# Table of Contents

CLINIC OVERVIEW AND POSITIONS

- Introduction to the Clinic
- Hours of Operation
- Mission of the Clinic
- Goals and Objectives of the Clinic

Clinic Positions

- Clinic Director
- Doctoral Student Clinic Coordinator
- Doctoral Student Clinic Bookkeeper
- Master’s Student Clinic Clerk
- Doctoral Student Clinic Supervisor
- Doctoral Student Clinical Supervision
- Faculty Instructors

SUPERVISION

BEFORE SEEING CLIENTS

- Clinical Skills Requirements
- After Passing Prepracticum

SCHEDULING CLIENTS

- Scheduling Initial Session
- Providing Referrals
- Notification of New Client
- Contacting the Client
- How to avoid no-shows, late clients, and cancellations

THE FIRST SESSION

- Before the Client Arrives
- Getting the Client
- Completing Paperwork
- Adults
- Couples/Families
Minors ....................................................................................................................... 13
Recording Session ............................................................................................................. 13
DOCUMENTATION ................................................................................................................. 13
New Client Files ............................................................................................................. 13
File Structure ............................................................................................................... 13
Progress Notes ............................................................................................................... 14
Existing Client Files ........................................................................................................ 14
Treatment Plan ............................................................................................................... 14
Treatment Termination ........................................................................................................ 15
Writing a Closing Summary ................................................................................................. 15
Closing a File ............................................................................................................... 15
HIPAA COMPLIANCE AND PROFESSIONAL BEHAVIOR ................................................... 15
General HIPAA Guidelines ............................................................................................... 15
Guidelines for Professional Behavior ................................................................................... 16
PSYCHIATRIC EMERGENCIES AND MANDATED REPORTING ........................................ 16
Psychiatric Emergencies ................................................................................................. 16
Step 1: ...................................................................................................................... 16
Step 2: ...................................................................................................................... 17
Step 3: ...................................................................................................................... 17
Step 4: ...................................................................................................................... 17
Step 5: ...................................................................................................................... 17
Mandated Reporting ........................................................................................................... 18
ADMINISTRATIVE PROCEDURES .................................................................................... 19
Voicemail Instructions ................................................................................................. 19
Counseling Facility ...................................................................................................... 19
DVD Recording ............................................................................................................. 20
Counseling Fees ........................................................................................................... 20
Safety and Security in the Clinic ..................................................................................... 21
Copy/Fax Availability .................................................................................................. 21
Additional Expectations ................................................................................................. 21
CLINIC OVERVIEW AND POSITIONS

Introduction to the Clinic
The Idaho State University (ISU) Counseling Clinic (Clinic) is the clinical training facility for the students of the counseling programs in the Department of Counseling. Graduate level counselor trainees working under faculty supervision provide counseling and related services to clients in both the Treasure Valley of southwest Idaho and the Portneuf Valley of southeast Idaho. The services offered include:
- Individual and group counseling
- Family and couples counseling
- Child and adolescent counseling
- Clinical supervision training

Work in the Clinic is considered a critical part of the overall counseling training program.

Hours of Operation
Meridian: The Clinic service hours are 9am-8pm Monday through Thursday during the fall and spring semesters, and 1p.m.-8p.m. Tuesday through Thursday during the summer session.

Pocatello: The clinic service hours are 10a.m.-8p.m. Monday through Thursday during the fall and spring semesters. During the summer, the hours of service are 11:00 a.m.-8p.m.

The clinics follow the University schedule and are closed when the university is closed. The Clinics are not open between fall and spring semesters or on either side of the summer session.

Please note that the Clinics will be closed for the ACES conference in the fall and the ICA and ACA conferences in the spring.

Mission of the Clinic
The mission of the ISU Counseling Clinics is to promote excellence in counselor training by providing high quality counseling services to the community.

Goals and Objectives of the Clinic
- To provide opportunities for students to implement and develop expertise in counseling competencies under the close supervision of faculty and doctoral level supervisors.
- To provide faculty with opportunities to observe students in practice, provide feedback, monitor progress, and substantiate students’ mastery of counseling skills.
- To serve as a resource to the residents in the southwest and southeast areas of Idaho by providing low-cost counseling and referral services, clinical screenings, and outreach programming.
- To train counselors to empower clients and their communities through community activism and client advocacy.
Clinic Positions
The Clinics are operated by doctoral students and faculty in the ISU Department of Counseling. Daily, weekly and monthly operations require the coordination of a team of people working together to maintain the clinic, schedule clients, provide supervision, and comply with legal and ethical standards. The Clinic’s positions are as follows:

Clinic Director
The Clinic Director holds a faculty position at Idaho State University. The director teaches in the Counseling Program, supervises students, and functions as a community liaison for the Clinic. The role of the Clinic Director is to coordinate Clinic functions with faculty, department, and community agencies. To this end, the Clinic Director is responsible for:
- Supervision of Doctoral Student Clinic Coordinator.
- Supervision of Doctoral Student Supervisors.
- Crisis management.
- Clinical supervision.
- Coordination of marketing for the Clinic.
- Coordination of contacts between Clinic and service providers.
- Coordination of equipment repair and supplies.
- Clinic operating policies and procedures.
- Ensuring Clinic compliance with HIPAA regulations, including security of confidential records and client privacy.

