



## Policies and Procedures Addendum: Clinical Internship in Bowen Family Systems Theory and Therapy (online format) and other Training Programs

### Program Policies

[Note: Capitalized terms not otherwise defined herein have the meaning ascribed to them in the Living Systems Policy and Procedure Manual, a copy of which will be provided to every Student in the Clinical Internship Programs.]

#### 1. 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 enrolling at a certified private training institution, Students should be aware of their rights and responsibilities.

Students in the Clinical Internship Programs have the following rights:

- a) To be treated **fairly** and **respectfully** by the institution;
- b) To be provided with a signed copy of your **student enrolment contract** that must include the following information (ensure you read the contract before signing):
  - i) Amount of tuition and any additional fee for your program;
  - ii) Tuition refund policy;
  - iii) If your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided; and
  - iv) Whether the program was approved by PTIB or does not require approval;
- c) To access the institution's **issue (dispute) resolution process** and to be **protected against retaliation** for making a complaint;
- d) To make a **claim** to PTIB for a **tuition refund** if:
  - i) The institution ceased to hold a certificate before you completed an approved program; or

ii) 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>.

## 2. Admission Policy

The following are the admissions policies for Living Systems' Clinical Internship Programs:

- a) **Clinical Internship One or Two Year Program.** Applicants must either have or be pursuing a Master's degree in the social sciences or related fields, and demonstrate a combination of life and work experience that, in the judgment of the Faculty Committee, which will consist of at least two members of the Faculty, will enable them to function successfully in the program. All 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 Faculty Committee will make these judgments during the admissions interview and from letters of evaluation by others who know the applicant's personal and professional functioning. At least as important as educational preparation is the applicant's openness to learning a new way of thinking about human functioning and the ability to manage them self with reasonable maturity in their relationships with others.

**"Trainees"** means those individuals participating in the Clinical Internship Program who are not working with Clients of Living Systems in a Coaching or Counselling function.

**"Interns"** means those individuals participating in the Clinical Internship Program who have had an evaluation by the Faculty Committee and their Supervisor and have been assessed as ready to work with Clients and are working with Clients in a Coaching or Counselling function.

**"Students"** means Trainees, Interns and Residents (as defined in subsection b) below).

Adequate English proficiency is a requirement for 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).

- b) **Continuing Studies Program:** Applicants must satisfactorily complete the first two years of the Clinical Internship Program and receive approval of the Faculty Committee to continue training as a resident ("Resident") in the advanced residency program.

The Policy and Procedure Manual provides further detail with regard to criteria and responsibilities relating to the Clinical Internship Programs.

Although Living Systems has a pastoral component in its Clinical Internship Programs, it does not require applicants to have a particular faith orientation or theological background. However, as part

of the program, Students are asked to examine their own beliefs, the way they inform or do not inform their life and work.

**3. Tuition Policy**

Living Systems accepts e-transfers for payment of tuition (or upon request Paypal). Cash is not accepted.

**Tuition Refund Policy**

| APPROVED and NON APPROVED PROGRAMS – DISTANCE DELIVERY   | REFUND DUE   |
|--|--|
| Before program start date, institution receives a notice of withdrawal: <ul style="list-style-type: none"> <li>• No later than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date</li> </ul>   | 100% tuition and all related fees, other than application fee. |
| <ul style="list-style-type: none"> <li>• Student has <b>completed</b> no more than 30% of the program.</li> </ul>  | Institution may retain up to 30% of the tuition paid.          |
| <ul style="list-style-type: none"> <li>• Student has <b>completed</b> more than 30% but less than 50% of the program.</li> </ul>   | Institution may retain up to 50% of the tuition paid.          |
| <ul style="list-style-type: none"> <li>• Student has <b>completed</b> 50% or more of the program.</li> </ul>   | No refund due.   |
| <p><b>Completed</b> means the student has received an evaluation of their performance for the specified percentage of hours of instruction. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.</p> |  |

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

#### **4. Attendance Policy**

Students are expected to attend classes and meet the required hours for each year. Attendance sheets will be used to track the required hours. Each Student 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 their current Faculty member in accordance with the contact information provided as soon as possible before class begins. The Student may be required to make up the class as noted above.

#### **5. Sexual Harassment and Harassment Policy- Internal and External**

See issue resolution policy and procedure set out in Schedule “A” attached.

