. "Welcome" to Louisville Seminary Counseling Training Center and Client's Bill of Rights
2. Confidential Client Information (Adult), Confidential Client Information (Child/Adolescent under 18), or Participant Confidential Information
3. Outcome Rating Scale (ORS)
4. Informed Consent with Limits of Confidentiality and Video Recording Release
5. Financial Assistance Application, if appropriate
6. Initial Session Information
7. Session Rating Scale (SRS)

   (Examples of these forms can be found in the Appendix.)

Before the interview, the intern will prepare a client file containing the first 5 forms listed above. The client must read, complete and sign these forms prior to or at the beginning of the first session. **The intern should ask the client to arrive at least 15-20 minutes prior to the appointment time to process the forms.** It is the intern's responsibility to arrive before the client and prepare the paperwork the client will need to complete. The intern should be knowledgeable of these forms and able to answer any questions or concerns the client may have.

> **<u>Everyone</u>** who comes to therapy must give his or her permission to be seen. All adults attending counseling sessions with a client should complete and sign these forms: <u>Participant Confidential Information Form</u>, <u>Informed Consent</u>, <u>Limits of Confidentiality</u> and <u>Video Recording Release</u>. Adults attending more than one counseling session with a client should also complete the remainder of the <u>Confidential Client Information</u> form.

During the Initial Session

Several items should be covered with the client during the interview.

1. The intern should review and sign the forms the client has completed and be available to answer any questions the client might have about the LSCTC, the intern, or the process of psychotherapy. Answer any questions about completing the ORS.

2. The intern will collect any legal documentation (court orders, custody papers, Permission to Treat a Minor, etc.). A copy of a court order or child custody agreement should be maintained in the file. The consent of both parents is desired for a child to be seen in therapy and, if possible, both parents should attend the first session at a minimum.

3. Informed Consent – Interns will provide full disclosure of the following seven articles of Informed Consent to all clients and obtain the client's signature.

   a. The specific procedures to be used in therapy and their purposes.

   b. The role of the therapist in treatment.

   c. Specific discomforts or risks to be expected.

   d. Benefits **reasonably** to be expected.

   e. Alternative methods of treatment for the same problem that may produce similar results.

   f. The client's right to ask questions about the nature and process of therapy at any time.

   g. The client's right to end therapy at any time.

4. The intern should negotiate the fee for sessions based on the sliding-fee scale, in consultation with her/his supervisor. (See **The Louisville Seminary Counseling Training Center Financial Policy**). The fee will be recorded on an Informed Consent form. The client's signature on this form gives Louisville Seminary Counseling Training Center permission to treat the client and to collect fees. The client should be informed that payment is expected at time of service.

5. The intern should discuss with the client the expectations of the likely time frame of therapy, the 24-hour cancellation policy, the inclement weather policy, ringing the door bell outside the entry door when no one is present at the reception desk, and the structure of the initial sessions of therapy.

6. The intern should complete the Initial Session Information to help assess the problem that brought the client to counseling.

7. The intern should ascertain whether the client has previously sought medical assistance, been hospitalized for psychotherapeutic reasons, sought psychotherapy or been on psychotropic medication. The intern should ask the client to sign a Consent for Release of Confidential Information form to be sent to prior providers requesting pertinent information. (See **Consent for Release of Confidential Information** for further information regarding this form and information; also see Appendix for form example.)

8. Whenever a client presents at risk or any homicidal or suicidal intent is present, a Safety Plan should be established during the initial interview. If intent is indicated, immediate consultation with the intern's supervisor or the Director of Clinical Training is required to determine if hospitalization, referral, or a contract with the intern is necessary. (A Safety Plan form is included in the Appendix.)

9. The time and date for the next appointment needs to be set and recorded on the computer calendar program. When possible, a regular time for the client's sessions should be established.