Doctoral Student Clinic Coordinator
The Doctoral Student Clinic Coordinator (Clinic Coordinator) is responsible for taking care of the daily operations of the Clinic. The Clinic Coordinator is responsible for:
- Returning phone calls left on Clinic voicemail.
- Conducting screening to determine client appropriateness for Clinic.
- Schedules clients for initial appointment with student counselor.
- Updates room schedule in Google Calendar.
- Sends email notification to student counselors of new client appointments.
- Sends email notification to student counselors to check voicemail if messages are left for student counselors by name.
- Makes files for new clients.
- Makes copies of intake packets, parking passes, soap note forms as needed.
- Every Monday prints and posts Weekly Room Schedule (see Appendix for example) and Clinic Positions Schedule (see Appendix for example) in file room and doctoral office.

Doctoral Student Clinic Bookkeeper
Doctoral Student Bookkeeper (Clinic Bookkeeper) is responsible for recording and tracking the receipts and money taken in for counseling sessions. The role of the bookkeeper is to provide detailed tracking for receipts and money. Clinic Bookkeeper is responsible for:
- Taking the receipts and money out of the strong box on a monthly basis.
- Match receipts and money taken in.
- Count and record money, number of sessions, track individual and couple/family sessions.
- Reconcile on a monthly basis.
Master’s Student Clinic Clerk (When Applicable)
At the discretion of the Clinic Director, a master’s level student may be asked to organize files, input data, and perform general clerical or administrative duties.

Doctoral Student Clinic Supervisor
Doctoral Student Clinic Supervisor (Clinic Supervisor) is to be available for students during clinic operating hours. The role of the Clinic Supervisor is to provide support, guidance, skills training, consultation, and mentoring to the student. The Clinic Supervisor is a first, second or third year doctoral student. All doctoral students will be involved in the rotating schedule of Clinic Supervisor to cover the clinic during operational hours. Clinic Supervisors are responsible for:
- Opening the clinic.
- Be on campus when scheduled for clinic duty.
- Provide contact instructions if somewhere other than doc office.
- Closing the clinic.

Doctoral Student Clinical Supervision
In addition to the rotating schedule to provide supervision for the clinic, doctoral students will provide individual and triadic supervision to the masters’ student counselors. Each semester faculty will meet with doctoral students to list students who will be involved in individual or triadic supervision through ISU. Unless assigned by the Clinic Director, the doctoral students are to divide the names in the method of their choice.

In the first supervision session, the Doctoral Supervision Contract (see Appendix) should be signed and copies kept by the supervisor and student as well as a copy placed in the student record book. It is the student’s responsibility to maintain a log of supervision. Supervision should be a weekly process, independent of whether or not a student has a client. If a student does not have a client, supervision can be used to offer guidance in various aspects of counseling, review counseling skills, discuss topics related to professional identity, and the student’s internship placement experience.

Supervision serves not only to monitor students’ counseling skills, but also to provide mentoring on the process of becoming a counselor. All supervision sessions are to be recorded, and DVD’s should be labeled appropriately. The recording of supervision sessions is the responsibility of the supervisor.

Supervisors serve to assist in training students as well as ensuring that counseling services offered at the Clinic are of the highest quality. Therefore, they are a critical component of the Clinic and evaluation of the students. Supervisors are to conduct a midterm and final evaluation on a MIDTERM/FINAL EVALUATION FORM of each supervisee and review the evaluations during a supervision session. After review, the both are to sign the form and a copy is to be given to the student with the original to be placed in the student file. As part of the evaluation process, supervisors will be expected also to review progress notes and treatment plans.

Occasionally, a supervisor-student match is determined by one or both to be incompatible and not conducive to productive supervision. If concerns arise about the working supervision relationship,
students and/or supervisors should first make every attempt to resolve their differences. If it is
determined by one or both parties that resolution is not possible then both should contact the
Clinic Director. These situations are handled on a case-by-case basis with tact and discretion and
may result in a revised supervision assignment.

**Faculty Instructors**

Faculty Instructors (Faculty) have important responsibilities in their work with student trainees. These include:

- Provide supervision of a student’s work with Clinic clients including monitoring crises and
  overseeing the development and implementation of appropriate counseling plans.
- Being available for consultation with doctoral students providing supervision.
- Monitoring the doctoral supervision process ensuring that students’ are getting their
  supervision needs met.
- Documenting any potentially dangerous, illegal, or unethical situations involving students or
  clients and reporting these situations as soon as possible to the Clinic Director.
- Providing in-depth clinical feedback and evaluations of students’ performance.

A schedule with the names of the people who are filling the Clinic positions for each day the
clinics are open will be posted in the Clinic File Room (room 522 in Meridian and 706 in
Pocatello) and the doctoral student office and will include contact information.

**SUPERVISION**

Students are required to participate in group supervision through the Practicum/Internship Class
and weekly individual or triadic supervision with their Clinical Supervisor. Additionally,
supervision and consultations are available on an as needed basis from Clinic Supervisors,
Faculty, and the Clinic Director.

If a Supervisor takes time off from the Clinic, they are to arrange with another Supervisor to see
their students weekly for supervision.