#### **6. Dismissal Policy for Reasons of Ethical Violation(s)**

The following are the policies and procedures relating to ethical violation(s):

- a) Suspension Pending Investigation of Alleged Ethical Violation(s) - In the event there are any allegations that the BCACC Code of Ethics has been violated by a Student, the Faculty Committee and Student’s Supervisor, in their sole discretion, may suspend any Coaching or Counselling activity by the Student that involves Clients of Living Systems, pending a determination of the alleged violation(s);
- b) Investigation of Alleged Ethical Violation(s) - The Student, Faculty Committee or Student Supervisor may initiate the issue resolution policy and procedure set out in Schedule “A” attached for the investigation and determination of any alleged ethical violation(s); and
- c) Tuition Refund upon Dismissal for Ethical Violation(s) - In the event a Student is dismissed for ethical violation(s), the effective date for the purpose of calculating refunds of tuition will be the date on which the Student was suspended.

#### **7. Issue (Dispute) Resolution Policy**

The issue resolution policy and procedure set out in Schedule “A” attached will govern complaints from or against Students in the two year Clinical Internship Program and Residency Program and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint. The outcome must be fair and reasonable and if the Student is dissatisfied with the determination or has been misled by the institution, those in the two year Clinical Internship Program may file a complaint with the PTIB.

#### **8. Withdrawal Policy**

Students may withdraw from the Clinical Internship Program or Residency Program and receive refunds in accordance with the student enrolment contract signed by the Student and a member of the Faculty Committee. If a Student is seeing Clients of Living Systems, they should allow enough time for an orderly transfer

of their Clients to another Intern, Resident or Living Systems counsellor. Interns and Residents must also complete all the requirements described in the “Exiting Checklist” before they can officially withdraw.

## 9. **Grade Evaluation Policy**

The following are the policy and procedure relating to Student grade evaluation:

- a) Living Systems evaluates Student performance in the Clinical Internship Programs as pass, fail, or incomplete. The grade is recorded on their transcript within thirty days of the completion of the program. A Student’s grade will be determined by the Faculty Committee and Student Supervisor;
- b) To pass the Clinical Internship Program, Students must demonstrate an ongoing effort to understand and integrate family systems theory in each facet of the program: assigned reading, in class discussion, individual and group supervision, written assignments, and in their own family and clinical work (if they are working with Clients);
- c) An incomplete will be assigned to Students 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 within a calendar year of the end of term; and
- d) Students will fail the Clinical Internship Program if they have not demonstrated an adequate, ongoing effort to understand and integrate Bowen family systems theory in each facet of the program.

## 10. **Grade Appeal Policy**

If a Student disagrees with their assigned mark, they may initiate the issue resolution policy and procedure as set out in Schedule “A” attached. The Student 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 Student is seeking an appeal of the final grade;
- c) The resolution sought;
- d) Any information and supporting documentation that is relevant to the appeal; and
- e) The contact information for the Student.

The Faculty Committee and Student Supervisors, acting reasonably, will determine if the application is complete. If the application is incomplete, the appeal may be rejected. Extension to time lines is at the sole discretion of the Faculty Committee and upon written request of the Student.

## 11. **Faculty Professional Development Policy**

Faculty 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 Executive Director.

**12. Privacy & Personal Information Policy**

Only the Leadership Team and the Student's Supervisors have access to a Student's administrative files. Each supervisory group maintains strict confidentiality of Student presentations of their own family and clinical work. There are no discussions by Students outside the group of work presented in Group Supervision. Faculty and Supervisors may discuss Student private and personal information if, in their professional judgement, it pertains to Student development.

Unless required by law, the Student's personal information collected by Living Systems will only be used for the purposes for which it was originally collected or for a use consistent with that purpose, unless the Student provides express written consent.

Under the *Personal Information Protection Act*, Students are entitled to access their own student file.

**13. Safety Policy**

When Interns or Residents have appointments with Clients in the evening or on weekends, the entrance to the building is always locked. Interns and Residents 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 Interns and Residents may wish to schedule first appointments with Clients during regular office hours. If Interns or Residents 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 by the Faculty Committee or their Supervisor and it may result in their suspension from working with Living Systems' Clients.

**14. Special Equipment List**

Videotape cameras are available for Student use, upon request.

**15. Required Resources and Materials List for each Program**

Students will be provided with a syllabus of required readings and materials. In addition, there is a library of resource material available to Students upon request, for example, articles and videotapes.

