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Introduction

This manual is your first resource when navigating the Internship process on your way to a Masters of Counselling degree. This document is provided to act as a guide and answer questions you may have regarding the process. It is imperative that you refer to this manual and understand its contents throughout your Internship experience. As a counsellor readying to enter the profession, you are ultimately responsible for adhering to all the standards set out in this manual.

The completion of Internship practice and its corresponding courses is a major requirement for the completion of the Master’s degree in Counselling at City University. The many hours of study, discussion, and reflection in your academic core courses are finally put into practice. This is your opportunity to develop counselling skills with real clients in a supervised setting. On-site supervision generously provided by various community agencies and practitioners, in conjunction with practicum classes at the University is in place to assist you throughout this process. The site supervisor at your internship placement should also have the opportunity to review this manual and should be directed in particular to pages 12 and 13, as well as Appendix IV, which outline the role of the site supervisor in detail.

We wish you the best in your journey!

Eligibility for Internship

The Internship is a major rite of passage and indicates that you have met the program’s requirements to begin working with clients under qualified supervision in the community.

In order to qualify for an Internship, you must meet the following requirements:

- Successful completion of core courses (50 credits)
- Successfully pass the Comprehensive examinations
- Attend internship orientation
- Submit all required documentation
- Receive the approval of the Internship Coordinator
**Internship Hours**

**300 Hours** are required to successfully complete the Internship for the CityU Master of Counselling Program consisting of **200 Counselling, 50 Collaborative, and 50 On-site Supervision** hours. The breakdown is as follows:

**Counselling Hours (200)**
You must complete 200 hours through one or more of the following activities:
- Individual counselling, family counselling, relational and couples counselling
- Clinical screening/intake (maximum 50 hours – i.e., no more than 25%)
- Psychoeducational groups (maximum 50 hours – i.e., no more than 25%)
- Group counselling (maximum 50 hours – i.e., no more than 25%)

You should note that hours devoted to clinical screening, psychoeducational groups and other forms of group counselling are **not required** to fulfill the Internship requirement of 200 hours; opportunities to gain experience in these modes of counselling practice are beneficial however, and are therefore encouraged.

**Collaborative Hours (50)**
You must complete 50 hours of on-site clinical work comprised of any combination of the following:
- Shadowing, reflective teams, peer consultation, case management, case specific clinical research, case specific client advocacy, developing projects or group programming (including researching, developing/ writing proposals, gathering materials and developing content for the internship site, and other clinically related collaborative activities.

**Onsite Supervision Hours (50)**
- You must meet with your primary site supervisor to review session work with clients. Supervision time is spent listening to and/or watching tapes of your work. This constitutes **direct supervision**. **Other forms of direct supervision** include having your supervisor sit in on a session (or part thereof) with you and a client, and/or co-counselling and/or co-facilitating. When students and their supervisor are engaged in talking about the work **without** watching and/or listening to recordings, it is considered **indirect** supervision. Both forms of supervision are acceptable.

Note: If you are planning on registering with BCACC after graduation, 25 of the 100 hours of supervision BCACC requires must be **direct**.

**Important note**: the expected ratio of Counselling hours to Supervision hours is **5 to 1**. In other words, for every 5 hours of direct client contact time, you should receive 1 hour of direct supervision per week. You should discuss this expectation with the agency and your primary
supervisor in advance of formalizing an internship agreement to ensure that this condition can be met. It is understandable that unexpected situations may arise that may deviate from this schedule. If you find that this expectation is not being met, please contact your Internship Coordinator as soon as possible.

TOTAL 300 INTERNSHIP HOURS REQUIRED

Counselling (200) + Collaborative (50) + Clinical Supervision (50)

Finally, it is your responsibility to be prepared for supervision. Self-reflection on your work as a counsellor, exploration of ethical issues or concerns which present in counselling practice, as well as goal setting for ongoing development should be an integral part of the supervisory process.

Non-Clinical Hours

You are expected to actively participate at your internship site in terms of workshops and professional training. Activities such as administrative intake, time (via telephone and/or emailing) spent communicating/making arrangements with clients regarding scheduling appointments, any telephone contact (excluding scheduled telephone sessions), record keeping, travel, meetings, note-writing time and other administrative activities are not considered counselling hours but constitute valuable developmental experiences for your profession as a counselling therapist. These hours must be recorded separately on the non-clinical hour form. Remember, it can take some time to begin accumulating client contact hours at the outset of your internship, but this situation usually remedies itself over the duration of your entire internship experience. In general, you can expect for every direct counselling hour you spend on-site, that you will spend up to 4 additional hours engaged in other agency activities. There are no minimum or maximum amounts for documented non-clinical hours.

