Spring Orientation and Training
Training Year 2023-2024
Schedule and Handbook
Instructions:

The information in this orientation handbook includes three sections.
1. Orientation Schedule
2. Orientation Tasks
3. General Information for Trainees

The orientation handbook contains a schedule of all live training sessions to attend during the first two weeks of your training placement with the Counseling Center. The second section of the handbook includes a list detailing a number of additional training requirements. The final section of the orientation handbook includes general information that is required reading to complete the orientation process. The orientation process is completed prior to any scheduling of clients.

Additionally, Titanium calendars are monitored on a daily basis during orientation. In addition to the orientation schedule, the calendar contains scheduled supervision meetings and other scheduled options as needed. Supervision is scheduled weekly with clinical supervisors.
# Spring Orientation and Training
## Training Year 2023-2024

### January 8, 2023

<table>
<thead>
<tr>
<th>Time</th>
<th>Name</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00</td>
<td>Brenda &amp; Donna</td>
<td>gather and meet (Lucina 327) storage key, office number, DSM, tour of office settle into office</td>
</tr>
<tr>
<td>9:00</td>
<td>Tim</td>
<td>clinical policies and clinical handbook (Zoom) titanium use, notes, and templates form letters stepped care/disposition</td>
</tr>
<tr>
<td>11:00</td>
<td>Jeff</td>
<td>technology training (Lucina 371) passwords, email addresses, teams, zoom, v-drive, pharos, duo</td>
</tr>
<tr>
<td>11:30</td>
<td>Trainees</td>
<td>set up software and office area (individual offices)</td>
</tr>
<tr>
<td>12:00</td>
<td>Trainees</td>
<td>lunch</td>
</tr>
<tr>
<td>12:30</td>
<td>Tim</td>
<td>clinical policies and clinical handbook (Zoom) titanium use, notes, and templates form letters stepped care/disposition</td>
</tr>
<tr>
<td>2:00</td>
<td>Jen</td>
<td>telehealth training (LU 327) procedures for scheduling telehealth appointments</td>
</tr>
<tr>
<td>3:00</td>
<td>Aubrey</td>
<td>debriefing</td>
</tr>
<tr>
<td>4:00</td>
<td></td>
<td>end of the day</td>
</tr>
</tbody>
</table>

### Tuesday, January 9, 2023

<table>
<thead>
<tr>
<th>Time</th>
<th>Name</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00</td>
<td>Brenda</td>
<td>group supervision (Lucina 371)</td>
</tr>
<tr>
<td>9:00</td>
<td>Staff</td>
<td>group training (Lucina 371)</td>
</tr>
<tr>
<td>10:00</td>
<td>Tim</td>
<td>clinical policies and titanium (continued) (Zoom) duress (all trainees) (Zoom)</td>
</tr>
<tr>
<td>12:00</td>
<td>Trainees</td>
<td>lunch</td>
</tr>
<tr>
<td>12:30</td>
<td>Amanda &amp; Tim</td>
<td>risk assessment (LU 327) tracking and notes safety plan and data forms</td>
</tr>
</tbody>
</table>
assessment of self-harm grounding skills

3:00 end of the day

Tuesday, January 16, 2023

8:00 Brenda group supervision (Lucina 371)
9:00 Staff group training (Lucina 371)
11:00 Brenda administrative information (Lucina 312)

evaluations, due process, and grievance policy (Lucina 312)
Videos:
1. Telehealth: Legal & Ethical Issues (1 hour):
Trainees enroll in the free telehealth video. Please forward your certificate of completion to the appropriate Program Coordinator once it is completed.

2. Review of CCAPS Training Video:
Video is found in the OneDrive/Counseling Center/Training folder.

3. Review Active Shooter Training: https://www.bsu.edu/about/administrativeoffices/emergency-preparedness/guidelines/active-shooter

Reading:
1. Review of Clinical Policy & Procedure Manual: Trainees can find this manual in OneDrive/Counseling Center folder. Do not print this manual as it is a very long document.

