



living systems

Counselling, Education, Training and Research

**CLINICAL INTERSHIP
IN BOWEN FAMILY SYSTEMS THEORY AND THERAPY
(Online Format)**

Program Policies

Student Statement of Rights

Living Systems Counselling is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:
<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

Admission Policy

Two-Year Program: Applicants either have or are pursuing a Master's degree in the social sciences or related fields, or they demonstrate a combination of life and work experience that, in the judgment of the Director of Training, will enable them to function successfully in the program. Such applicants must demonstrate an ability to reflect objectively on their own functioning in family and professional relationships and skill in helping others through formal or informal counselling. The Director of Training will make these judgments during the admissions interview and from letters of evaluation by others who know the candidates personal and professional functioning. At least as important as educational preparation is the individual's openness to learning a new way of thinking about human functioning and the ability to manage him or herself with reasonable maturity in their relationships with others.

Adequate English proficiency is requirement for student success in the program, as such, we require proof of English proficiency with either the International English Language Testing System (IELTS- academic version) at overall band score of 6.0 (with no band less than 6.0), the Test of English as a Foreign Language (TOEFL) with 79 (Internet-Based), or 213 (computer-based), or 550 (paper based) and or English 12 (minimum 67%) in a Canadian school or English speaking US or International high school).

Residency Program: Trainees must satisfactorily complete the first two years of the training program and receive approval of the Director to continue training as a Clinical Resident

Although Living Systems has a pastoral component in its counselling program it does not require applicants to have a particular faith orientation or theological background. However, as part of their training, interns are asked to examine their own beliefs, the way they inform -or do not inform - their life and work.

Tuition Policy

We accept cheques or e-transfers for payment of tuition. We do not accept cash.

Tuition Refund Policy

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> • At least 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.

Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> • More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> • Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

Attendance Policy

Trainees are expected to attend classes and meet the required hours for each year. Attendance sheets will be used to track the required hours. Each trainee can be absent from class twice during the first year and once in the second year and residency years. Each absence after two in the first year and one in the second year and residency years has to be made up. In the event that a student cannot attend class due to sickness, an emergency or for some other reason, the student will contact the Training Director at 604 985-2996 or at randy.frost@shaw.ca as soon as possible before class begins. The student may be required to make up the class as noted above.

Sexual Harassment and Harassment Policy- Internal and External

1. Guideline Purpose and Principles

- 1.1. Purpose of this guideline is to ensure those associated with Living Systems and the people we work with are provided with a harassment free environment. Provincial legislation outlines specific requirements that Employers must meet to protect employees and people from harassment.
- 1.2. If a claim of harassment has been made regarding an employee, trainee or counsellor (intern, resident, associate clinical contractor, contactor or volunteer) both the complainant and Living Systems Professional have rights to have this addressed in a

timely manner

2. Scope and Responsibilities

- 2.1. Living Systems is ultimately responsible for addressing the complaints or grievances of those individuals who participated in counselling services and of those who are associated with Living Systems in the counselling or training program.
- 2.2. The Executive Director will be the responsible for initially addressing all complaints or grievances that are directed to the living systems business office regarding the counselling arena
- 2.3. The Director of Training will be the responsible for initially addressing all complaints or grievances that are directed to the living systems business office regarding the training program
- 2.4. In areas of overlap the Executive Director and the Director of Training will work together to address the complaint or grievance.
- 2.5. Both the Clinician on the case and the Executive Director are responsible for assisting the Executive Director in resolution of the complaint.

3. Definitions

- 3.1. “Sexual harassment” is (a) the use of power or authority in an attempt to coerce another individual or group to engage in or tolerate sexual activity (e.g., through explicit or implicit threats of reprisal for noncompliance, promises of reward for compliance) or (b) engagement in deliberate and/or repeated unsolicited sexually oriented comments, anecdotes, gestures, or touching when such behaviours are offensive and unwelcome; create an offensive, hostile, or intimidating working, learning, or service environment; or can be expected to be harmful to the recipient. (From CAMFT code of Ethics)
- 3.2. Harassment : The definition of harassment under the BC Human Rights Code is included in collective agreements and the Human Resources Policy 11 - Discrimination and Harassment in the Workplace. Prohibited conduct may be verbal, non-verbal, physical, deliberate or unintended, unsolicited or unwelcome, as determined by a reasonable person. It may be one incident or a series of incidents, depending on the context.
 - 3.2.1. Harassment refers to upsetting behaviour or comments that ought to reasonably be known as offensive or unwelcome.
 - 3.2.2. Harassment includes, but is not limited to
 - Actions or comments that are directed at no person in particular but that create an intimidating, demeaning or offensive work environment
 - Any objectionable comment, act or display that demeans, belittles, compromises or causes personal humiliation or embarrassment and any act of intimidation or threat
 - Offensive behaviour