~Please know that on average, you may spend up to 700 hours at your Internship placement(s) to fulfill the requirement of 300 Internship hours (200 counselling, 50 on-site clinical supervision, and 50 collaborative).
Overview of the Internship Process

The entire Internship process is comprised of the following steps: locating an appropriate site, submitting all required documentation, receiving approval, commencing seeing clients, registering in practicum class and completing required evaluations.

It is important to remember that the selection of an Internship site should be considered carefully and intentionally. Your internship will be a powerful learning experience that can open many doors for your career.

Finding a placement is ultimately your responsibility – and you play a vital role in securing the internship you want. Factors that placement coordinators will consider include your clinical, academic, career, volunteer and life experiences. In addition, how you present yourself to potential internship sites and your level of enthusiasm will have a major impact on getting the placement you want. Guidance and support will always be provided by the internship coordinator and other faculty.

There are a large number of qualified students from City University and other counselling programs also seeking placements. Since securing an internship is a competitive process, there is no guarantee that you will get your first choice. However, the guidelines below will help maximize your success.

Locating an appropriate Internship Site: From A to Z

The first step in locating an appropriate internship site is to consider the following questions:

- What do you want to learn? Are you interested in a specific type of training or mentorship?
- In what areas would you like to strengthen your counselling skills?
- What client populations might you be interested in serving?
- What type of issues would you like to help people navigate or resolve?
- Is there a particular professional you want supervision from or with whom you’d like to work?
- What are your career ambitions?
- Do you have constraints due to time and location?

The following tips are provided to help you locate potential sites:

1. Take time to explore the various service providers in your geographic area and see which best fits your area of counselling interest. Consider where the population you would like to work with seeks counselling services.
2. Use the resources available to you by talking to faculty, fellow students, friends, and co-workers to get helpful tips and ideas of where to go. You will often be surprised by what is available in the community. Be persistent and continue asking!

3. Begin the process of networking with professionals in the community. Ask about their services and what they provide. Ask about their needs and how you might be of service. Request an informational meeting with a supervisor or staff member.

4. Think outside of the box and be creative in your approach to locating an internship.

5. Don’t be shy! Seek HELP and reach out.


7. Contact agencies **well in advance (6 months minimum)** of your anticipated internship start date and request information about the services they provide, as well as their application deadlines for prospective interns.

8. Ensure that any placement you consider meets all of the criteria of graduation from CityU but also of the Professional regulatory body you will be applying for membership with once you are qualified.

9. Finally, and most importantly, remain positive and keep active in your search. You will succeed in finding an internship!

10. Make use of the list of previous sites/location given to you by your Internship Coordinator.

**NOTE:** Please note that certain organizations require that contact must be initiated by the Internship Coordinator. Currently, all students seeking placements with any of the BC (Mainland and Interior) Health Authorities or the Provincial Health Services Authority must contact the Internship Coordinator who will then initiate placement requests. Be aware that Vancouver Island Health Authority (VIHA) does not currently have an affiliation agreement with CityU, and at this time is not facilitating internship placements. Students in the lower mainland or Interior of BC who do wish to seek placements with any of the Health Authorities should be aware that securing an internship in these settings is extremely competitive and typically not all student internship requests result in a placement.

**Additional Note:** As of June 30, 2008, City University is no longer able to approve paid internships or internships that are associated with a student’s place of employment. This is due to the more stringent regulations that are now in effect as a result of the Degree Quality Assurance Board Requirements (DQAB) and our wish to be in compliance and to protect the integrity of our degrees. **If you are considering seeking an internship in a previous place of employment, you must first consult with your Internship Coordinator.** Approval will depend on a variety of factors including, but not limited to, length of time since employment, previous relationship between the student and prospective supervisor, proprietary interest in the business, and any possibility of reinstatement of employment.
Criteria for Acceptable Sites:

**Scope of Activity** – For a placement to qualify as an internship site there are several considerations to keep in mind. The site must offer a credible and professional context in which you are able to provide direct counselling services to individuals, couples, or families under the active supervision of a qualified site/field supervisor. The site can be a service agency, a government department or a private practice which will provide you with high quality training experiences.