**16. Living Systems Coaching and Counselling Policy and Procedure**

For all Living Systems Coaching and Counselling policy and procedure please refer to the Living Systems Policy and Procedure Manual.

## SCHEDULE “A” TO THE ADDENDUM

### Clinical Internship in Bowen Family Systems Theory and Therapy (online format)

#### Policy and Procedure: Issue Resolution Process for Clinical Internship Programs, Disclosure of Client, Confidential or Private Information, Client Complaints, Harassment, Sexual Harassment, Discrimination and Accommodation

##### 1.1 Guideline Purpose and Principles

The purpose of this guideline is to ensure those associated with Living Systems and the people we work with are supported when an Issue, as defined below, arises and to define how Living Systems will address Issues arising from:

- a) Clients who were or are receiving Coaching or Counselling from a Clinical Practitioner of Living Systems;
- b) Trainees, Clinical Practitioners, Faculty, Supervisors or volunteers involving any one or more other Trainee, Clinical Practitioner, Faculty, Supervisor or volunteer; and
- c) Third parties, including but not limited to, external personnel at Living Systems’ offices, and external health and legal professionals who have had communications with Living Systems or any of its Trainees, Clinical Practitioners, Faculty, Supervisors or volunteers.

Anyone involved in accessing Living Systems Coaching or Counselling services or who has participated in the Clinical Internship Program or other Living Systems programs, including without limitation, conferences or public workshops, has the right to be treated fairly and respectfully and to work in a professional environment where their knowledge, skills, and abilities are the critical factors in their success. Living Systems expects all Trainees, Clinical Practitioners, Faculty, Supervisors, volunteers and others who participate in Counselling or Coaching services or programs to maintain standards of propriety, promote equal opportunity, treat everyone professionally, and act without bias.

##### 1.2 Additional Defined Terms

The following are additional defined terms which, **wherever used in this Schedule “A”, will have the following respective meanings:**

- a) **“Accommodation”** means the right of Clients, Trainees, Clinical Practitioners, Faculty, Supervisors and volunteers to have reasonable accommodations to assist them in performing the core functions of their position and accessing Living Systems Coaching or Counselling services and Clinical Internship Program;
- b) **“Discrimination”** means the unfair or prejudicial treatment of people or groups based on Indigenous identity, race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, age, or any other characteristic protected by the laws applicable in British Columbia. Discrimination can consist of jokes, negative comments, or forbidding others from speaking the language of their choice while on non-official business. The official language of Living Systems is English, and we will provide all formal documents in this language;

- c) **“First Assessor”** means the person responsible for the initial assessment and resolution of an Issue. Generally, the Executive Director will be responsible for initially addressing all Issues relating to the provision of Coaching or Counselling services. The Training & Research Director will be responsible for initially addressing all Issues relating to the Clinical Internship Program. In areas of overlap the Executive Director and the Training & Research Director will work together to address the Issue. In any event, if either the Executive Director or the Training & Research Director is unavailable, is the originator or is a party to the Issue, the other will be responsible for initially addressing the Issue;
- d) **“Harassment”** means upsetting behaviour or comments that ought reasonably to be known as offensive or unwelcome. 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. Harassment includes, but is not limited to:
- i) Actions or comments that are directed at no person in particular but that create an intimidating, demeaning or offensive work environment;
  - ii) Any objectionable or negative comment, joke, act or display that demeans, belittles, compromises or causes personal humiliation or embarrassment whether on a ground of Discrimination or otherwise, and any act of intimidation or threat; or
  - iii) Offensive behaviour;
- e) **“Issue”** means an issue, complaint or dispute which has been brought to the attention of Living Systems or directed to Living Systems’ Business Office by a Client, Trainee, Clinical Practitioner, Faculty, Supervisor, volunteer or third party which pertains to a Trainee, Clinical Practitioner, Faculty, Supervisor, or volunteer of Living Systems. This includes, but is not limited to, a possible breach of any of the responsibilities described in the Living Systems Policy and Procedure Manual; a disagreement which has led to a breach in interpersonal relationships, a possible breach of privacy or confidentiality, Harassment or Sexual Harassment, Discrimination, issues of Accommodation, or issues relating to the Clinical Internship Program;
- f) **“Second Assessor”** means the person(s) responsible for a second assessment and resolution in the event the Issue is not resolved by the First Assessor. In such an event, the Board of Directors may appoint one or more of the directors who are not involved in the Issue or an independent third party or parties to conduct a second assessment and resolution of the Issue; and
- g) **“Sexual harassment”** means 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 or promises of reward for compliance) or the 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 (e.g. unwanted sexual or romantic overtures, inappropriate sexual jokes, or comments regarding sexual activities); or can be expected to be harmful to the recipient. Any romantic or sexual relationship between Clinical Practitioners, Faculty, Supervisors or volunteers and anyone in their reporting line will be considered to be sexual harassment.

