

Lindenwood University

Professional and School Counseling Program

Professional Counseling Internship Handbook



LINDENWOOD
UNIVERSITY

Revised April 2009

Lindenwood University

Professional and School Counseling Program

Professional Counseling Internship Handbook

April 2009

This handbook is published through the Lindenwood University Professional and School Counseling Program, Lindenwood University Cultural Center, 400 North Kingshighway, Suite 301, St. Charles, Missouri 63301. This handbook is for information purposes only and does not constitute a contract. Although the handbook was prepared with the latest information available at the time of publication, information is subject to change without notice. It is recommended that the reader consult with the Program Coordinator or Assistant Dean for any changes that may occur after the publication date of this document.

Table of Contents

Student Responsibilities.....	2
Mission Statement.....	2
Internship Requirements	2
Hours.....	4
Liability Insurance	5
Grading Policies	5
Incomplete Coursework.....	5
Field Placement/Internship Dress Code	6
Code of Ethics	6
Appendices.....	7
Internship Application.....	8
Client Consent Form	15
Internship Evaluation by Site Supervisor.....	16
Record of Individual Supervision Sessions	18
Internship Verification	19
Frequently Asked Questions	20
Contact Information	22

Student Responsibilities

The Professional Counseling Internship Handbook is intended to assist and inform students in the Professional Counseling Program at Lindenwood University. It is essential that students read and become aware of Program policies and procedures. It is the responsibility of each student to be familiar with the contents of the Professional Counseling Internship Handbook and, if necessary, to seek clarification of any information by contacting the course professor or an advisor.

The Professional and School Counseling Program must continue to meet the requirements of the Missouri Committee for Professional Counselors and the Missouri Department of Elementary and Secondary Education. This is an ongoing process; therefore, the Program reserves the right to change or revise any information, policy, or procedure. Revised information may supersede, modify, or eliminate existing information. Students can access updates on the Professional and School Counseling Program website, www.lindenwood.edu/counseling.

Mission Statement

The Professional and School Counseling Programs at Lindenwood University develop students' potential as professional or school counselors. We recognize the uniqueness of human beings and are dedicated to helping students obtain the knowledge, skills, and experience necessary to facilitate their development as counseling professionals. We prepare students to be ethical, reflective practitioners for work in school and/or mental health settings with individuals, groups, and families. The Programs are designed to meet the academic requirements toward licensure as a Professional Counselor and/or for recommendation for certification as a School Counselor.

Internship Requirements

Students in the Lindenwood University Professional Counseling Program must complete two semesters of Professional Counseling Internship. During the Internship experiences, the student will engage in the activities of a professional counselor under the supervision of a Licensed Professional Counselor or another licensed professional in the counseling field and a Lindenwood University faculty member in a group supervision class (IPC 590).

It is the student's responsibility to secure his or her Internship site. The student should begin the process of arranging an Internship site at least one semester prior to the term in which he or she plans to begin the Internship. To begin the process, the student

should contact the agency in which he or she is interested in doing his or her Internship. Agencies vary with respect to the requirements for accepting students for Internship. The student must inquire about and comply with the requirements of the agency. Some students elect to complete their Internship at their place of employment. Students who choose to do so will be required to have an Internship site supervisor that is not their work supervisor.

The student must submit a completed Internship Application Packet. The Internship Application Packet includes: the Internship Approval Form, Internship Description, Internship Learning Goals, Internship Program Contract; a copy of Site Supervisor's resume; proof of Student Liability Insurance; and an Internship Site brochure (if available). Students can find the Internship Application Packet and instructions in the Professional Counseling Internship Handbook on the Professional and School Counseling Program's website, www.lindenwood.edu/counseling (follow the links for Handbooks). Students will not be allowed to enroll in Internship until the completed Internship Application Packet has been submitted and approved.

The completed Internship Application Packet must be submitted to the student's faculty advisor by *June 1* to begin Internship for the *Fall Semester*. The completed Internship Application Packet must be submitted to the student's faculty advisor by *November 1* to begin Internship for the *Spring Semester*. The completed Internship Application Packet must be submitted to the student's faculty advisor by *March 1* to begin Internship for the *Summer Semester*.