For the purposes of locating a suitable placement, counselling is defined as the following:

The “British Columbia Association of Clinical Counsellors (BCACC) defines Clinical Counselling as “the use of clinical mental health counselling values, principles and methods for the purpose of assisting clients to understand their issues and concerns in order to enhance self-growth, personal effectiveness, interpersonal relations, life adjustments, spiritual growth, and mental health. This may involve developing insight into, and/or learning to prevent and/or eliminate maladaptive behavior or symptoms, in addition to the enhancement and strengthening of healthy coping styles and functional relationships with self and others”.

The Canadian Counselling and Psychotherapy Association (CCPA) defines Counselling as “a relational process based upon the ethical use of specific professional competencies to facilitate human change. Counselling addresses wellness, relationships, personal growth, career development, mental health, and psychological illness or distress. The counselling process is characterized by the application of recognized cognitive, affective, expressive, somatic, spiritual, developmental, behavioural, learning, and systemic principles”.

**Qualifications for Site/Field Supervisors:**

Supervisors must have a minimum of a counselling related Master’s degree for at least five years and a minimum of three years of clinical experience post-certification or licensure. There must not be a dual relationship between intern and supervisor. They must not be blood or legal relatives, cohabitants or peers, employer/employee or have a client/therapist relationship.

If a site can provide supervision, but the individual proposed as the primary supervisor does not meet CityU’s minimum requirements, it may be possible to establish a secondary supervisory relationship. In such circumstances the student should consult the Internship Coordinator to determine next steps.

**Third Party Accountability:**

All student interns must provide evidence of a supervisory relationship that enables third party accountability through a recognized professional regulatory body. Third party accountability provides protection to the public through professional regulatory
bodies by making available a context and set of procedures for complaints by members of the public about professional conduct. Interns obtain third party accountability through the professional registration of their supervisors. Accordingly, all interns must provide evidence that their supervisor is a registered professional.

The following is a list of relevant regulatory bodies providing third party accountability in the provinces of British Columbia and Alberta through their registrants:

**British Columbia**
- American Association of Marriage and Family Therapy
- British Columbia Association of Clinical Counsellors
- British Columbia College of Social Workers
- Canadian Counselling and Psychotherapy Association
- College of Psychologists of British Columbia
- College of Physicians and Surgeons of British Columbia

**Alberta**
- Alberta College of Social Workers
- American Association of Marriage and Family Therapy
- Canadian Counselling and Psychotherapy Association
- College of Alberta Psychologists
- College of Physicians and Surgeons of Alberta

Please note that some of the above organizations also serve as professional associations. **The supervisor’s membership in such organizations is not equivalent to registration.** Registration must be documented in order to assure third party accountability.

**Insurance**

*General Liability Insurance and WCB Coverage*
City University provides $5,000,000 in General Liability Insurance for you at your internship site. In addition, City University provides Workers Compensation Board (WCB) coverage for interns. Please note, however, that the General Liability Insurance and WCB coverage **DOES NOT** cover Professional liability for interns.

*Professional Liability Insurance (PLI)* You must ensure that you have current Professional Liability Insurance in order to participate in an internship. You may wonder why the liability insurance of an agency is not sufficient for coverage and why you are required to have insurance that is administered through a professional association such as the CCPA.

The professional association (with regulatory responsibilities) has as a primary mandate to protect the public and provide an adjudicated process for the laying of complaints by clients.
Insurance that is held by agencies is for the protection of the agency and the practitioner. Both will pay a claim if fault is found, but the crucial difference is the mandate to protect the interests of the client, which is the responsibility of the professional association.

Professional Liability Insurance provides financial protection for YOU in situations in which professional negligence has taken place. Typically, negligence is determined through a legal process. Insurance in these instances assists in paying legal expenses and in providing funds for settlements and awards to complainants.

In some cases, professional liability insurance is provided by agencies and/or government programs. Given that legal counsel’s priority is the best interests of its agencies, government departments and their permanent employees, the safest course of action for you is to purchase professional liability insurance directly.

It is your responsibility to ensure that you are adequately protected. Adequate protection entails coverage that specifically addresses professional liability. Typically, you will have a choice of 2 or 5 million dollars in coverage. You must obtain PLI in order to have your internship approved.

A special note: If you pursue an internship outside of Canadian jurisdiction (i.e., in the United States or another country), it is incumbent on you to ensure that proper protection of PLI in the jurisdiction where practice will take place is equivalent to the PLI acceptable in Canada.