It is common to receive differing types of feedback from different Supervisors regarding a single
case. In this event, the student should consider the ways in which the differing pieces of
supervision complement each other and decide on a course of action that best fits the situation.
If confusion remains, consult with the Practicum/Internship Faculty or the Clinic Director.

In cases of emergency, however, students must strictly follow the instructions of their
Practicum/Internship Faculty and the Clinic Director, regardless of whether or not they agree with
these instructions. Failure to follow crisis management instructions could potentially put the
student at legal risk. Therefore, the ability to follow supervision instructions is a critical
component of work at the Clinic.

Students are required to watch the entire client DVD session each week prior to supervision.
Reviews are one of the main benefits and purposes of the recording process and contribute
significantly to improving counseling skills. Reviewing DVD’s is the students’ way of guaranteeing they are providing the best services possible to their clients.

**BEFORE SEEING CLIENTS**

**Clinical Skills Requirements**
The Department of Counseling has an important and unique ethical responsibility to the counseling profession and the public to ensure that only individuals suitable and appropriate for providing counseling services are trained to become counselors. Because of this, the program has in place several clinical skill requirements. These requirements are intended not only to protect the profession and the public, but also to protect the best interests of students. By identifying problems early in students’ training, program faculty tries to either remedy difficulties or assist students in finding a field better suited to their interests and abilities. Students that are accepted to enroll in Practicum/Internship class must first have successfully completed Prepracticum class

Students must maintain professional and ethical conduct with their clients, colleagues, and faculty at all times throughout their training in the program in order to maintain their enrollment in the program. Unprofessional conduct will cause a student to be dismissed from the program. Additionally, the Counseling Program recognizes that the process of becoming a counselor places heavy personal and psychological demands on students and can frequently cause personal distress. When this occurs, students are strongly encouraged to seek personal support or counseling to alleviate their distress and help them make the most of their training experiences. Students are also encouraged to seek out opportunities for personal growth and enhanced self-awareness through a variety of means as a compliment to their clinical training.

**After Passing Prepracticum**
After passing COUN 6696: Prepracticum Counseling Techniques and being granted permission to enroll in Practicum, but before beginning to work directly with clients in the Clinic, students must first:

- Be enrolled in either COUN 6697: Practicum in Counseling, or COUN 6698: Internship in Counseling.
- Review Master’s Program Manual
  - Student and faculty responsibilities in Practicum and Internship (pp. 32-39).
  - Roles and responsibilities of the field supervisor (p. 40).
  - Roles and responsibilities of the faculty/department supervisor (p 41).
- Complete the following forms from the Master’s Program Manual
  - PRACTICUM/INTERNSHIP FIELD SETTING APPROVAL FORM
  - PRACTICUM/INTERNSHIP FIELD SETTING INFORMATION FORM
- Read a tutorial on the Health Insurance Portability and Accountability Act (HIPAA) and successfully complete the quiz covering the material. A copy of the successful completion of the quiz must be in the student file prior to seeing clients.
- Obtain professional liability insurance and submit a copy of the declarations page verifying their coverage to the Practicum Faculty. All students are required to have insurance before
beginning counseling in the Clinic. The insurance is to cover liability, as The Idaho State University does not cover student counselors.

Liability insurance for student counselors is available from ACA and is included with a student membership. Alternatively, liability insurance is available from a variety of companies. Two such companies that provide coverage to students are The Philadelphia Indemnity Insurance Company administered by: CPH and Associates in Chicago, Illinois at 1-800-875-1911 and Healthcare Providers Service Organization at 1-800-982-9491.

It is recommended that students apply for the $1,000,000/$3,000,000 annual aggregate. It is free with membership from ACA or obtained separately it usually runs around $25-$30 annually.

- Locate the PROOF OF LIABILITY (MALPRACTICE) COVERAGE FORM in the Master’s Program Manual. Print, fill in, and sign during your first graduate semester and then every fall thereafter.
- Post a file in Google Calendar with available times for seeing clients in the Clinic and contact information. It is recommended that students are available at least two evenings per week in order to maximize available time to be assigned a client.
- Participate in the scheduled Clinic orientation session.
- Read and follow the Clinic Policies and Procedures Manual.
- Review and comply with additional requirements in Master’s Program Manual.

SCHEDULING CLIENTS
The Clinics operate as clinical resources in the Treasure and Portneuf Valleys respectively providing counseling services to individuals, couples, families, children, and adolescents. Students are expected to act as PROFESSIONAL COUNSELORS at all times. Any lapses in professionalism may result in a student’s removal from working in the Clinic and potential expulsion from the Counseling Program.

Scheduling Initial Session
Clients interested in counseling services at the Clinic may call and leave a message on the Clinic phone. After a client calls the clinic, the Clinic Coordinator will make return calls to screen and schedule clients. Callbacks are made daily, Monday through Friday, when school is in session. It is important for clients to be contacted in a timely manner.

If the client does not pick up the phone during the first return call, the Clinic Coordinator should state the following:

“This is (Name of Clinic Coordinator). I am returning a call placed to Idaho State University; please return our call with the best day and blocks of time, you are available so that we can reach you. Our phone number is (208) 373-1719 in Meridian or 208-240-1609 in Pocatello. Thank you.”