10. The intern should explain the Session Rating Scale (SRS) and ask the client to complete form prior to leaving.

Following the Initial Session

After the initial session, the intern will report his/her findings by completing the Initial Case Write-Up form. No progress note is needed for the first session. The information from the Initial Case Write-Up will be discussed in supervision (see Appendix for form examples). Together the supervisor and the intern will review the information and other pertinent data and make a determination as to whether the client is suitable to be treated within the context of LSCTC. In some cases, client suitability could take up to 3 sessions to determine.

Entire client records may not be removed from LSCTC offices at any time. On rare occasion, individual documents needing a supervisor's signature and client video or audio tapes may be removed for a supervisory session. Such documentation and media must be transported in a secure, confidential manner. Lock bags are provided for this purpose.

Following the initial session, the intern will input demographic information for their client into the ASIST Program, including ORS and SRS scores.

Future Sessions

Documentation for future sessions should follow this pattern:

Session	Document(s) Required
2nd	Treatment Plan: Initial Phase of Treatment
3rd	Client Family Genogram
4th	Assessments (including but not limited to WHODAS 2.0)
5th	Treatment Plan: Working Phase with Diagnosis for Identified Client
10th	Update the Treatment Plan: Working Phase every 5th session moving forward.

Near the end of treatment – Treatment Plan: Closing Phase of Treatment

Video Recording Release

It is a requirement of the Marriage and Family Therapy Program for all students to video record client sessions at the Counseling Center. Session clips are used in supervision for educational purposes only. This requirement is explained to prospective clients during the intake process and only those agreeing to be recorded are accepted as clients at LSCTC.

1. One DVD should be designated to each client for their sessions. Interns are never to use a single DVD for different clients.

2. DVDs should be stored in the designated area at LSCTC.

3. Recordings should be locked in a document bag for transport to and from supervisory sessions.

4. Once a session has been seen in supervision, it may be erased or taped over. The only exception to this is if the recording will be used in an ICC or Live Supervision presentation or for the Senior Integration Experience (SIE).

5. Interns terminating service at LSCTC must destroy recordings belonging to their clients before clearance will be given for graduation.

Video Recording at Off-Campus Sites

Recording sessions at off-campus sites is expected and encouraged, provided approval has been given by the Practicum site. Two portable digital cameras are available in the MFT Office and may be checked out for this purpose. Instructions on the use of these cameras appears in the Appendix.

Consent for the Release of Confidential Information Form

HIPPA guidelines and Kentucky law indicate clients, and those they designate, are permitted access to client records with appropriate written authorization. Additional medical information can be of benefit to the therapist when caring for a client. LSCTC is often contacted by attorneys, court personnel, and Child Protective Services regarding information to be used during court hearings. In all cases, confidential client information must be protected within the boundaries established by LSCTC. A “Consent for Release of Confidential Information” form must be completed and signed by the client prior to the release of any information.

Medical Documentation – Consent to Receive Information

When a client has previously had psychotherapy or has some medical condition that may have psychological or psychiatric ramifications, the intern, after consultation with their supervisor, is to request permission to obtain records pertaining to the condition that can be examined for purposes of evaluating the implications of the client's condition for treatment.

1. In completing the form, the intern will need to obtain the complete mailing address for the professional to whom the Release form is to be sent.

2. The usual purpose for which a request for information is sought is that of "evaluation and assessment for psychotherapy" or "continuity of care."

3. When the form has been completed, the original form should be sent with a standard cover letter to the professional indicated. A copy of the signed form is always placed in the client's record, along with a case activity note about the information shared.

> **It is very important for the intern to communicate to the client that the Center does not provide psychological and/or physical testing or specific assessments for legal purposes.**

Note: Consent for Release of Information expires 90 days from original signature date. A new Consent must be signed for information to be released after the original signature date has expired.

4. Clients may not have access to any information/reports from other professionals or agencies which have been released to the intern. Only the agency who prepared the report may provide the information to the client. Interns are not permitted to discuss or attempt to explain information obtained from other sources.