**Once offered a Placement:**

Once you have been offered an Internship, here are your next steps:

1) **Provide your prospective supervisor with copies of the Internship Agreement form and Supervisor’s Qualification Waiver form to complete.** All CityU forms can be found on the Canadian Website under the same link as this Manual.

2) **Obtain Student membership from the Canadian Counselling and Psychotherapy Association (CCPA).** You will need to request that the Internship Coordinator complete the CCPA Student Membership Proof of Student Status form which is found on the CCPA website. Once you have obtained student membership, you are then eligible to purchase Professional Liability Insurance.

3) **Obtain Professional Liability Insurance (PLI).** As stated above, you must ensure that you have current Professional Liability Insurance in order to participate in an internship. Please note, in some circumstances a student who has officially graduated from the Master of Counselling Program may still be completing a commitment at an internship site. Under these circumstances, the graduate is no longer considered a CityU student and is no longer covered by CityU’s WCB or General Liability Insurance coverage.
Therefore, it is incumbent upon the graduate to notify the internship site supervisor that coverage has ceased and to ensure adequate coverage is in place.

For details regarding the cost of both CCPA membership and PLI students can go to [https://www.ccpa-accp.ca/membership/](https://www.ccpa-accp.ca/membership/).

4) **Order a Criminal Record Check**

CityU is committed to providing safe and ethical practice to the community and as such, requires ALL students seeking an internship placement to undergo and clear a Criminal Record check. As part of an internship experience, you will provide counselling services to children and/or vulnerable adults directly, and/or will potentially have unsupervised access to children or vulnerable adults in the ordinary course of your counselling work. The purpose of the Criminal Record check is to help protect children or vulnerable adults from individuals whose criminal record indicates they pose a risk of physical, sexual or financial abuse. The results of the criminal record check will be held in your confidential student file and will only be released to requesting internship sites once you have signed a Release of Information.

If a student does not pass the Criminal Record check and is considered a risk to the safety of internship clients, they will be unable to proceed with their internship placements. Under such circumstances, a meeting will be held with the student, the Internship Coordinator, the Director of the Master of Counselling program and/or the Associate Provost of Canadian CityU programs to determine next steps.

Criminal Record checks can be done at your local police station OR requested through the BC Ministry of Justice. If done through the police, they are free of charge if you present a letter confirming that your internship will be unpaid. Ask the Internship Coordinator to provide you with this letter. Once the police have provided you with the results, you must send them forward to the Internship Coordinator. If you wish to go through the BC Ministry of Justice, information and required forms can be obtained from the following link:

**Website and overview:**

[http://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check](http://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check)

**Application forms:**


Once you have printed and completed the application form, please give the copy to the Internship Coordinator who will verify your identification and submit the document on your behalf. The BC Ministry of Justice will then send you a payment request by email (that has been included on the form under applicant’s information) and be prompted to
pay online or send in a manual payment form by mail with credit card information, a certified cheque or a money order. Obtaining the Criminal Record check is your responsibility and a requirement of Internship approval.

Please note that it is important to seek the Criminal Record Check and Professional Liability Insurance well in advance of wanting to start the internship placement as there may be a wait time for processing.

5) Submit all Documentation

You are now almost there. You need to provide the Internship Coordinator with a copy of the following documents by due dates (see page 16 for timelines).

1. Internship Agreement Form
2. Supervisor’s Qualification Waiver Form and Current Resume
3. Proof of Professional Liability Insurance (PLI) – A copy of the certificate of insurance is required
4. Completed Criminal Record Check
5. Internship Application Checklist with all items completed/checked off

It is imperative that you do not leave submission of this document package to the last minute, as the Internship Coordinator requires time for processing applications.

Based on the above submission, the Internship Coordinator will evaluate the site, the suitability of the experience, and the supervisor. If everything is in order, you and your site supervisor will receive an approval in writing from the Internship Coordinator. **Written approval of the internship site and the supervisor by the Internship Coordinator must be obtained for training to commence and for internship hours to be counted.** Eligibility for registration in a Practicum course is also contingent on formal approval for Internship. Details regarding Practicum classes are given in Section 5 and 6 of *Once Internship is Approved*.

**Once Internship is Approved**

1) Important Documents

Along with your letter of approval, you will receive a copy of the Contact Log as well as Evaluation form (Self and Supervisory). These documents are an important record of your Internship experience. Please fill them out accurately, with attention to the details regarding dates and the specific activities you were engaged in at your placement. Remember that misrepresenting hours equates with academic dishonesty and would lead to an academic disciplinary process consistent with City University’s policies regarding academic integrity and could result in a failure to pass Internship.