The Clinic should not be mentioned when leaving a message for a client.

The Clinic Coordinator will return phone calls and conduct an initial phone screening. Clients are informed during the screening of the following:
• The Clinic is a training facility.
• Counseling services are provided by Master’s level students (Counselor Trainees), Doctoral students, and Faculty.
• Counselor Trainees are supervised by Faculty and doctoral students.
• All sessions are recorded for the purpose of supervision.

The objective of the phone screening is to assess whether clients are appropriate for services at the Clinic. Basic information concerning the clients’ contact information and presenting problem are documented on the CLIENT TELEPHONE SCREENING INFORMATION FORM (see Appendix) during the initial phone screening.

With clients who are minors, the Clinic Coordinator will let the caller know that the legal guardian must be present to sign paperwork for the first session. Additionally, if there is a custody agreement, that both parents must be present to sign the consent form for the minor to be seen for services in the Clinic.

After successful completion of the screening, the Clinic Coordinator provides the clinic hours and asks the client about preferences of day and time and other preferences such as gender, race, and language. The Clinic Coordinator then schedules the client with a student counselor (using Google Calendar to determine student times and room availability).

The following information should be given to the client when the appointment is scheduled:
• Location of the Clinic in Meridian - 1311 E Central Drive, Meridian, ID 83642
• Driving Directions from Boise are as follows:
  1. Take exit #46/ID-55 N/Eagle/McCall.
  2. Turn left onto S Eagle Rd (ID-55) toward ID-55.
  3. Turn right onto E Overland Rd.
  4. Turn right onto S Locust Grove Rd.
  5. Turn left onto E Central Dr.
  6. Your destination on E Central Dr. is on the left.
  7. Turn into the parking lot and follow the signs for ISU until you reach the freeway side of the building
  8. Park in a visitor-parking place.
  9. Enter into the building in the doors with the sign “Clinics” above the doors
• Public Transportation – Valleyride Intercounty Bus 42 has a stop at our location on the road in front of the building.
• Location of the Clinic in Pocatello - 1440 E Terry Street, Building 63, Room 725, Pocatello, ID 83209-8120
  1. Directions from I15 South or North.
  2. Take Exit 69 Clark Street.
  3. West off of Exit 69 (right if coming from I15 South, left if from I15 North).
  4. Turn Left onto 15th Ave South/ Memorial Drive.
  5. Turn Left into Garrison Hall/ Building 63 parking lot.
  6. Proceed to rear of Garrison Hall/ Building 63 to clinic parking spaces.
7. Proceed to front of Building.
8. Enter and take elevator to the 7th floor.
9. Follow signs for the ISU Pocatello Counseling Clinic.

Providing Referrals
If the Clinic Coordinator determines that an individual would be better served by an agency other than the Clinic, the client will be given a referral (see Appendix for a list of counseling referral sources). For example, clients who are required to obtain counseling services by the court and who any type of verification or recommendation are unable to be seen in the Clinic. Additionally, the Clinic is unable to treat those individuals who are registered sex offenders as the Clinic is located in a building that also contains a high school. Individuals who are currently experiencing consistent suicidal ideation with a plan, severe psychotic symptoms, and/or chronic and current substance abuse will be evaluated for appropriateness on a case-by-case basis.

Notification of New Client
Practicum Faculty will notify students when they are to begin receiving client appointments. The Clinic Coordinator will begin to assign and schedule clients based on a variety of variables. Several determiners of client assignment are:

• Availability - the more availability that students have to see clients the greater the probability of receiving referrals
• Number of clients currently assigned - every effort is made to make sure every student has a client prior to being assigned a second client; exceptions are made based on matching client requests such as day/time/gender/race.
• Matching client requests for gender, race, language, and specialty area such as children, couples, or families, etc.

Contacting the Client
After receiving an email notification that a client has been scheduled, students are encouraged to make a follow-up call to the client prior to the first session to begin to establish rapport and help answer any questions they may have prior to their first session.

In communicating with clients, at no time should a student use e-mail. Students should not give out home or cell phone numbers. If it is necessary for a student to call a client using a home or cell phone the student must dial *67 first to block identification of the phone number. Only give out the ISU clinic phone number for return calls. If the attempt to block identification of the personal number will not allow the call to go through then the student must use a public phone or the phone in the Doctoral Student Office.

Once a client is scheduled with a counselor trainee, the student is responsible to establish and coordinate future appointment times and schedule rooms in the clinic in the Google Calendar. It often works better to try to find a consistent day and time to ensure consistency of appointments. Weekly sessions should be scheduled with clients.

Upon reaching the client, the student should not engage the client in a long conversation or discuss their problems. Kindly and firmly let the client know you are looking forward to hearing more about it when they come in for their appointment.
All appointments must be posted in the Google Calendar for the Clinic. If an appointment changes, it is the responsibility of the student to make the schedule changes in the Google Calendar.

**How to avoid no-shows, late clients, and cancellations**
In order to avoid no shows for appointments, schedule the client for the same day and time each week. The student should call the client the day before the first session and remind the client of the first appointment and each session after that, until a consistent pattern of attendance has been established by the client.