Internship is also a class that meets in the evening. Students are required to attend and participate. Any student who is absent for more than two sessions per semester may receive an Incomplete grade and be required to complete additional Internship work the following term in order to receive credit.

Students are required to keep records of their Internship and submit original documentation of their work at the end of each term to the class professor. Failure to submit completed documents in a timely fashion may result in loss of Internship credit for the term. **Students should keep copies of all the Internship forms and records they submit to their faculty supervisor.** Graduates who plan to pursue licensure as a Professional Counselor will need to report Internship information during the application process.

Students are expected to act in a professional manner and abide by the ethical principles of the Missouri Committee for Professional Counselors and the American Counseling Association (ACA). Students are expected to be present at their Internship sites during the hours for which they have been scheduled to work; be punctual for appointments with clients or supervisors and other scheduled meetings; be prepared to submit all agency reports and records; and be respectful toward clients, staff, and any individuals with whom they have contact. **Failure to follow these expectations may result in dismissal from the Program.**

Hours

Each semester of Internship requires a minimum of 300 clock hours and must include a minimum of 120 hours engaged in the provision of direct service to clients. During the Internship, a minimum of 30 hours will be spent in class in group supervision. Up to 150 hours per term may be spent engaged in the provision of indirect services. Direct service includes activities such as intake interviewing; individual, couples, family, and group therapy; crisis intervention; and assessment. This must be face-to-face contact. Indirect service includes activities such as individual and/or group supervision, training, staff meetings, case preparation, telephone calls, and report writing. Students may carry over excess hours from the first semester Internship and apply them to their second semester.

Internship students are required to spend a minimum of one clock hour per week in individual face-to-face supervision with his or her Internship site supervisor. A Record of Individual Supervision Sessions (See Appendix) must be submitted to document these hours. Individual supervision occurs when the student and the on-site supervisor meet on a one-on-one basis to discuss the student's work with clients. Administrative supervision does not count towards this requirement. Students are encouraged to arrange for as much agency supervision as possible. Supervision is essential to the student's development as a competent therapist.

When all Internship hours have been completed, an Internship Verification form (See Appendix) must be submitted. This form must be signed by the Internship Site Supervisor. The Internship Verification form will be kept in the student's file as documentation of the Internship hours completed.

Evaluations

During the Internship experiences, students are expected to audio or videotape counseling sessions. These tapes are used for training and evaluation purposes. It is the student's responsibility to obtain permission to tape any counseling sessions from his or her site supervisor. In addition, the Client Consent Form (See Appendix) must be completed for each client granting permission to be taped. Students are asked to submit five taped counseling sessions and transcriptions to their course professor. The tapes are reviewed and student skills are evaluated using the Skills Rating Form.

If the site does not allow taping, students should discuss alternative arrangements with their advisor. A plan should be in place to compensate for tapings before the semester starts. This compensation should be noted in the Internship Description and discussed with their course professor at the start of the term.

In addition to the evaluation of the student's taped sessions, the student's Internship site supervisor will complete a Skills Rating Form (See Appendix) at the end

of the term. The site supervisor will meet with the student to discuss the evaluation prior to submitting it to the course professor. Each student's Internship site will also be visited by a University faculty member. The faculty member will meet with the intern site supervisor to discuss the student's progress.

Liability Insurance

Lindenwood University does not provide liability insurance for students. Students are required to purchase and show proof of student liability insurance prior to beginning Internship. Some organizations such as the American Counseling Association (ACA) provide student liability insurance with paid membership. Student liability insurance may be purchased through the American School Counseling Association (ASCA) or Healthcare Providers Service Organization (HPSO). Insurance obtained through the National Education Association (NEA) is also permitted.

Grading Policies

Students must receive a grade of A or B in each of their Internship courses. A grade of C will necessitate repeating the Internship course. A grade of F in an Internship course will result in dismissal from the Program.

Students may appeal a grade they believe was calculated in error within the term following the term in which the grade was posted. The disposition of all appeals must take place before the last day of the term following the term in which the grade was posted. After that date the grades will be irreversible.