2) Begin Accumulating Hours

Once approval in writing is received, you can begin to accumulate and record hours of client contact, supervision, and other collaborative activities. Please note the maximum number of hours that will count towards fulfillment of your requirements (see Appendix III).
3) Supervision Requirements
Supervision is defined as the observation of and discussion about your work with clients. This can be based on the supervisor’s direct observation of sessions (co-therapy or two-way mirror), audio and/or video recordings of sessions, review of written counselling notes, and/or typed transcription of sessions, and/or oral descriptions of sessions.

Your relationships with clients, your interventions, issues that may interfere with providing best care to your client, understanding of ethical issues, and your professional practice are the main focus of your supervision.

Please note that sessions may be observed and/or recorded only after advising clients about the purpose and nature of exposure for the recording, and after obtaining clients’ written consent to the release of their confidential information. Note that some sites will not allow recordings. Alternate methods of documenting the session will be required (e.g., transcription or detailed notes). You should be aware that regulators are increasingly requiring more direct forms of supervision of your counselling work. Please bear this in mind when choosing a site.

Special Note: If you are approached to release client records, you should consult as soon as possible with your primary supervisor. As a student intern working in an agency or counselling practice, your clients’ records belong to the agency. As such, your supervisor will be able to advise you of the agency’s protocol for responding to such requests and provide you with direction. The protocol may differ depending on whether the request is coming from the client themselves, from a third party (such as a law office, or Insurance company), or if records are being subpoenaed by a court of law.

CityUniversity’s Internship Coordinator should also be made aware of such requests, and how they are being handled. We are here to offer additional support as needed to students navigating these kinds of situations.

Further detail pertaining to Requests for Records can be found in Appendix V “FAQ’s”, under section Internship/Practicum Challenges.

You are expected to engage in supervision concurrently with seeing your clients and in timely fashion. It is expected that for every five hours of client contact, you are receiving a minimum of one hour of supervision. For example, if you had 5 clients per week, you would see your supervisor for an hour during that week. You are required to have 50 supervision hours, 25 of which must be individual. If involved in Group supervision, it is CityU’s expectation that there be no more than six students participating in each group session. If your site cannot adhere to these expectations, you should consider an alternate site.

Not included under required supervision are meetings to discuss clients and general treatment approaches. While these discussions are important and valuable, they do not focus on your relational work with clients, as defined above.

It is very important that you communicate clearly with your supervisor about any concerns and/or expectations, whether it be about your role as an intern or the roles and responsibilities
entailed in your student/supervisor relationship. If there is any threat to the possibility of your evaluation not being satisfactory, you need to have that feedback at the earliest opportunity so that you have the chance to rectify any problems. This also applies if you have concerns about your internship setting in general. If you are experiencing difficulty in this area, you should contact the Internship Coordinator directly to discuss your concerns. Please let your site supervisor know that they also should contact the Coordinator with any questions or concerns that may arise.

Lastly, since supervisors are not required to provide professional references, experience has shown that it is crucial that you make it very clear to field supervisors from the outset that you may be asking them for references for jobs and/or professional association memberships in the future, if that is your intention.

4) Registration in CityU Internship Course CPC 633
Registration in CPC 633 is required and occurs automatically once your internship has been approved. There is no fee for registration in this zero credit course. It is graded pass/no pass. The requirement to pass is completion of your 300 hours, as verified by submission of your contact logs as well as satisfactory evaluations(s) from your site supervisor and yourself.

5) Practicum Classes (CPC 651, 652, 653)
As part of your internship process, you are required to complete 3 two-credit courses, CPC651 (Practicum I), 652 (Practicum II) and 653 (Practicum III). You will notice each time you are registered for a practicum class, you will also be automatically registered for CPC633. In other words, you are registered automatically for 2 classes (i.e., CPC651 + CPC633; CPC652 + CPC633; and CPC653 + CPC633). You will register in these courses sequentially, as they are designed to run parallel with the length of time you spend interning. There may be a situation where you may need more time to accumulate the minimum hours that you need to advance to the next practicum class. In these cases, you will be registered in the internship continuation course (CPC 098) for zero credits. There is no fee for CPC 098.

All practicum classes are offered most academic quarters by the Counselling Program faculty. These classes are a great opportunity to discuss your work with colleagues and the course instructor, to hear about the work of your colleagues, to give and receive feedback about the work, and to engage in fascinating collegial communication about your training.