At the end of the first session emphasize that all appointments are the responsibility of the client, provide an appointment card documenting the next scheduled appointment and the clinic phone number. If a client is late, wait for 15 minutes, then call home/work/cell to see if there is a plan to keep the appointment or if the client is lost or has forgotten the appointment.

Students must remain at the Clinic for the first 30 minutes of the client’s scheduled appointment. This time can be logged as “indirect” hours. If the client arrives late, the student should continue with the session and end at the scheduled time. If a client arrives at the end of the session, the student is responsible for assessing whether the client is in crisis.

Students are asked to keep to the scheduled time, even if a client is late for a session. This means ending the session and being out of the room within 50 minutes, unless there is an emergency in which the client’s safety is at risk. This is out of consideration for other students who may be scheduled to use the counseling room the next hour, and to encourage client compliance with the counseling process and structure of the sessions.

**THE FIRST SESSION**

**Before the Client Arrives**
Approximately 25-30 minutes before the first session, take the intake packet including a parking pass, which the Clinic Coordinator placed in the client file, and place a sticky note on it with only the first name of the client. Take it down to the clinic waiting lobby and place it on the reception counter.

**Getting the Client**
At the time of the appointment, the counselor trainee should walk down to the clinic waiting lobby. Verify that the client has placed the clinic parking pass on the dashboard of their car. If the client is still filling out paperwork, let the client know it can be completed in the room and to come with you.

**Completing Paperwork**

**Adults**
Once in the room, be sure to review the INFORMED CONSENT FORM, the NOTICE OF PRIVACY ACT PRACTICES, LIMITS TO CONFIDENTIALITY, and CONSENT TO VIDEO TAPE FORMS before recording.
Couples/Families
For couples and families, each member has his or her own packet of information. Each member of a couple or family is required to sign an INFORMED CONSENT FORM, the NOTICE OF PRIVACY ACT PRACTICES, LIMITS TO CONFIDENTIALITY, and CONSENT TO VIDEO TAPE FORM before recording or proceeding with the counseling session.

Minors
If the client is a minor child, it is particularly important that the child’s legal guardian bring the child to the first session to sign paperwork. In the case of divorced parents, or when there is a legal custody agreement of any kind, a copy of the custody agreement needs to be brought into the first session. If a child’s parents have joint custody, both parents are required to sign consent forms in order for the child to receive counseling services in the Clinic. This is following through with information that was covered initially by the Clinic Coordinator during the telephone screening process.

Recording Session
Once the paperwork has been reviewed and signed, the student can excuse himself or herself, go into the equipment room to press the record button to begin video recording of the session. The first session is mainly a time of information gathering, assessment of risk, and setting of goals.

The student is responsible for scheduling all future sessions directly with the client. It works better to try to find a consistent day and time to meet with the client to ensure consistency of appointments. It is expected that clients will attend sessions weekly. Parking passes for client visitors are required anytime school is in session. A new client parking pass with the current date will need to be given to the client prior to each scheduled session.

DOCUMENTATION

New Client Files
The Clinic Coordinator will create a new client file after scheduling the first appointment and will follow the following guidelines:

- Write the last name of the client followed by the first name on the tab of each file folder.
- Write the name of the counselor trainee on the tab and circle it.
- Write the date and time of the first appointment under the client name on the tab.
- Place a packet of intake paperwork in the folder along with a parking pass.
- Put the file folder in the front of the active file drawer.

File Structure
Left Side (bottom to top)
- Prior Hospital/Clinic Records (from Non-ISU settings).
- CLIENT TELEPHONE SCREENING FORM (completed by Clinic Coordinator).
- NOTICE OF PRIVACY ACT PRACTICES and ACKNOWLEDGEMENT OF RECEIPT (signed/dated by client prior to beginning of first session).
• LIMITS TO CONFIDENTIALITY IN COUNSELING (to be reviewed with client during first session).
• CONSENT TO VIDEOTAPE FORM (signed/dated by client prior to taping session).
• INFORMED CONSENT FORM (to be read and signed/dated by client and counselor trainee prior to beginning of first session).
• AGREEMENT FOR INDIVIDUAL (or Couples/Family) THERAPY FORM.
• AGREEMENT BY PARENT/GUARDIAN FOR COUNSELING WITH A MINOR (if applicable).
• RELEASE OF INFORMATION FORM(s) (if applicable).
• CLIENT INTAKE INFORMATION FORM (completed by client prior to beginning of first session).

Right Side (bottom to top)
• Treatment Plan (to be completed by counselor trainee and signed by client).
• Progress Notes (completed after every session or phone contact with client).
• CLOSING SUMMARY FORM (to be completed, signed, and dated by counselor trainee even if only follow-up calls were made and the client did not show for first session).

Progress Notes
Progress notes should be completed immediately after each counseling session when the experience and information is fresh. Follow the protocol for a SOAP note (see Appendix). Record the full date including the year on the progress note. Correct grammar and spelling mistakes. Proof read every progress note prior to signing and dating the note.

Document all phone calls to and from client in a progress note.

When writing progress notes, refer to “client” rather than using his/her name. When referring to student work with the client use the term “Counselor Intern.”

Existing Client Files
Students are expected to keep complete and up-to-date files on each client. It is important for students to have all forms completed and signed. Complete files are a requirement of both legal and ethical standards as outlined by the ACA. All files are to be housed in the File Room (Room 522 in Meridian and Room 706 in Pocatello) of the Clinic. Removing a file from the premises is both an ethical violation and a HIPAA violation.