<u>Absolutely NO</u> information regarding a client can be released <u>from</u> LSCTC without the Director's knowledge and consent. Letters to those in the legal field or other inquirers regarding a LSCTC client must be prepared by the Administrative Assistant and will be provided only after the client has signed a release of information for that specific purpose.

Legal Documentation – Consent to Provide Information

For intern protection, contacts from/to those within the legal system must be managed carefully. In all cases, information regarding a client cannot be released without a <u>Consent for Release of Information</u> signed by the client.

<u>Phone Contacts</u>

If an intern receives a phone message from an attorney's office, the call **<u>should not</u>** be immediately returned. Without a signed "Consent for Release of Information" from the client for information to be released to the attorney's office, even acknowledging that the client is seen at LSCTC is a breach of confidentiality. Document receipt of the message on a <u>Case Activity Note</u> noting the date and time of the call. Consult with the Administrative Assistant regarding proper action.

Should the client indicate to the intern that their attorney's office will be contacting the intern for information, the intern should notify the client that only requests for information made in writing with appropriate release consent signed by the client will be honored. The intern should ask the client to complete a LSCTC <u>Consent for Release of Information</u> form for their file.

<u>Legal Written Requests for Information</u>

Requests for information made in writing by legal officials, with appropriate consents, will be honored. Typically, these requests are general in nature. When received, the intern should manage them in this way.

1. Inform the Administrative Assistant that a legal request for client information has been received. Be ready to provide the name of the client, the requesting attorney or organization, and the information being requested.

2. Unless otherwise guided by the Director of Clinical Training, submit the following information to the MFT Office:

    a. Original request for release of information
    b. Full name of the client
    c. Date sessions began

d. Number of sessions held to date
e. Date of next session

3. After the response letter has been prepared by the Administrative Assistant and signed by the intern and Director of Clinical Training, a copy for the client's file will be made and the letter forwarded to the requester.

4. Should additional information be requested, the intern and Director of Clinical Training will work with the attorney or legal organization to comply within the boundaries of confidentiality for the client.

It is very important for the intern to communicate to the client that the Center does not provide psychological and/or physical testing or specific assessments for legal purposes.

Requests for File Copy by Client

Clients are entitled to a copy of their clinical file. In the event a client requests a file copy, the intern should explore with the client if a summary of their records would be sufficient for their needs. The summary would include dates of services and compliance with the therapeutic process. If the client indicates a file copy would be preferred, the therapist should obtain a Consent of Release of Information from the client and notify the Administrative Assistant. The Director will review and approval all copies prior to dissemination to the client. When the approved copy is available, the client will be asked to return to the office to receive the material. A minimum of two business days should be given to fulfill the client's request.

NOTE: Copies of client files should not be sent through the mail. These copies should be retrieved in person by the client. A client is entitled to receive one copy of the client's file without a copy fee. Any additional copies will be provided at the cost of 15¢ per page.

Some Important Areas of Discussion for Supervision

Substance Abuse

Clients who are currently abusing a substance (e.g., alcohol, cocaine, etc.) are not candidates for psychotherapy unless the substance abuse has been discontinued or the client is established in substance abuse treatment, such as Alcoholics Anonymous or another appropriate support group. The intern will consult with their supervisor or the Director of Clinical Training about the referral of such clients out of the LSCTC for appropriate substance abuse treatment.

Medical Consultation

When clients present with issues of a medical concern, referral to a physician is advised, if the client has not already seen a physician for this issue. Examples of medical concerns would include chronic migraines, pain, digestive issues, or sexual dysfunction. Following a physician assessment, the intern should request a Consent for Release of Information form be signed by the client to allow consultation with the client's physician and release of documented findings.

Medical Examination

A client who has not had a basic physical examination within six (6) months before the initial visit may be encouraged to have a basic physical examination within the first six (6) months of counseling. When the basic physical examination has indicated a physiological cause for the signs and symptoms that caused the client to seek psychotherapy, the intern may consult quarterly with the consulting physician regarding the client's treatment plan and progress and request any pertinent medical input from the physician regarding the client.