Your classes may be exclusively in person or mixed mode, depending on your campus. Since this is a 2-credit course, your classes will reflect 20 hours of course time regardless of mode of instruction.

Practicum classes are comprised of approximately six students and an instructor. The focus is to review your current work in the context of your internship based on audiotapes, videotapes, written transcripts, and/or oral descriptions. You are asked to present your counselling work with a client and to provide a written report along with the case presentation. In addition to audio and/or videotape or alternative documentation for your case presentation, a reflection paper/journal assignment about your development as a counsellor is required.
Finally, it is your responsibility to arrange an on-site meeting between yourself, supervisor and practicum class instructor once during each of the three practicum courses you take. This meeting can take place either in person or by teleconference.

6) Registration in Practicum Classes (CPC 651, 652, 653)

Upon commencement of Internship, you will be registered for your first Practicum class (CPC 651). You are required to have seen one client for 1 hour (at a minimum) in order to be eligible for registration.

As is the case with CPC 633 (Internship), Practicum classes are graded Pass or No Pass. To pass Practicum class, you must fulfill all course requirements, submit contact logs and evaluation forms.

To register in Practicum class I (651), students must submit a signed Contact Log indicating at least one (1) hour of client contact by the 10th of the month prior to the term they wish to register in class.

If you do not accumulate enough hours to advance to the next Practicum course, you should continue to accumulate internship hours until you meet the minimum requirement to advance to the next Practicum course.

To register in Practicum class II (652), students must submit a signed Contact Log indicating 60 hours (50 hours client contact/10 hours supervision) AND a satisfactory evaluation form by the 10th of the month prior to the term they wish to register in class.

To register in Practicum class III (653) students must submit a signed Contact Log indicating an additional 120 hours (100 hours client contact/20 hours supervision) AND a satisfactory evaluation form by the 10th of the month prior to the term they wish to register in class.

To pass practicum classes, you must fulfill all course requirements, submit contact logs/evaluation forms and have accumulated at least the minimum number of hours designated below.

### Practicum Class Requirements (Hours and Evaluation)

<table>
<thead>
<tr>
<th>Practicum</th>
<th>CPC651</th>
<th>CPC652</th>
<th>CPC653</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(50/10)</td>
<td>(100/20)</td>
<td>(250/50)</td>
</tr>
<tr>
<td>Contact Logs</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>Evaluation forms</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
</tbody>
</table>

**Note:** You are required and MUST attend and successfully complete ALL practicum classes in sequence in order to complete the internship, even if you have met or exceeded the number of hours required for the internship training. Why is this? As a new therapist, you will benefit from the collective experience of other students and the faculty teaching the class. We learn in our work by experience, and the
shared class collaboration can be a powerful vehicle for development. Conversely, those who have completed their formal requirement can continue to reflect on their own development through the experience of listening to others whose internship is still in progress. Further, interns can and should contribute to the learning of their peers who are in earlier stages of their practice.

In rare instances, where Internships extend beyond the time you take to complete the practicum course (CPC651/652/653) because required hours are not complete, a Y grade will be issued for CPC 633 (Internship – zero credit) which will be effective up to one year from the official course end date of the practicum class (CPC651/652/653). Conversely, where students might have completed all 300 of their required internship hours before finishing the practicum courses, they still must complete all three required practicum courses.

The registration deadlines for all practicum classes are as follows:
- September 10th for Fall Quarter
- December 10th for Winter Quarter
- March 10th for Spring Quarter
- June 10th for Summer Quarter

The successful completion of these courses will equal 20 group hours of supervision. Your internship coordinator will attest to the completion of these hours for registration with a regulatory body after graduation.

**Intern Conduct**

As a final note, Internship represents the beginning of your journey as a professional. In all aspects, CityU expects that you will hold yourself to the highest standards with respect to your personal and professional conduct. Respect, consideration, care, generosity, and humility are important qualities for any counsellor, and should be your foundation. Your ethical conduct is of upmost importance, not only with your clients, but colleagues, supervisors, and instructors as well. Working in this profession is a privilege and a humbling opportunity. We wish you the very best.
Appendix I

Internship – FlowChart

1. Completed core courses - 50 credits
   - Passed Comprehensive Exam

2. Attend Mandatory Internship Orientation

3. Locate an Internship site

4. Secure a commitment for supervision

5. Complete Internship Agreement form and Supervisor’s Qualification Waiver form

6. Obtain Student Membership in CCPA

7. Purchase Professional Liability Insurance (PLI)

8. Obtain Criminal Record Check

9. Complete Internship Checklist

10. Submit all documents to Internship Coordinator

11. Receive Letter of Approval and Receive Contact Log (pdf) and Evaluation form (self and supervisory)

12. Commence Internship

13. Register in Practicum Class for next available quarter (submission of contact log with proof of hours no later than 10th of month prior to start of quarter)
Appendix II

INTERNSHIP HOURS

This diagram depicts the required hours to fulfill City University’s graduation requirements.