Treatment Plan
By the second session, the student should begin to conceptualize the case with an understanding of the client’s goals for counseling. Counselor Trainees are expected to write a treatment plan for each client and review that plan after the sixth counseling session. The treatment plan lists the client’s goals for counseling based on what the client has described as the goals that he/she wishes to complete in counseling. It should also incorporate any at risk behaviors or serious symptoms. The counselor trainee reviews and asks the client to sign the treatment plan. For an example, see Appendix.
Treatment Termination
In preparation for termination, the following questions should be processed first in supervision and later with the client. A planned termination can begin four to six weeks prior to the final session. Minimally, a client will be told at the beginning of the second to last session in order to process feelings and plan a closing ritual for the following session.

If a client is being transferred to another counselor trainee, try to plan for a session where both counselor trainees are together in the last session/first session before the new counselor trainee takes over on his or her own. For further information, see Master’s Program Manual pp. 48-49 regarding termination of clients.

Writing a Closing Summary
After a client has terminated services with the Clinic, either prematurely or after a planned termination session, the student should complete the CLOSING SUMMARY FORM (See Appendix). Review all documentation for accuracy and completeness prior to closure.

Closing a File
After a client has terminated services with the Clinic, the client file should be moved from the active file drawer to the closed file drawer. Remove the file contents and place the papers on the left side on top of the papers from the right side, with the CLIENT TELEPHONE INTAKE SCREENING FORM on top. Staple all paperwork in the top center (ensuring that the staple has effectively fastened the entire contents). Place the file paperwork in the front hanging folder for entry into the client database and further filing. Empty folders can be added to the stack on top of the file cabinets once the client data has effectively been removed or blacked out from the tab.

HIPAA COMPLIANCE AND PROFESSIONAL BEHAVIOR
Faculty, students, and supervisors are required to adhere to all legal and ethical standards at all times. Review ACA guidelines prior to beginning to see clients. Should an ethical violation occur during the Clinic portion of practicum/internship, immediately seek supervision.

The following list has been developed as a result of The Health Insurance Portability & Accountability Act (HIPAA). Should a student not comply with HIPAA or professional guidelines, the student will be given a verbal warning and depending on the seriousness of the violation, a written warning, a lowered grade for work in the Clinic, and may be requested to discontinue working at the Clinic.

General HIPAA Guidelines
• Do not discuss social or professional issues in the hallways or recording rooms while clients are being seen in the Clinic. Voices carry in the small space that serves as the Clinic.
• The File Room (Room 522/706) door should be shut at all times to protect confidential information.
• If watching DVDs of previous sessions with clients, the door to the counseling room should be closed and the sound machine placed in the hallway and turned on.
• Do not engage in any type of therapeutic conversation with the client outside of the counseling rooms, over the phone, or via e-mail, as these locations are not considered to be private and confidential.
• All client materials should be kept strictly confidential and secure. This includes files and DVDs.

Guidelines for Professional Behavior
• Wear appropriate professional attire.
• Arrive 30 minutes before sessions and have the counseling room, the DVD, the case documentation, and yourself prepared for the session.
• Strictly adhere to the 50-minute session time limit. If the client is late, end the session on time.
• Notify the client or the Clinic Supervisor when you anticipate being late for a counseling session or a client has canceled the day of the session.

PSYCHIATRIC EMERGENCIES AND MANDATED REPORTING

Counselors are potentially liable for negligence in reporting the intent of a client to harm him/herself or other parties. If a case of intent to harm others, or a case of suicidal ideation should arise, immediately consult with Faculty, Clinic Coordinator, or Clinic Supervisor on duty. For more information, refer to Master’s Program Manual pp. 50-53.

During counseling sessions, it is always important to assess the suicidal intent of a client. In making the assessment, be sure to look for a specific or concrete plan. If a client remarks that he or she is contemplating suicide, ask questions about the details of those thoughts including method, means, and intention. In addition, inquire about any history of suicidal thoughts or attempts and any family history of suicide because these affect a determination of risk. REMEMBER: asking clients about suicide does not increase the likelihood of them hurting themselves. Rather, asking direct questions is the only effective way to ensure a client’s safety and make sure they receive the services they need. Do not take any comments regarding suicidal thoughts lightly. Assess for suicidal thoughts frequently.

National Suicide Prevention Lifeline
(800) 273-TALK (8255)

Psychiatric Emergencies in Meridian

Step 1:
In the event of a psychiatric emergency, contact the Clinic Supervisor on duty
If the Clinic Supervisor is not available, contact the Clinic Coordinator, a Faculty member, or Clinic Director for assistance. In the event that you unable to contact either the Clinic Supervisor, Clinic Coordinator, a Faculty member or the Clinic Director, proceed to Step 2.
Step 2:  
Do not leave client alone. Call Ada County Mobile Crisis Services in Meridian at 208-334-0808.

Choose option 2 to speak to a crisis worker. Be prepared to give a brief summary regarding the client, including the client information (name, age, gender), presenting problem, and the reasons for needing psychiatric advice or assistance.