4. Policy and/or Procedure

- 4.1. The complainant will determine if they feel comfortable first discussing their concerns with the person(s) involved, if possible. Depending on the severity or if uncomfortable speaking to the person 1:1, the individual may go to any member of the leadership team

- 4.2. If the complainant cannot resolve the issue or is unable to meet with the parties involved, they will escalate the complaint to the Executive Director or the Director of Training in a timely manner.
- 4.3. The Director of Training or Executive Director will gather facts and information and provide the complainant with a timeline to follow up, which will be no later than two weeks.
- 4.4. Until resolution is achieved, the Leadership Team may take measures to separate the complainant and the alleged harasser(s).
 - 4.4.1. Executive Director or Director of Training will contact the alleged harasser to set up a time to discuss case.
 - 4.4.2. If appropriate, the Executive Director will be consulted and will be responsible for following up on any matters to be addressed in clinical supervision
- 4.5. Executive Director will follow up with complainant and the alleged harasser(s) and discuss resolution. If contact is unable to be achieved, Executive Director may follow up with written notification of action.
 - 4.5.1. If found to be responsible a member of the Leadership Team notifies the individual verbally and, in writing, of their removal from the work site and the reason for the removal. A confidentially sealed copy of this letter is kept in the personnel file. This correspondence is removed from the personnel file if the allegation is proven to be unfounded.
 - 4.5.2. If a member of the Leadership is involved, the board chairperson or someone designated by them will oversee the investigation.
- 4.6. Executive Director or Director of Training will document this whole process and a copy will be placed within the clinician's file or in Living Systems file, whichever is appropriate.
- 4.7. If either the complainant and/or the alleged harasser(s) are not satisfied with the resolution they may access an Issue Resolution process.
- 4.8. If an individual associated with Living Systems is aware of incidents of harassment related to themselves, other Living Systems associates or people we support they have an obligation to bring the matter forward for resolution.

5. Links and References

<https://www2.gov.bc.ca/gov/content/careers-myhr/all-employees/working-with-others/address-issue/define-discrimination-harassment>

Dismissal Policy for Reasons of Ethical Violation(s)

Suspension Pending Investigation of Alleged Ethical Violation(s)

In the event that there are any allegations that the BCACC Code of Ethics has been violated by a trainee, the Director of Training, at his or her discretion, may suspend any clinical activity by the trainee that involves clients of Living Systems, pending a determination of the alleged violation(s).

Investigation of Alleged Ethical Violation(s)

The training director may, at his or her discretion, appoint a person to conduct an investigation into the alleged violation(s) and to provide a summary of his or her findings and recommendations to the Director of Training.

Determination of Alleged Ethical Violation(s)

Written submission by all relevant parties, including the trainee under investigation shall be given to the training director or to his or her appointee. The Director of Training or his or her appointee, will review all the relevant material including any material prepared by an investigator, and will then provide a written decision on whether or not the trainee should be dismissed from the training program. The trainee will be notified in writing of the decision.

In the event that a student is dismissed for ethical violation(s), the effective date for the purpose of calculating refunds of tuition shall be the date on which the trainee was suspended.

Dispute Resolution Policy

1. This policy governs complaints from students in the two year Clinical Internship Program or Residency Program with Living Systems and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complains must be made in writing.
3. The student must provide the written complaint to Randy Frost, Director of Training who is responsible for making determination in respect of student complaints. If the Director of Training is absent or is named in the complaint, the student must provide the complaint to Katherine White, Executive Director. If the matter is still not resolved, then the student may appeal to Mark Smith, President of the Board of Living Systems. The President may, at his or her discretion, appoint a committee to decide the matter.
4. The process by which the student complaint will be handled is as follows: The Director of Training will collect the facts of the situation by contacting the appropriate people involved. Written reasons for the determination will be provided to the student within 30 days after the date of which the complaint was made.
5. The student making the complaint may be represented by an agent or a lawyer.
6. The outcome must be fair and reasonable and if the student is dissatisfied with the determination, and has been misled by the institution, those in the two year Clinical Internship Program may file a complaint with the Private Training Institutions Branch.