Incomplete Coursework

A grade of I (Incomplete) is given at the end of a term only for failure to complete course work due to exceptional circumstances beyond the student's control. Such circumstances include documented illnesses or extremely disruptive personal circumstances. A grade of Incomplete is also appropriate when a Field Placement or Internship did not provide sufficient hours to satisfy requirements. In the case of Field Placement or Internship shortages of hours, all other course work should be completed on time. When the requirements for the course have been met, the Professor will complete a Change of Grade Form which is then submitted to the Assistant Dean for approval. An I grade must be resolved prior to the end of the next term (see catalog deadline dates), otherwise it automatically becomes an F. In rare circumstances a request to extend the time needed to resolve an Incomplete grade may be submitted to the Registrar no later than two weeks before the date the grade is due. Such a request will then be sent to the Registrar to be considered for approval.

Field Placement/Internship Dress Code

It is important to dress professionally each day. Interns must make a special effort for people to view them seriously and professionally. The professionals that students work with during their field experiences will be the people providing important references later.

Interns should wear clothes that make them look mature and professional. They should notice what their colleagues at the Internship site are wearing and dress similar to their more formally dressed colleagues. Clothes should be clean and unwrinkled. Modest attire is recommended. As such, women may want to wear a dress or either slacks or a skirt (knee length or below) with a sweater or jacket. Men may want to wear dress slacks, khakis, or a suit. Notice whether or not the other men in the office are wearing ties, and choose accordingly. It is better to be a little more formal than casual in comparison to what others in the office are wearing.

Interns should not wear revealing, low-cut, or overly tight shirts or short skirts. They should not dress in dirty or wrinkled clothes. Interns should not wear jeans, shorts, sweat shirts, or sweat pants. They should not wear sneakers, flip-flops, hiking boots, or informal sandals. They should not wear hats or inappropriate head coverings.

When an Internship or Field Placement site has dress-down Fridays, it is recommended that the Intern still dress professionally. Unlike the full-time permanent staff counselors, Interns have to demonstrate on a daily basis that they are at a professional level. Appropriate attire is a first step in conveying the right impression.

Code of Ethics

Students and faculty are expected to adhere to the ethical standards and statements as defined by the American Counseling Association, American School Counselor Association, and the Missouri Committee for Professional Counselors. Proven violations of professional or ethical conduct may result in dismissal from the Program.

Appendices

Internship Application

Internship Approval Form

Internship Description

Internship Learning Goals

Internship Program Contract

Client Consent Form

Internship Evaluation by Site Supervisor

Record of Individual Supervision Sessions

Internship Verification Form

Lindenwood University Professional Counseling Program

Internship Application

Students in the Lindenwood University Professional Counseling Program must complete two semesters of Internship. During the Internship experiences, the student will engage in the activities of a professional counselor under the supervision of a Licensed Professional Counselor or another licensed professional in the counseling field and a Lindenwood University faculty member in a group supervision class (IPC 590). Each semester of Internship requires a minimum of 300 clock hours and must include a minimum of 120 hours engaged in the provision of direct service to clients.

It is the student's responsibility to secure his or her Internship site. The student should begin the process of arranging an Internship site at least one semester prior to the term in which he or she plans to begin the Internship. To begin the process, the student should contact the counselor's office and/or agency at which he or she is interested in doing his or her Internship.

The student must submit a completed Internship Application Packet. The completed Application Packet includes:

- _____ **Internship Approval Form**
- _____ **Internship Description**
- _____ **Internship Learning Goals**
- _____ **Internship Program Contract**
- _____ **Copy of Site Supervisor's resume or license**
- _____ **Proof of Student Liability Insurance**
- _____ **Internship Site brochure (if available)**

Students will not be allowed to enroll in Internship until the completed Internship Application Packet has been submitted and approved.

The completed Internship Application Packet must be submitted to the student's faculty advisor by **June 1** to begin Internship for the **Fall Semester**. The completed Internship Application Packet must be submitted to the student's faculty advisor by **November 1** to begin Internship for the **Spring Semester**. The completed Internship Application Packet must be submitted to the student's faculty advisor by **March 1** to begin Internship for the **Summer Semester**.

**Lindenwood University
Professional Counseling Program
Internship Program Contract**

Student's name: _____

Semester/year: _____

Lindenwood University in St. Charles, Missouri has a Master of Arts degree program in Professional Counseling and desires to establish internship programs at clinical centers in order to provide LU Professional Counseling students with applied educational experience while the students provide the centers with service.