The crisis worker on duty will help evaluate the situation on the phone and may come out to assist in further evaluation. Mobile crisis may bring the police or advise if there is a need to dial 911 to request the police come directly to evaluate for a psychiatric hold.

Step 3:  
After determining, with the assistance of Ada County Mobile Crisis, the best action to take, proceed with his/her recommendations. Stay with the client until client leaves the building or the police or ambulance arrive and take client to the hospital. Under no circumstances is a student to transport a client.

Before leaving, the student should arrange to follow up with the client as soon as possible.

Step 4:  
Immediately following the crisis, document everything that occurred for the client file.

Step 5:  
Call the Clinic Director, Faculty, and Clinical Supervisor as soon as possible. Give them a message explaining what happened and how you handled it. Carefully document each follow-up contact.

Psychiatric Emergencies in Pocatello

Step 1:  
In the event of a psychiatric emergency, contact the Clinic Supervisor on duty  
If the Clinic Supervisor is not available, contact the Clinic Coordinator, a Faculty member, or Clinic Director for assistance. In the event that you unable to contact either the Clinic Supervisor, Clinic Coordinator, a Faculty member or the Clinic Director, proceed to Step 2.

Step 2:  
Do not leave client alone. Call the Portneuf Medical Center Behavioral Health Unit at 208-239-1710

Step 3:  
After determining, with the assistance of the crisis coordinator, the best action to take, proceed with his/her recommendations. Stay with the client until client leaves the building or the police or ambulance arrive and take client to the hospital. Under no circumstances is a student to transport a client.

Before leaving, the student should arrange to follow up with the client as soon as possible.
**Step 4:**
Immediately following the crisis, document everything that occurred for the client file.

**Step 5:**
Call the Clinic Director, Faculty, and Clinical Supervisor as soon as possible. Give them a message explaining what happened and how you handled it. Carefully document each follow-up contact.

**Mandated Reporting**
All counselor trainees are “Mandatory Reporters” of **suspected** child abuse, elder or vulnerable adult abuse encountered in their work with clients at the Clinic. This means that any situation that might possibly involve suspected or confirmed abuse, neglect, or abandonment may have to be reported to the proper authorities within 24 hours. This is a serious responsibility with wide reaching implications for counselors and clients and requires strict adherence to proper reporting procedures.

To ensure that both clients’ welfare is considered and that proper reporting procedures are followed, students must follow several important guidelines. Students must be sure they carefully explain their duty to report suspected child abuse, elder or vulnerable person abuse as a limit to confidentiality to each client at the beginning of their first session at the Clinic. This explanation should convey some of the breadth of the legal mandate including:

- abuse does not have to be substantiated, **but may merely be suspected.**
- client does not have to have been directly involved in any way.
- suspected abuse may have occurred in another county, state, or country.
- suspected abuse may have occurred a long time ago, and
- client may not consider the event to have constituted “abuse” for a report to be required to be filed by the counselor trainee.

Students are responsible for obtaining immediate supervision when a potential mandatory reporting situation arises with a client. Situations often arise when they are least expected, so students need to be diligent in determining whether a situation is reportable through consultation with the Clinic Supervisor, Clinic Coordinator, Faculty, or Clinic Director when abuse is suspected.

In determining whether a case of suspected abuse is reportable or not, a student may be directed to call the appropriate agency and ask them about a “hypothetical” situation. In this case, the student will call the agency, and ask “hypothetically” about the situation at hand giving the relevant details, but leaving out any possible identifying information. The agency representative will then determine whether this situation is reportable or not.

Immediate follow-up is necessary so after consultation has taken place and the need for reporting has been determined the counselor trainee must place the call to the appropriate protective services agency. The counselor trainee making the report is expected to provide demographic information as well as the circumstances of the suspected neglect or abuse. In making the report, it is best to keep the client as involved in the process as possible such as making the report with the client when appropriate.
Be sure to carefully follow all reporting procedures and document in the progress notes all supervision and consultations conducted regarding the case as soon as possible.

In Meridian:

Child Protective Services (208) 334-5437
Adult Protective Services (208) 991-5640

In Pocatello:

Child Protective Services (855) 522-5437
Adult Protective Services (208) 221-0547

ADMINISTRATIVE PROCEDURES

The Clinic follows the university student vacation schedule. Students are not expected to continue to see clients between semesters. Between semesters, the clinic will be closed. Additionally, supervisors do not continue to schedule supervision sessions with students between semesters.

If an emergency develops in which a student or supervisor needs to take additional time off from the Clinic, they are required to discuss the circumstances with their faculty advisor. Supervisors are required to arrange with another supervisor to see their students weekly for supervision. Additional time away from the Clinic may result in extending internship by an additional semester for the master’s student.

Voicemail Instructions in Meridian
For Instruction on the proper method to check voicemail from an off-campus location please see Dr. Judith A. Crews. To protect the interest and confidentiality of those who call the clinic and leave a message we cannot post the instructions to check voicemail in this version of the manual.

Counseling Facilities
The ISU Meridian Clinic has three rooms for scheduling client sessions, rooms 521,519 & 517. Rooms 522, 520 & 518 are equipment and observation rooms. Room 522 is also the file room where client and student files are stored.