Withdrawal Policy

Students may withdraw from the Clinical Internship or Residency Program and receive refunds in accordance with the student contract signed by the student and the Director of Training. If students are seeing clients of the Society, trainees should allow enough time for an orderly transfer of clients to another intern or counsellor. Interns must also complete all the requirements described in the "Existing Checklist" before they can officially withdraw.

Grade Evaluation Policy

Living Systems evaluates trainees performance in the internship as pass, fail, or incomplete. The grade is recorded on their transcript within thirty days of the completion of the program. To pass the internship, trainees must demonstrate an ongoing effort to understand and integrate family systems theory in each facet of the program: assigned reading, class discussion, individual and group supervision, written assignments, and in their own family and clinical work (if they are seeing clients).

An incomplete will be assigned to trainees who have satisfactorily fulfilled all the requirements to pass except for the completion of written assignment(s) and/or making up missed sessions as required by the attendance policy. An incomplete is changed to pass upon satisfactory completion of the incomplete requirements.

Trainees will fail the internship if they have not demonstrated an adequate, ongoing effort to understand and integrate Bowen family systems theory in each facet of the program. The director of training will determine the grade in consultation with teaching faculty and the trainee's supervisor. Pertinent input from the clinical director and the program manager will also be taken into account.

Grade Appeal Policy

If a trainee disagrees with his or her mark, he/she will first try to resolve the matter directly with the director of training. If the trainee is still dissatisfied, the trainee may present a formal written appeal by email, fax or in person. The appeal should include:

- a) a copy of the final transcript
- b) the reason(s) the trainee is seeking an appeal of the final grade
- c) the resolution sought
- d) any information and supporting documentation that is relevant to the appeal
- e) contact information for the student

The training director will determine if the application is complete. If the application is incomplete, the appeal may be rejected. Extension to times lines is at the sole discretion of the director of training and upon written request of the student. A fee of \$25 must accompany the formal appeal. The fee is returned to the student should the appeal be successful.

Instructors involved in the program (which typically includes the director of training) as well as the clinical director will review the appeal. The review committee may seek additional clarification of the written appeal as part of the review process. After reviewing the appeal, the review committee will grant the appeal, deny the appeal, or grant or deny the appeal in part and/or subject to conditions. If the student does not accept the conditions, the appeal will be considered to have been denied. The review committee will issue a decision within ten (10) business days of receipt of the last submission and the completion of any further clarifications of the written appeal. The review committee will state the reasons for their decision.

Instructor Professional Development Policy

Instructors are expected to remain current in the field, to attend conferences and workshops as they become available and to review yearly their professional development with the Director of Training.

Privacy & Personal Information Policy

Only the Leadership team and individual supervisor have access to student administrative files. Each supervisory group maintains strict confidentiality of student presentations of their own family and clinical work. There are no discussions outside the group of work presented in group supervision.

The student's personal information collected by the institution will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student expressly consents otherwise.

Under the *Personal Information Protection Act*, you are entitled to access your student file.

Safety Policy

When interns or residents have appointments with clients in the evening or on weekends, the entrance to the building is always locked. Trainees are expected to ensure it is their client at the door before unlocking the door to let them into the building. All interns and residents are expected to carry a cell phone in case of an emergency. All counsellors may wish to schedule first appointments with male clients during regular office hours. If residents or interns feel personally uncomfortable or threatened by a client they should contact their supervisor immediately for consultation. Interns and Residents not complying with the safety requirements will have this policy addressed with their supervisor and director of training and it may result in the suspension of seeing clients with Living Systems.

Special Equipment List

Each counselling office has a videotape camera.

Required Resources and Materials List for each Program

There is a library of pertinent books, articles, videotapes and DVD resources.

Counselling Policies and Procedures

For all Living Systems counselling policies and procedures please refer to the Counselling Policies and Procedures Manual.