300
Total Hours

200 Client Hours
- individual
- couple
- family
- psych ed (25% max)
- group (25% max)
- clinical screening/intake (25% max)

50 Supervision Hours
- direct
- indirect

50 Collaborative Hours
- shadowing
- reflection teams
- peer consultation
- client related advocacy

Note: 200 client hours may be logged entirely by seeing individuals, couples, or families; in practice, most students fulfill the requirement by seeing some combination of several or all categories of clients.
## INTERNSHIP/PRACTICUM COURSE:
### COUNTING THE HOURS

<table>
<thead>
<tr>
<th>Practicum Course</th>
<th>651</th>
<th>652</th>
<th>653</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Counselling Hours to Pass Course</td>
<td>50</td>
<td>50</td>
<td>150</td>
</tr>
<tr>
<td>Running Subtotal of Minimum Hours Accumulated by END of course</td>
<td>50</td>
<td>100</td>
<td>250 (not including the 50 hours of supervision)</td>
</tr>
<tr>
<td>Maximum Hours Allowed to Accumulate prior to the start of the next course</td>
<td>75 counselling hours</td>
<td>200 counselling hours</td>
<td>N/A</td>
</tr>
<tr>
<td>SUPERVISION HOURS (running subtotal) There are NO maximum hours</td>
<td>10 hours minimum (10)</td>
<td>10 hours minimum (20)</td>
<td>(50) Must complete 50 supervision hours in total at the minimum to pass</td>
</tr>
</tbody>
</table>

*If you accumulate more than the maximum allotted amount of counselling hours, you will NOT be able to count those toward your next practicum course. However, we do ask you to keep track of ALL your hours on your contact logs.*
Appendix IV

Role and Responsibilities of On-site Supervisors

1. To provide the student intern with appropriate referrals and supervise their counselling work in adherence with professional counselling standards and City University’s requirements.

2. To provide 3 formal written evaluations of your student intern’s progress; it is City University’s expectation that the intern will be mindful of the programs’ timelines on submission of such evaluations, as their registration in on-campus group supervision classes is contingent upon submission and approval of these documents by the Internship Coordinator. Copies of the Self and Supervisory Evaluation forms are provided to the student by City University when their internship is approved.

3. To sign off on the intern’s contact logs (their record of all activities engaged in on-site and their time spent doing so). Contact logs are submitted three times over the course of a student’s placement, and registration in on-campus group supervision classes are likewise contingent on the University receiving each log at the appropriate time. It is the student’s responsibility to be mindful of these timelines. These forms are also given to students when their internships are approved.

4. To bring it to the attention of the student intern at the earliest possible opportunity if, in your professional judgment, they are not meeting expectations and/or you have concerns about their personal or professional conduct generally. If concerns persist or worsen, it is important that you contact City University’s Internship Coordinator, who will assist you and your intern to address the concerns, help facilitate a remedial action plan if necessary, and/or support a termination of the relationship if no remedy can be found.
Appendix V

FAQs

Below are some of the most frequently asked questions regarding internship and practicum.

Hours

1) How many total hours are required by CityU for graduation?
   300 hours (200 clinical + 50 collaborative + 50 supervision)

2) How long does it take to accumulate the required 300 hours?
   Approximately 700 hours.

3) What if I accumulate 80 clinical hours in 651? Can I count all of those toward 652?
   Only 75 will be counted toward 652. You should still keep record of these hours
   nevertheless in an overflow category which will be useful when making application for
   professional membership.

4) What if I accumulate 20 supervision hours in 651? How many of those will count
   toward 652?
   All of your supervision hours will count toward 652. There is no upper limit on the
   amount of supervision hours you can acquire. Further, the additional supervision hours will
   count toward your future BCACC registration.