- Client sessions are a Clinic priority. Therefore, at times it may be necessary to reschedule rooms in order to accommodate clients. The room priority is as follows:
  1. Client sessions
  2. Supervision
  3. DVD review
  4. Role plays
• Students are responsible for picking up counseling rooms after each session.
• All students are expected to review the DVD of the client session weekly. If a student is not able to play a DVD in a private place, the student may schedule a clinic room to view the session prior to supervision using the counseling room.
• Upon being the last scheduled appointment in the Clinic, close the counseling room door, slide to vacant, and turn off any lights and electronic equipment, including the sound machines.

The ISU Pocatello Counseling Clinic has 5 rooms for scheduling client sessions, rooms 701, 703, 705, 707, and 709. All are equipment and observation rooms. Room 706 is the file room where client and student files are stored.
• With the exception of classes, client sessions are a Clinic priority. Therefore, at times it may be necessary to reschedule rooms in order to accommodate clients. The room priority is as follows:
  1. Client sessions
  2. Supervision
  3. DVD review
  4. Role plays

• Students are responsible for picking up counseling rooms after each session.
• All students are expected to review the DVD of the client session weekly. If a student is not able to play a DVD in a private place, the student may schedule a clinic room to view the session prior to supervision using the counseling room.
• Upon being the last scheduled appointment in the Clinic, close the counseling room door, slide to vacant, and turn off any lights and electronic equipment, including the sound machine.

**DVD Recording**
In using DVD’s students must:
• Use recordable (R +/-) or rewritable (+RW) DVDs or encrypted thumb drives (preferred). Client sessions should never be recorded on or kept on lap-top computers. Clearly label each DVD with the following information: student name, client initials, and date of session.
• Use one DVD per client session. Do not record two sessions on the DVD. Any client session DVD recordings should be kept in the client’s file in the locked cabinet until review/supervision.
• In compliance with HIPAA regulations, do not begin recording any client until the Informed Consent has been read and signed by the client or in the case of a minor, the parent.
• DVDs, which are no longer needed for session review, MUST be destroyed by running them through the DVD destroyer provided at each location.

**The loss or mishandling of client session recordings is a serious ethical violation and may result in the dismissal of the student responsible.**

**Counseling Fees**
The fees for counseling sessions are $15.00 for an individual and $20.00 for a couple or family. ISU Students are free. Fee waivers may be given by the Clinic Coordinator, Clinic Supervisor, Faculty, or Clinic Director. Fees are payable in cash or check. The Clinic does not accept insurance or credit cards.
Students must write a receipt for all clients regardless whether a fee is charged or waived in order to maintain accurate accounting records. Payments are to be placed in the strong box located in the bottom drawer of the third file cabinet in the file room. One receipt is written per session. The receipt requires the following information:

- Date of session
- Name of client
- Printed name of counselor trainee
- Indication of Individual or Couple/Family
- Check number if payment is made by check
- If fee waived, state “ISU Student” or “Fee Waived Per (name of person who authorized fee waiver)”

Fees are compiled and audited monthly. If the documentation or the amount of money does not match, the Clinic Bookkeeper will notify student by email. Student will be expected to respond with an explanation regarding the discrepancy.

If a client’s check is returned for insufficient funds, the Clinic Director will inform you. The client will be asked to pay in cash only for all future sessions and refund the Clinic the amount of the bounced check in addition to the fee charged by the bank for the insufficient fund check.

Safety and Security in the Clinic
Students have the following responsibilities for maintaining security in the Clinic:

- Do not leave personal items unguarded.
- Keep client files and receipt books in the locked file cabinet except when in use for documentation or supervision. Leaving client files, information, and/or receipt books unattended is a serious ethical violation and may result in the dismissal of the student responsible.
- If, during a session, a student becomes concerned about safety the student should use reasonable judgment to determine the best course of action. If it becomes necessary, the student may leave the counseling room or discontinue a session if the student feels in danger. If this occurs, the student must inform the Clinic Supervisor, the Faculty, and the Clinic Director.
- If the student is concerned about a session because of a particularly sensitive issue, or that the client may harm himself or herself or someone else, inform the Clinic Supervisor, Faculty, and the Clinic Director.

Copy/Fax Availability
In the event that a counselor trainee is in need of making a copy of a document, the request should be made to the Clinic Supervisor on duty or the Clinic Coordinator. Occasionally, there is a need to fax a RELEASE OF INFORMATION FORM on behalf of a client. In this case, the counselor trainee contacts the Clinic Supervisor on duty who will take care of the fax through the ISU administrative staff in the front of the building.

Additional Expectations
- Students are expected to conduct themselves in a professional manner at all times in the Clinic and to behave in accordance with ACA Ethical Standards.
• Students are not to drink or eat during counseling or supervision sessions in the Clinic.
• Due to the large number of students using the counseling rooms in the Clinic, it is important to maintain the structure of the 50-minute counseling session.

The Clinic experience is an integral part of the internship training component of the counseling program. Faculty will consider students’ adherence to the Clinic Policies & Procedures in determining grades.

Because the Clinic is a small and often congested area, it is necessary to be especially sensitive to the noise and activity level in the Clinic areas. When not engaged in Clinic responsibilities (e.g., counseling, supervision, reviewing materials, documentation), students should not congregate in the Clinic file room or hallway.