_____, hereby referred to in this document as the Clinical Center, desires to cooperate with Lindenwood University's Professional and School Counseling Program in establishing a clinical internship program at the Clinical Center.

This contract establishes an affiliation between Lindenwood University's Professional and School Counseling Program and the Clinical Center and sets forth the terms under which Lindenwood University Professional Counseling students may participate in a clinical internship program at the Clinical Center. These terms are as follows:

1. Lindenwood University shall designate a fully qualified Lindenwood University faculty member in the Professional and School Counseling Program to work with the Clinical Center to establish a clinical internship program for Lindenwood University Professional Counseling students. The faculty member shall coordinate all internship activities involving Lindenwood University and the Clinical Center. The faculty member shall also assist the Clinical Center in whatever manner is necessary to facilitate the effective administration of the internship program and to resolve any problems with the program that may arise.
2. The Clinical Center shall appoint one of its employees, with the concurrence of Lindenwood University's Professional and School Counseling Program, to serve as the clinical instructor for the Center's internship program. The clinical instructor shall direct the program and be responsible for the planning and supervision of the experiences of Lindenwood University Professional Counseling students participating in the program.
3. Lindenwood University's Professional and School Counseling Program, through its internship coordinator, shall designate students to participate in the clinical internship program at the Clinical Center. The time periods and the number of students assigned during any one clinical training period will be mutually agreed upon by Lindenwood University's Professional and School Counseling Program and the Clinical Center. Lindenwood University's Professional and School Counseling Program will provide the academic training and the clinical experiences of each student participating in the

4. Client care is the responsibility of the Clinical Center and is under its control and supervision. Internship students will adhere to the policies and procedures and follow all the directives of the Clinical Center regarding client care.
5. The Clinical Center will conduct a complete orientation for each student with respect to the policies and the facilities of the Center, and will provide each student with the necessary instructional materials to be used during the clinical internship program.
6. Students will participate in providing counseling and psychological services at the Clinical Center as part of the internship program. They will also have the opportunity to take part in conferences and programs of interest that are related to professional counseling.
7. Lindenwood University's Professional and School Counseling Program will provide group supervision sessions for its internship students. A qualified professional will conduct these sessions that will be held on a weekly basis.
8. The clinical instructor or another qualified professional will meet regularly with each internship student to supervise the student's clinical work at the Clinical Center.
9. Lindenwood University's Professional and School Counseling Program agrees to provide evaluation forms to the Clinical Center to be used in rating student performance, and the Clinical Center agrees to provide evaluations at such times as these are called for by Lindenwood University's Professional and School Counseling Program. Each student will be given the opportunity to discuss his or her evaluation with the clinical instructor of the internship program.
10. Lindenwood University's Professional and School Counseling Program students and faculty will treat as confidential all client information gained during the clinical experience.
11. Lindenwood University's Professional and School Counseling Program will not discriminate against any student in its assignments to the clinical internship because of race, color, religion, sex, and/or national origin. The Clinical Center will not discriminate against any internship student or applicant for the internship program because of race, color, religion, sex, and/or national origin.
12. The Clinical Center has the right to require that each student participating in the clinical internship program carry such professional liability insurance as it specifies.

13. Lindenwood University assumes no liability for any action of a Lindenwood University Professional Counseling student participating in the clinical internship program while at the Clinical Center.
14. The Clinical Center retains the right to withdraw from the clinical internship any student whose performance is unsatisfactory or whose characteristics and activities are detrimental to the Clinical Center. Except in extraordinary circumstances, the Clinical Center will discuss the situation with Lindenwood University's Professional and School Counseling Program internship coordinator prior to exercising its right of dismissal.

This agreement shall be in effect from _____ through _____. It may be renewed annually through letters indicating that the contract terms are still acceptable to Lindenwood University's Professional and School Counseling Program and the Clinical Center.

This contract shall be considered in effect when signed by the appropriate representatives of Lindenwood University's Professional and School Counseling Program and the Clinical Center.