### 1.3 **Scope and Responsibilities**

The following are the responsibilities for Issues:

- a) Living Systems is ultimately responsible for addressing Issues which may arise in relation to its business. All parties who may be involved in an Issue and Issue resolution will be treated with respect and are, in turn,



expected to treat others with respect and take responsibility for communicating the Issue and participating in the Issue resolution process in a professional manner;

- b) In first instance, and if appropriate in the circumstances, the parties directly involved in an Issue are responsible for using their best efforts to discuss and resolve the matter themselves. Members of the Leadership Team, Faculty and Supervisors are responsible to make themselves available to support parties to an Issue if requested at this stage;
- c) If a party involved in the Issue is unwilling or uncomfortable with discussing the matter directly with another party or parties or if the parties are unable to reach a resolution, they may, in a timely manner, bring the Issue directly to the First Assessor who will be responsible for an initial assessment and attempted resolution of the Issue;
- d) All parties involved in the Issue, including Supervisors of any Trainee or Clinical Practitioner who is involved, are expected to take responsibility for assisting the First Assessor in resolving the Issue;
- e) All parties involved in the Issue, including Supervisors of any Trainee or Clinical Practitioner who is involved, are responsible for being respectful and not engaging in any form of retaliation. Retaliation or the reasonable perception of retaliation will be treated as an Issue;
- f) If a party to the Issue does not agree on a resolution or the initial finding of the First Assessor, they may refer the Issue to the Board of Directors who will be responsible for determining whether a second and final assessment and resolution or final finding of the Issue is warranted and, if so, implementing such an assessment;
- g) If a Trainee, Clinical Practitioner, Faculty, Supervisor or volunteer with Living Systems is aware of an incident that might fall within the definition of an Issue, they have an obligation to bring the matter forward for resolution and will be informed when the Issue resolution process has been completed;
- h) Living Systems will make reasonable efforts to keep Issue resolution confidential, to protect people who initiate the Issue resolution process, and to protect all parties' rights with regard to confidentiality and safety; and
- i) Living Systems will make reasonable efforts to train and inform all Trainees, Clinical Practitioners, Faculty, Supervisors and volunteers regarding these policies. Each Trainee, Clinical Practitioner, Faculty, Supervisor and volunteer will certify yearly that they have read the Living Systems Policy and Procedure Manual and agree to uphold all Living Systems policy and procedure, including those regarding Discrimination, Harassment, Sexual Harassment, and Accommodation.

#### **1.4 Policy and/or Procedure**

The following are the policies and procedures for managing Issues brought to the attention of Living Systems:

- a) All calls/contacts received by Living Systems regarding Issues will be directed to the First Assessor;
- b) The originator of an Issue will be contacted within 24 hours from initial contact. The First Assessor will discuss with the originator whether they feel comfortable discussing their concerns with the person(s) involved. Depending on the nature and severity of the Issue or if the originator is uncomfortable speaking to the person one to one, the originator will decide if they want the First Assessor to proceed with the Issue resolution procedure. The First Assessor may request the originator to provide a written description of the Issue;