Psychiatric Consultation and Medication

When a client needs to be evaluated for medication, there are several options:

1. Referral to their primary care physician
2. Referral to a consulting psychiatrist
3. Referral to low-cost health care providers locally

Cost for medication evaluations and medication needs are to be covered by the client. Referral for medication should be noted in the client's record and the outcome recorded as well. (A consulting psychiatrist should write a note concerning his/her evaluation.)

Psychological Testing

Occasionally, testing may be a useful assessment tool. Testing may be arranged by referring the client to appropriate professionals after consultation with the intern's supervisor.

Hospitalization

When a client is assessed to pose a threat of harm to him/herself or to others, hospitalization may be necessary to ensure safety.

Hospitalization may be:

1. Voluntary - a patient chooses to admit him/herself;
2. Involuntary - the intern notifies significant persons in the client's life and utilizes emergency resources as needed, i.e., police and ambulance.

If a client's family is unavailable or unwilling to hospitalize a person, the intern may seek a mental inquest warrant (MIW) after consulting the Director of Clinical Training or their clinical supervisor.

Violence or Abuse

When in the course of treatment domestic violence, elder abuse, or child abuse is suspected, the intern should consult with their supervisor or the Director of Clinical Training immediately regarding how best to respond to these issues. When domestic violence is present, a couple **should not** be seen jointly for therapy as best standard of practice.

Care of Individuals with a History of Chronic Mental Illness

It is the mission of LSCTC to care for all individuals within our interns' expertise and training. Care to individuals with a history of chronic mental illness must be sensitive to this population's needs and clearly represent the limitations of our students.

1. The intern will assess the client's mental health needs for 3-4 sessions and, with guidance from their clinical supervisor, determine if the client's concerns are within the scope of the intern's training and can be managed appropriately at LSCTC.

    a. If the client can be seen at LSCTC, continue with step 3.
    b. If the client cannot be seen at LSCTC, provide appropriate referrals and follow the termination process to close the client's record.

2. Obtain a Consent for Release of Information from the client to speak with

    a. The client's psychiatrist or other mental health professional providing the client's medication.
    b. Any agency or institution which provides/has provided in-patient/out-patient mental health care.

3. Establish and maintain close contact with any medical professional who referred or is seeing the client.

    a. Confirm that the client is receiving appropriate medical care.
    b. Collaborate to address clinical concerns.
    c. Identify what care the intern will provide the client and any issue that needs to be addressed by another professional.

4. Establish and maintain regular family/guardian or close relationship involvement in session, when possible.

Responding to a Client's Suicide or Other Clinical Emergency

(Corresponding checklist appears in the Appendix)

Although Louisville Seminary Counseling Training Center is not an emergency facility, at times clinical emergencies do happen. The following procedure should be followed when client emergency events take place:

1. The student will immediately notify his/her clinical supervisor and the Director of Clinical Training after receiving information of a client death/suicide or other emergency event.

2. The Director of Clinical Training will contact the student, the student's clinical supervisor, the student's academic advisor, and the Program's Administrative Assistant within 24 hrs of receiving emergency information to schedule a meeting.

   During the meeting, the clinical supervisor will guide the team in the following:
   - To process what has happened and the student's experience.
   - To develop a continuance plan for the student's emotional and spiritual well being and health.
   - To determine appropriate contact and process to be used in addressing concerns such as counseling spouse, partner, or other family members of the deceased, and documentation of event.
   - To determine the appropriate process to use in sharing specific information with the MAMFT student body.
   - To determine if a release of information to the wider seminary community is appropriate. Any plan of notification to the seminary community will be created in consultation with the Seminary Dean and/or Dean of Students.

3. The Program Administrative Assistant will help coordinate the flow of information and guide the student in the closing of the client's file.

4. An assessment will be made collaboratively by the Director of Clinical Training and the clinical supervisor, in consultation with the student, and a "wellness" plan will be set in place for the student therapist and "others" immediately impacted by the event.