Lindenwood University

 (Lindenwood University Representative Signature)

Assistant Dean, Professional and School Counseling
 (Lindenwood University Representative Title)

 (Date)

Clinical Center

 (Clinical Center Representative signature)

 (Clinical Center Representative Title)

 (Date)

Lindenwood University Professional Counseling Client Consent Form

I, _____, hereby acknowledge that
(Name of client or parent)

_____ is currently a Counseling
(Name of intern)

Internship student at Lindenwood University, St. Charles, Missouri. I further hereby acknowledge that the information and audio or videotapes made of this counseling session will be used solely for the purpose of training and supervision. Finally, I understand that my identity as a client will be disguised and that the audio or videotapes will eventually be destroyed and not become a part of any permanent record.

(Signature of client or parent)

(Date)

Lindenwood University Professional Counseling

Internship Evaluation by Site Supervisor

Student: _____

Date: _____

Please rate the student's skill in each area by circling the appropriate number. Please attach a narrative regarding any ratings of one or two.

	Needs Considerable Improvement	Needs Improvement	Typical for Level of Training and Experience	Above Average for Level of Training & Experience	Clear Strength/ Exceptional	Not Applicable
Interpersonal Relations						
Works well with staff	1	2	3	4	5	n/a
Works well with internship students	1	2	3	4	5	n/a
Establishes good rapport with clients	1	2	3	4	5	n/a
Personal Qualities						
Demonstrates maturity (e.g., responsible)	1	2	3	4	5	n/a
Functions independently	1	2	3	4	5	n/a
Starts projects on own initiative	1	2	3	4	5	n/a
Completes projects	1	2	3	4	5	n/a
Demonstrates enthusiasm	1	2	3	4	5	n/a
Adapts to new situations	1	2	3	4	5	n/a
Exercises good judgment	1	2	3	4	5	n/a
Supervision						
Prepares for supervisory sessions	1	2	3	4	5	n/a
Makes effective use of supervisory sessions	1	2	3	4	5	n/a
Responds positively to feedback	1	2	3	4	5	n/a
Applies supervisory feedback	1	2	3	4	5	n/a
Supervises others effectively	1	2	3	4	5	n/a
Counseling Skills						
Demonstrates knowledge of counseling theories	1	2	3	4	5	n/a
Demonstrates knowledge of therapeutic techniques	1	2	3	4	5	n/a
Displays appropriate use of paraphrasing and summarizing	1	2	3	4	5	n/a
Displays empathetic understanding toward clients	1	2	3	4	5	n/a
Uses questions appropriately	1	2	3	4	5	n/a
Uses voice in a therapeutic manner	1	2	3	4	5	n/a

Maintains focus with clients	1	2	3	4	5	n/a
Develops appropriate goals and treatment plans	1	2	3	4	5	n/a
Demonstrates effective group counseling skills	1	2	3	4	5	n/a
Demonstrates effective family counseling skills	1	2	3	4	5	n/a
Demonstrates effective couple counseling skills	1	2	3	4	5	n/a
Demonstrates effective individual counseling skills	1	2	3	4	5	n/a
Demonstrates effective case conceptualization skills	1	2	3	4	5	n/a

Assessment Skills (Formal Testing)

Behavioral	1	2	3	4	5	n/a
Cognitive/achievement	1	2	3	4	5	n/a
Vocational	1	2	3	4	5	n/a
Personality	1	2	3	4	5	n/a
Writes accurate reports	1	2	3	4	5	n/a

Team Meeting (Group Supervision/Case Conference)

Produces an organized and professional presentation	1	2	3	4	5	n/a
Contributes to meeting activities	1	2	3	4	5	n/a

Others (Please Specify)

***I believe these ratings to be an accurate reflection of the student's abilities in these areas.
I have discussed this evaluation with the Internship student.***

(Site Supervisor's signature)

(Date)

My supervisor has discussed this evaluation with me. My signature does not imply my agreement with the ratings and comments, only that I have seen this evaluation.

(Student's signature)

(Date)

Lindenwood University Professional Counseling

Internship Verification

This form is to be completed by the site supervisor when the Internship requirements have been satisfied.

Student's name: _____

Internship site: _____

Internship site address: _____

City, state, zip code: _____

Internship Site Supervisor's Telephone (with area code): _____

Internship Site Supervisor(s): _____

Term and year: _____

Period covered by this report (Month/Day/Year)

From: _____ To: _____

Hours Completed:

Indirect Hours: _____ Direct Hours: _____ Total Hours: _____

I hereby attest and confirm that the information provided on this form is accurate and complete.