2. Review of Training Manual: Trainees can find this manual in OneDrive. Training Folder. Do not print this manual as it is a very long document.

3. Review materials found in the Toolbox folder in the OneDrive/Counseling Center/Training folder.

4. Review Bootcamp materials found in the OneDrive/Counseling Center/Training folder.

Website:
1. Review outreach offerings provided by the Counseling Center and watch
https://www.bsu.edu/campuslife/counseling-center/outreach
https://www.youtube.com/watch?v=6yGnEPGvwFU
https://www.youtube.com/watch?v=waH12GFDMso&feature=youtu.be

2. Review skill videos provided for students on the Counseling Center YouTube channel.
https://www.youtube.com/@ballstatecounselingcenter3811

Role Play Video
Each trainee is assigned to a partner and records a therapy session with this partner. The video is reviewed by the relevant individual supervisor prior to scheduling any clients for services. The video is completed the first week of the placement.

Observing PPA’s with senior staff members:
Trainees are scheduled with staff members to observe/participate in initial appointments. Please review any paperwork available when you are scheduled and talk with the staff member prior to the appointment.

These items must all be completed before any client appointments can be scheduled. This is verified by your program coordinator.
Spring Orientation and Training
Training Program General Information
Training Year 2023-2024

Professional Behavior and Expectations

Dress Code and Office Space:
The Counseling Center has a business casual dress code. Both staff and trainees are required to follow this dress code since it is important to present ourselves in a professional manner and remain aware of the impression that personal presentation may have on clients. It is also important to be mindful of maintaining a professional office space for the same reasons. It is important to consider things like having food on your desk or items stored on the floor a client’s view during sessions.

For telehealth sessions, it is important to be aware of the lighting in our offices to ensure that clients are able to see us well. It is also important to be mindful of what is in view of the camera during telehealth sessions.

Work Hours & Schedules:
It is expected that both staff and trainees are in their offices during their scheduled hours. The expectation is that the assigned office is considered professional workspace and that each of us work from this assigned workspace for the duration of our scheduled. Our assigned office space is where front office staff transfers any phone calls and where individual supervisors expect to find trainees if needed.

Should your schedule need to change, even temporarily, please discuss the change with your program coordinator and individual supervisor.

And, since Lucina is a secured building that is locked from 5pm to 7am, it is expected that work is completed during regular office hours. Trainees who may need to stay later for any reason must immediately notify their licensed supervisor or program coordinator (if they are not available notify the front office staff). Microsoft Teams and/or the phone is typically used for these communications. Trainees are required to have a licensed staff member remain in the building with them.

Leave Policy & Process:
Trainees are expected to notify the Counseling Center for both unforeseeable and foreseeable leave. In both types of absences, a trainee is expected to notify the appropriate individuals by sending that information as soon as possible to cctrngleave@bsu.edu. The information regarding your absence is automatically forwarded to all senior staff, front office staff, and office manager so that calendars are adjusted accordingly. For foreseeable leave, trainees are also responsible for communicating with relevant parties about coverage and taking care of rescheduling.

Leave Restrictions:
There are no specific restrictions on the amount of leave time during a training placement. However, if a trainee’s time out of the office begins to affect responsibilities in the Counseling Center or the number of their training hours, a plan for managing their time is discussed and developed with the appropriate
Program Coordinator. Depending on the circumstances involved in the absences and the plan for accumulating direct service hours, the trainee’s academic program may be notified.

Client Policy:
Individuals who are not current clients of the Counseling Center are not scheduled for individual appointments in the Center by either staff or trainees.

Confidentiality

Email:
Email from your Ball State email address may not be forwarded to another personal email address due to concerns with confidentiality. Use of Ball State email maintains the correspondence within the Ball State servers for compliance with client privacy requirements. If mail is forwarded to another address, the correspondence leaves the Ball State servers and is considered no longer confidential.