5. The student's clinical supervisor will continue to assess and consult with the student therapist regarding her/his emotional, spiritual, and physical well-being and explore other appropriate resources, i.e., referral to counselor or spiritual director for student, material resources available, continued assessment of student's self-care. The supervisor will submit a report to the Director of Clinical Training if further assistance is needed.

6. Documentation of the completion of this process shall be maintained in the student file.

Adopted March 2011

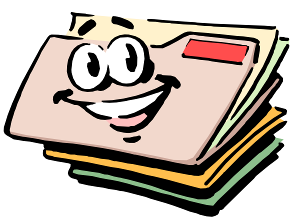
Record Keeping and Client File Audits

Clinical records are kept on all clients who are seen at the LSCTC. **<u>Interns are responsible for maintaining these records in a timely fashion.</u>** Any personal or process notes kept should be held in a separate folder and shredded when no longer needed or when the client has terminated their contact with LSCTC.

Forms Contained in Each Clinical File

<u>Left side of file:</u>

Informed Consent with Limits
Of Confidentiality and Video
Release
Financial Assistance Application
Monthly account ledgers
Yellow payment receipts



<u>Right side of file:</u>

Telephone Intake
Confidential Client Information (Adult) **and/or**
Confidential Client Information (Child/Adolescent under 18)
Participant Confidential Information
Initial Session Information
Initial Session Case Write-Up
Progress Notes for each session
Treatment Plan: Initial Phase (after 2nd session)
Client Family Genogram (after 3rd session)
WHODAS Assessment/other assessments (after 4th session)
Treatment Plan: Working Phase with Diagnosis page (after 5th session)
Consent for Release of Confidential Information, if appropriate
Case Activity Notes
Revised Treatment Plan: Working Phase (every 5th session)

> **<u>NOTE:</u>** Personal notes and Live Supervision case write-ups should never be stored in client files. Personal notes should be kept in a separate file. Live Supervision sessions should be documented on a progress note and signed by the student's clinical supervisor.

Progress Notes

Progress notes begin with the second session. (The first session is documented by the <u>Initial Case Write-Up</u> form.) Adequate progress notes can usually be accomplished in 10 to 12 sentences. In addition to the information requested on the <u>Progress Note</u> form, include documentation of medication or "over the counter"/herbal remedies the client is taking for psychiatric reasons, symptoms and the name of the physician who is monitoring the medication.   Interventions recommended by a Clinical or Live Supervisor should be noted on the client's progress note, signed by the supervisor and placed in the client's file.

In addition to the information requested on the Progress Note form, client files should contain Case Activity Notes regarding actions outside the therapy session. This may include:

- Phone contact with the client;
- Interactions with other professionals or other contact made;
- Documentation of reports to Adult Protective Services or Child Protective Services;
- Documentation of any supervision or consultation received specific to particular client concerns.

Other documentation such as release forms or information about "duty to warn" (See "Laws Impacting Therapy" in the Appendix) may also be kept in the client folder.

Client File Audits

There are four types of client file audits performed at LSCTC:

Quarterly Audit	Typically performed in April, August, and November
Transition Audit	Performed at the end of Practicum: Level 1 and 2
Transfer of Client Audit	Performed prior to the transfer of a client from one intern to another
Client Discharge Audit	Performed when a client has terminated contact at LSCTC

These audits include inspection of all client records for inclusion of appropriate forms, Progress Notes, and account entries. Although interns are expected to consistently maintain their client files, these checks insure that all necessary paperwork is available and accurate.

In addition to these standard file audits, file reviews may occur at any time by the student's clinical supervisor, the Director of Clinical Training, the MFT Program Director, or MFT faculty member.

Transfer of Client and Discharge Processes

The ending of client sessions can be due to many reasons, among them the client's wish to terminate with LSCTC, client's needs, expectations, or new developments beyond the intern's scope of practice, or the intern's graduation or ending of Practicum. In any case, it is important to handle the client's records appropriately.