(Site Supervisor's signature) (Date)

Frequently Asked Questions

How do I find an Internship site?

All of the necessary information and forms for Internship preparation are available online, www.lindenwood.edu/counseling (follow the links for Handbooks).

I have printed the application for Internship. How do I get the completed Internship Application to my faculty advisor?

You may mail or fax the completed application. The fax number is 636-949-4334.

I have not submitted my application for Internship. Can I enroll in the Internship class and turn in the paperwork later?

No. Anyone who is intending to enroll in Internship must submit a completed Internship Application Packet before he or she can enroll in either Internship class. You can find the Internship Application Packet online, www.lindenwood.edu/counseling (follow the links for Handbooks).

I would like to do my Internship at the agency at which I am currently working. Would this be an acceptable placement?

If you work at a mental health or social service agency that provides counseling and there are licensed mental health workers who can supervise your work, you may be allowed to use your workplace as an Internship site. There are two important stipulations for this possibility: your supervisor must provide clients who are not in your normal caseload as part of your job and your supervisor cannot be the person to whom you report for your job. Check with your advisor to make sure your circumstances meet with the Program's expectations.

I am a member of the American Counseling Association (ACA). My membership with ACA includes insurance. Will that be appropriate for the Proof of Liability Insurance?

Check with them to make sure that your membership includes insurance that covers activities done as a student trainee. Their response should be included with your application for our records. For additional information regarding student liability insurance through your ACA membership, visit www.lindenwood.edu/counseling or contact ACA.

If I work at an agency and will do my Internship there, do I have to have the liability insurance?

We need a statement from your place of employment that your liability insurance covers student activities. This information will go into your application file. We prefer that students not take chances with liability when for approximately \$29 they can be sure they are protected.

Can I carry over hours from my first Internship to my second Internship if I get more than the required number of hours?

Yes, as long as your hours are documented as usual. Hours will automatically be recalculated based on the requirements for group, direct, and total hours.

I am going to be doing my second Internship at the same site at which I completed my first Internship. Can I submit a new Internship Approval Form or do I need to submit another application packet?

You should submit a new Internship Approval Form and Internship Program Contract. You do not have to submit another application packet.

Is there an addition to the financial aid loan that graduate counseling students can request that might help supplement income while they are completing their Internship or Field Placement?

You definitely should contact financial aid and read any loan application VERY carefully. Typically, graduate students may borrow funds in excess of the cost of tuition and books to assist with living expenses such as housing, food, and transportation, within certain limits. Sometimes the extra funds come from loans that do not have interest subsidies. We would recommend that you carefully consider the amount you need and the true costs of borrowing the money before applying for a financial aid loan.

Contact Information

St. Charles Campus

Lindenwood Cultural Center
400 North Kingshighway, Suite 301
St. Charles, MO 63301
Fax: 636.949.4334

Dr. Jan Munro

Assistant Dean of Education

Phone: 636.949.4529

E-mail: jmunro@lindenwood.edu

Professor Marsha Andreoff

Assistant Professor

Phone: 636.949.4186

E-mail: mandreoff@lindenwood.edu

Dr. Holly Karraker

Assistant Professor

Phone: 636.949.4658

E-mail: hkarraker@lindenwood.edu

Ms. Elizabeth Baker

Program Coordinator

Phone: 636.949.4527

E-mail: ebaker@lindenwood.edu

Belleville Campus

2600 West Main Street
Belleville, IL 62226
Fax: 618.222.9021

Dr. Ken Kubicek

Assistant Professor

Phone: 618.222.1050 ext. 5

E-mail: kkubicek@lindenwood.edu

Dr. Michael Rankins

Assistant Professor

Phone: 618.222.1050 ext. 4

E-mail: mranks@lindenwood.edu

Florissant Campus

4500 Washington Ave.
Florissant, MO 63033
Phone: 314.838.7653
Fax: 314.838.3942

Mr. Jim Jump

Site Director

Phone: 314.838.7653

E-mail: jjump@lindenwood.edu

Important Numbers (St. Charles Campus)

Financial Aid

Phone: 636.949.4923

Academic Services:

Phone: 636.949.4954

Business Office:

Phone: 636.949.4650

Graduate Admissions:

Phone: 636.949.4933