- c) When making first contact, the First Assessor will listen to the originator and gather information, including the names of any other parties involved and thus determine the names of any relevant Supervisors, and the nature of the Issue (trying to establish as many facts as possible). The First Assessor will assure the originator the matter will be investigated and give a timeline to follow up with them. Until resolution or final finding is achieved, at the request of the First Assessor, the Leadership Team may take interim remedial measures, including without limitation, separating the originator and the other party or parties involved;
- d) The First Assessor will contact any other party directly involved in the Issue to set up a time to discuss the matter. Trainees, Clinical Practitioners, Faculty, Supervisors and volunteers involved in the case will cooperate with the First Assessor in accordance with the following:
  - i) In the case of an Issue initiated by a Client - the Clinical Practitioner will discuss their experience with the Client and the nature of the Issue and produce clinical records if necessary. The Clinical Practitioner's Supervisor will be consulted and will be responsible for following up on any matters to be addressed in Supervision;
  - ii) In the case of an Issue initiated by a Trainee, Clinical Practitioner, Faculty, Supervisor or volunteer internal to Living Systems – the parties directly involved will discuss their experience with the originator and the nature of the Issue from their perspective. Supervisors for any Trainee and Clinical Practitioner may be consulted and will be responsible for following up on any matters to be addressed in Supervision; and
  - iii) In the case of an Issue involving a third party external to Living Systems – the parties directly involved will discuss their experience with the originator and the nature of the Issue from their perspective. Supervisors for any Trainee and Clinical Practitioner may be consulted and will be responsible for following up on any matters to be addressed in Supervision;
- e) The First Assessor will follow up with the originator and discuss resolution. If contact with the originator is not possible, the First Assessor will follow up with written notification of any initial finding;
- f) If the parties to the Issue do not agree on a resolution, the First Assessor may make an initial finding, notify the parties in writing of the initial finding and the reasons for it and implement remedial measures, including without limitation, remedial steps to address a Client's Issue, a plan for Accommodation, training to address Discrimination, Harassment or Sexual Harassment, a verbal reprimand, the possible suspension, with or without pay, removal of a party from activities and physical premises used for the Clinical Internship Programs and business of Living Systems, periodic review and implementation of any follow-up plans, and termination;
- g) If the parties agree on a resolution or accept the initial finding, the First Assessor will document the Issue and place a copy of the documentation in the Issue Resolution file and other relevant files, such as Client, Trainee, Clinical Practitioner, Faculty, Supervisor and Supervision files;
- h) If the parties do not agree on a resolution or accept the initial finding, a confidentially sealed copy of the initial finding and reasons will be kept in the Issue Resolution file and other relevant files, such as Client, Trainee, Clinical Practitioner, Faculty, Supervisor and Supervision files. If the initial finding is ultimately determined to be unfounded, this documentation will be removed from the Issue Resolution file and other relevant files and replaced with the documentation for any final finding and reasons;
- i) If the parties do not agree on a resolution or accept the initial finding, the First Assessor will provide the documentation to the Board of Directors for their consideration at the next meeting of the Board of Directors;

- j) If the Board of Directors, in its reasonable discretion, determines that a second and final assessment and resolution of the Issue is warranted, the President will give written notice to the parties in writing within 30 days of the decision and the reasons for it. A decision not to pursue a second assessment and resolution or final finding means the initial finding is final. If there is a decision to pursue a second and final assessment and resolution or final finding of the Issue, the notice will set out the name of the Second Assessor, the procedures and timeline for the Issue resolution, and any interim remedial measures, whether already implemented by the Leadership Team, in addition to those already implemented, or to replace those already implemented, including without limitation, separating the originator and the other party or parties involved;
- k) If the First Assessor has not requested the originator or any other party directly involved in the Issue to provide a written description of the Issue, the Second Assessor may do so. The Second Assessor will then contact the originator and any other party directly involved in the Issue to set up a time to discuss the matter. Trainees, Clinical Practitioners, Faculty, Supervisors and volunteers involved in the case will cooperate with the Second Assessor in accordance with the procedures set out in Subsection d) above;
- l) The Second Assessor will follow up with the originator and discuss resolution. If contact with the originator is not possible, the Second Assessor will follow up with written notification of any final finding;
- m) If the parties to the Issue still do not agree on a resolution, the Second Assessor will make a final finding, notify the Board of Directors and the parties in writing of the final finding, and, in consultation with the Board of Directors, provide recommended or required remedial measures, including without limitation, remedial steps to address a Client's Issue, a plan for Accommodation, training to address Discrimination, Harassment or Sexual Harassment, a verbal reprimand, the possible suspension, with or without pay, removal of a party from activities and physical premises used for the Clinical Internship Program and business of Living Systems, periodic review and implementation of any follow-up plans, and termination. The Leadership Team will implement the recommended or required remedial measures in consultation with the Board of Directors; and
- n) The Second Assessor will document the Issue and the Leadership Team will place a copy of the documentation in the Issue Resolution file and other relevant files, such as Client, Trainee, Clinical Practitioner, Faculty, Supervisor and Supervision files.

I have read, understand and agree to the above terms:

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Student Signature

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Today's Date