Transfer of Client Process

When an intern can no longer see a client but the client wishes to continue sessions, a transfer to another intern or referral outside of LSCTC is completed. In order to provide appropriate and continuing client care, interns transferring clients and interns receiving transferred clients should follow these guidelines.

<u>Intern Transferring Client</u>

1. Discuss transfer/discharge options and final resolution of payment due with client.

2. When preparing to transfer a client to another therapist,

    a. Discuss possible transfer recipients with the clinical supervisor and the Director of Clinical Training.

    b. Contact the suggested intern to receive transfer to discuss receiving client, introduction and transfer date.

    c. Prepare a <u>Discharge Summary</u> for the client being transferred, complete with supervisor's signature.

    d. Request a "Transfer Audit" from the Administrative Assistant.

    e. It is desirable to hold one session with the client and the new therapist to facilitate transfer.

3. Transferring outside of LSCTC is done only after consultation with the Director of Clinical Training. If a client wishes to pursue this option, the intern should request a consultation with the Director of Clinical Training and consider possible referral options.

Intern Receiving Transfer

When contacted regarding receiving a transferring client, indicate acceptance or decline of transfer. Should you agree to accept the transfer, follow this procedure to assist in the transition.

1. Discuss receiving new client and possible introduction and transfer session date.

2. Prior to scheduled transfer session date, confirm that the client file has a Discharge Summary from transferring intern and has been audited. **NEVER** accept a file that has not been audited.

3. During the transfer session, obtain a Consent for the Release of Confidential Information from the client before you take possession of the client's file. Other forms that will need to be completed are Video Recording Release and Limits of Confidentiality.

4. From the transfer session, the client record becomes the responsibility of the receiving intern and should follow standard protocol.

Discharge Process

The process of discharging a client is as important as the initial assessment process. Consequently, much care must be exercised by the intern during this critical phase, both with the client, as well as in the procedures used in closing the client's file.

Please follow these procedures to accomplish the discharge of the client and the closing of the client's account:

1. The client indicates to the intern that he/she wishes to terminate therapy or the client is referred for treatment elsewhere.

2. The intern seeks input from supervisor as needed.

3. The intern and client process the relationship and deal with discharge issues. In the discharge process, the intern seeks to have the client settle any balance remaining on the account. The intern provides the client with any necessary referrals. The intern documents the discharge in progress notes that are usually lengthier than normal session notes.

4. The intern prepares the Discharge Summary and the Client Discharge Letter Information and takes them to their supervisor. (See Appendix for form examples) The supervisor reviews the case and signs the Discharge Summary. The supervisor reviews the Client

Discharge Letter Information form to ensure that the letter is appropriate and that needed referrals are included.

5. The intern should request a Closed Account sheet from the Administrative Assistant and review the client's file to be sure that all required forms are present, and that Progress Notes and account entry dates match to assure the file is complete. **The file is understood to be the property of Louisville Seminary Counseling Training Center.**

6. The intern places the Discharge Summary and the Closed Account sheet in the client's file. The Client Discharge Letter Information is placed in the LSCTC Student Assistant's box to be prepared. After assuring the file is in order, the file should be placed in the designated area for "Discharge in Progress."

7. The LSCTC Student Assistant will prepare the discharge letter, return the letter to the intern to be signed, and will perform an audit of the client file for accuracy. Any needed paperwork will be requested from the intern and should be promptly completed so the client file can be archived.

8. When the typed discharge letter to the client is placed in the intern's box, the letter should be signed and placed back in the Student Assistant's "In Box" for copying and mailing.

9. When the client returns a completed Client Evaluation of Treatment form, it will be reviewed by the Director of Clinical Training. Evaluations of significant value will be forwarded to the intern's supervisor by the Administrative Assistant for review by the supervisor and student therapist. These will not be placed in the client file. General information regarding client evaluations of treatment is maintained by the Administrative Assistant to the MFT Program.