Additionally, for those trainees who are Ball State students/employees, please remain aware of the environment in which you review your email since clients sometimes send emails directly to their therapist. In addition, please ensure that no one else has access to your Ball State email.

Outlook Calendar:
Please remain aware of the potential for Zoom to record your client names on your Outlook calendar should you not follow our Zoom procedures. Depending on who has access to your calendar, this could be considered a breach of confidentiality.

Offices and Office Doors:
Office doors are to remain closed when you are not in your office. Additionally, please remain aware of visual access to your computer monitor.

Privacy Screens:
Office computers privacy screens that decrease visibility of the screen for others in the room. However, due to the space limitations in some offices, please be mindful of where your client is positioned and what they may be able to view on your computer monitor.

If you have client names visible on your schedule and your client is able to view your Titanium schedule on your desktop, this could be considered a breach of confidentiality.

Videos:
Trainees are not allowed to copy or store any of their clinical videos outside of their personal folders in the Counseling Center confidential V-Drive. Videos or copies of videos are not taken from the Counseling Center for any reason.

Paperwork/Documents:
Any printed documents that contain client information, de-identified or not, are secured in your personal storage area prior to leaving at the end of each day you are at the Counseling Center. **No confidential information may leave the Counseling Center.** In addition, be sure to shred all documents containing confidential information at least at the end of each semester, if not more regularly, rather than keeping them in your locked cabinet throughout the training year.

**Dual Relationships:**
For some of our trainees, especially those who are current Ball State students, you may have pre-existing relationships to student clients of the Counseling Center. If you are assigned a client with whom you have a current or previous relationship, notify your supervisor and/or program coordinator immediately to determine how best to proceed.

Additionally, if you worked with clients on campus in a different capacity, those clients are not assigned to you at the Counseling Center. If a client is scheduled with you who you have a pre-existing clinical relationship with, consult with your supervisor and/or program coordinator immediately.

**Social Media Platforms:**
In this age of communication through social media platforms, consider changing the privacy settings on your personal social media accounts to private. It is not uncommon for clients to attempt to find and contact their therapist in these venues. Additionally, it is considered ill-considered and potentially unethical to attempt to research your clients on any social media platform.

**External Practicum Presentations:**
If you are required to provide a case presentation outside of the Center, you must coordinate this with your Program Coordinator and the written presentation must also be reviewed by the relevant Program Coordinator to determine sufficient de-identification prior to the presentation.

**Clients Outside of the Center:**
There may be times when you are outside of the Center that, either on campus or in the local area, and you may see a client in a public setting. For confidentiality reasons, if you see your client in public, it is important that you not initiate contact. This is an important conversation to have with your clients in session so that they are aware of how you handle this situation if it arises.

**Individual Supervision**

**Licensure:**
Trainees are not yet licensed and as such are practicing under their supervisor’s license. This makes it imperative to talk with supervisors prior to using handouts, websites, books, or other resources as a part of therapy with clients. If there are any client report of difficulties or if a complaint is filed, it is the supervisor’s license that is at risk. Supervisor in these instances includes the licensed supervisor of record or the licensed supervisor of a supervisor-in-training.

**Handouts:**
Handouts are sometimes good tools to use as a part of the therapeutic process. However, your supervisor should be aware you are using handouts BEFORE you use them.

In the Counseling Center/Training Folder in OneDrive there is a folder name “Tool Kit” for you to use as a resource. The handouts found in the Toolkit folder are reviewed and supported by licensed staff for use in your clinical work. If you would like to use a handout that is not already included in the Toolkit, the designated supervisor needs to review and approve it prior to its use.

Handouts can be added to the Toolkit as the need arises, once they are reviewed and approved by licensed staff. Please feel free to make recommendations for additions.

Resource Recommendations:
Resource recommendations found on the MAP and on the Counseling Center website are ones previously reviewed by senior staff and determined appropriate for use with clients. Referrals to sites other than those mentioned above are not typical, since these referrals can be perceived as an endorsement from the Counseling Center.

Additionally, letters or written documentation of resources with web links in them other than those provided in the MAP are not appropriate.

Recommendations for reading material for a client should be discussed with the designated supervisor prior to making the recommendation. In addition, it is not appropriate for a therapist to recommend any reading material they have not reviewed.

Assessments:
The only assessment instruments used in the Counseling Center are those that are available on the assessment referral form. Any potential assessment referral is discussed with the appropriate supervisor prior to any referral for a client.

Referrals to the Student Health Center for Medication:
Any consideration for referral to the Student Health Center for medication evaluation/management is discussed with the appropriate supervisor prior to offering and making the referral to your client(s).

Group Supervision

Group Supervision Structure:
The first Tuesday of each month group supervision will take place in an interdisciplinary format with the Psychology Masters Interns, Doctoral Externs, and, in beginning the spring semester, the Social Work Interns. These group supervision sessions will be facilitated by senior staff member.

Group Supervision Schedule:
Group supervision will take place each Tuesday from 8:00AM-9:00AM in LU371.
Case Presentations:
All trainees are required to present a case presentation each semester of their placement. Case presentations occur during group supervision and are individually scheduled. A short summary handout that provides the relevant information about the client is appropriate for this case presentation. PowerPoint presentations are not a necessary component of the case presentation requirement. Please ensure the information is sufficiently de-identified. Copies of the presentation are returned to the presenter at the end of the supervision session. Copies of these presentations are considered confidential information and are not removed from the Counseling Center.

Preparation for Supervision

Supervision Preparation Form:
Trainees complete a supervision preparation form prior to their individual supervision. This form allows the trainee to organize their thoughts regarding what is needed from supervision each, as well as identify client issues needing staffing. Supervision forms are shared with supervisors through the Supervision Preparation folder in the V-Drive and supervisors access the information from there. Since these forms contain substantial information regarding a specific client, the forms are always created and modified in the V-Drive and never on the desktop computer. They are also never printed. Supervisors copy the information from the V-Drive and paste it directly into the supervision note for the week. This procedure moves the information from one secure location directly to another and eliminates any chance for a breech in confidentiality.

Use of Video/Audio Recordings:
Trainees are responsible for preparing two video/audio clips for individual supervision. These clips are to demonstrate points in the session where the trainee needs some assistance. Trainees are responsible for preparing questions and thoughts about the session. Trainees are also responsible for being prepared to receive help seeking answers rather than having answers provided.

Evaluations

Mid-Term Evaluations:
During the middle of the Fall and Spring semester, all trainees receive informal mid-term evaluation feedback from their primary supervisor.

Semester Evaluations:
Formal evaluations are completed at the end of each semester. All senior staff and doctoral interns involved with the trainee provide feedback that is incorporated into the evaluation document. Formal end of semester evaluations are reviewed together by the primary supervisor and the trainee. Copies of the formal semester evaluations are shared with the appropriate academic program director.

Outreach
Outreach Participation:
Trainees are expected to participate in a minimum of 15 hours of outreach during their training placement (20 hours is recommended for accumulating direct service hours for licensure). The Associate Director for Prevention and Wellness and other staff provide information regarding available outreach options for trainees to consider. Trainees are responsible for contacting the appropriate staff member to schedule their participation.

Outreach from Home:
Trainees are allowed to participate in virtual outreach programming from a home environment if the trainee has access to a quiet and confidential place from which to participate. The option to participate from home is for outreach programming only and does not pertain to outreach groups/support groups that have a different level of confidentiality. If you have questions about whether or not an outreach event can be facilitated from home, consult with the outreach team leader and the appropriate program coordinator.

Administration

Areas of Responsibility:
Trainees consult with the appropriate program coordinator for any administrative questions. For clinical questions, trainees initially consult with their supervisors, if available. If the supervisor is not available, consultation occurs with any senior staff member.

Shared Space:
Office space is sometimes assigned singly and sometimes assigned as shared space. Trainees may have personal décor if professionally appropriate. If office space is shared, please respect the shared space and store any personal décor the trainee’s cabinet secure during an absence.

If a trainee is assigned to more than one office throughout the week, the trainee must ensure access to Titanium and the vdrive video folder in each office.

Emails from Clients:
Emails received from a client are forwarded to the front desk at CounselCTR@bsu.edu. Administrative staff manages any client response necessary (i.e., scheduling/re-scheduling an appointment). If an email is received from a client with information that is of concern regarding the client’s safety or the safety of someone else, do not respond to the email and consult immediately with your supervisor or program coordinator regarding how to proceed.

Re-Scheduling Appointments:
Front office staff manages all phone calls needed for scheduling and re-scheduling appointments.

Technology
Use of Zoom Technology During Session:
Recording of session begins prior to the beginning of client sessions. Additionally, use of the chat function during sessions is limited to difficulty with communication and not as a regular exchange of information. And finally, screen sharing is not used in client sessions due to the possibility for a breach in confidentiality with the open Titanium screen.

Titanium Use Outside of the Counseling Center:
Titanium is used by several departments on campus. Trainees are not allowed to use Titanium from any location other than the Counseling Center.

Scheduling Appointments in Titanium:
Trainees are responsible for scheduling their own appointments in Titanium at the end of each client session. Trainees are encouraged to leave time at the end of each session for scheduling return appointments. Appointment reminders are automatically generated once appointments are scheduled in Titanium. No additional contact with the client is required from the trainee.

Tracking Time in Titanium:
Clock hours and direct service hours are tracked within the Titanium scheduling system. A handout with specific instructions is provided to support this process. Hours other than those scheduled through the Counseling Center are not included in the Titanium calendar. A report of the trainee’s hours is provided after the end of each month.

Letters Other than Form Letters:
All letters sent to clients through Titanium that are not a part of the form letter database are reviewed by the appropriate supervisor prior sending anything external to the Counseling Center.

Documentation:
Clinical documentation in Titanium is completed in a timely manner and sent to the appropriate supervisor. The section in the lower left-hand corner labeled “Forward to note” is used to communicate information regarding any edits needed in the documentation. All comments, both the trainee’s and the supervisor’s, remain as a part of the supervision record. Comments are not deleted during the signature process.

Notes are signed prior to forwarding a supervisor. If changes are necessary, the note is unsigned to make the requested changes. By signing beforehand, if no changes are needed, the supervisor can provide the final signature and lock the note, rather than sending it back with no changes and waiting for it to be returned for the final signature.

File Saving on Computer and/or Desktop and/or OneDrive:
Trainees must ensure that any files saved to the Counseling Center computer do not include client names in the file. Counseling Center documents are never saved to personal computers or to a personal OneDrive account since this could create potential problems with confidentiality.

**V-Drive Storage for Videos:**
Each trainee has V-Drive folder where all audio/video recordings are stored. V-Drive folders are to be organized and maintained frequently. Subfolders can be created for each client utilizing the client’s initials only. Each session video is stored in the appropriate subfolder for a client. Audio/video files do not contain client names but are date and time stamped. It is important that audio/video files are organized in a timely manner to ensure accurate filing.

**Portfolio Folder:**
The V-Drive folder for each trainee includes a folder named “Portfolio.” This folder is used to store various forms and evaluations that are transferred to a trainee’s permanent training file. A list of the required documents is provided to the trainee.

**Supervision Folder:**
The V-Drive folder for each trainee includes a folder named “Supervision Preparation.” This folder is used to store a copy of the weekly form used for supervision discussion. The preparation form is created and stored in this folder for confidentiality and is never stored on a desktop computer or printed.
Spring Orientation and Training  
Training Year 2023-2024  
Certification of Completion

My signature indicates that I attended scheduled live training, completed all assigned training activities, and read and understand the general information for trainees.

Name: ___________________________________________________  Date: ______________

(Please sign this form electronically and return a copy with your signature to your Program Coordinator.)