5) What if I accumulate more hours at my site?
   Some of your sites will require you to maintain a multi-month commitment or operate in a
   way where you cannot ethically or practically stop seeing your clients. While those
   additional hours will not count toward your requirement, they are valuable training
   experience. Please remember you must still record ALL your hours on your contact logs -
   so please keep track.

6) I am seeing multiple clients and have not been able to see my supervisor for two weeks
   due to scheduling conflicts and/or illness. Is this a problem?
   You must contact your internship coordinator if this is not occurring. Arrangements for
   alternate supervision at your site must be made immediately. DO NOT wait to resolve this
   concern, as you could put yourself in jeopardy of being short on the minimum number of
   hours you need to continue to the next practicum class. More importantly, it is neither
   ethical nor professional for you to deliver services without regular and ongoing
   supervision.

7) How many of my GROUP counselling hours count toward my required hours?
   A maximum of 50 hours are counted toward your requirement of 300 total hours.
8) **I am confused about what constitutes collaborative hours?**
   You must complete 50 collaborative hours. Please see page 4 in the internship manual for a description of the types of activities that constitute collaborative hours.

9) **What constitutes on-site activities?**
   Please see page 5 of the internship manual for examples of activities that fall in this category.

10) **Can I count my record keeping and travel toward my hours?**
    No. These are considered nonclinical activities and cannot be counted. See the manual for other nonclinical activities.

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**Internships**

1) **Can I start my internship once I’ve secured my site and supervisor and filled out all paperwork?**
   No. You must have written approval from your Internship Coordinator or the director of your program first. If you begin before you have received written approval, your hours WILL NOT COUNT, nor would you have liability insurance coverage through CityU.

2) **Does WCB or General Liability insurance provided by CityU cover me once I’ve completed CityU’s requirements for Internship, if I am still completing a commitment to an internship site?**
   No. Once you have officially fulfilled your CityU program requirements, you are no longer covered. You will need to secure your own liability insurance for the duration of your work at your site and you must be proactive in advising your supervisor if you anticipate you will be in this position.

3) **Is it possible to do an internship in another province, the United States, or another country overseas?**
   Yes. You should be aware however, that if you wish to undertake training in the United States or another country, there can be insurance implications. Please consult with the Internship Coordinator early in your planning stages to be sure you have determined any potential difficulties that could arise or steps you would need to take to ensure proper insurance coverage.

4) **Do you recommend individual private practice internships as your ONLY site?**
   CityU neither recommends nor discourages students from interning in a private practice setting. The best placement is one that meets the student’s learning goals and future aspirations. If you are considering a private practice setting, you should consult with the Internship Coordinator early in your considerations to discuss the kinds of issues that could arise in a private practice setting that are/could be different than interning in an agency. Please contact your CityU Internship Coordinator to discuss the benefits and risks.
5) **What happens if I fail my internship?**
Ideally, if at any point in your internship you feel that you are at risk of failing, you should contact your supervisor and consult with the internship coordinator as soon as possible. In the unfortunate circumstance that you are asked to leave, what happens next is highly dependent on your individual circumstances. You will meet with the Internship Coordinator, the Director of the Master of Counselling program, and/or the Associate Provost of Canadian CityU programs to determine next steps.

**Supervision**

1) **Can all my supervision hours be group supervision?**
No. No more than 50% of your total supervision hours can be group. For example, if you have 80 supervision hours, you can only have a maximum of 40 hours of group supervision.

2) **Can I pay for supervision?**
While we do not recommend you pay for supervision, it is your prerogative to do so. CityU would encourage you to raise the reasons for this consideration with your primary site supervisor to discuss the rationale for considering this option. In some circumstances, students do elect to undertake their own supplementary supervision at their own cost. Students should be aware that doing so is arranged independently from CityU and is a contractual arrangement between the independent supervisor and you.

3) **What if I am not getting my weekly supervision from my site and I’ve already spoken to my supervisor?**
It is a requirement that you have supervision concurrently with seeing your clients in a timely fashion. You should have supervision at a 1 to 5 ratio (1 hour for every 5 hours of clients). If this is not your experience, clarify this requirement with your supervisor. If the issue persists, please contact your Internship Coordinator.

4) **What if the site I am interested in has only one supervisor and they do not have all of the qualifications. Can I still be supervised by them?**
Maybe. Under certain circumstances, the site supervisor may not have every requirement necessary to be your independent supervisor. In these rare cases, your site supervisor will need to receive supervision of supervision. This requires your site supervisor to meet with a supervisor who does meet all of CityU’s requirements. It is this supervisor who will be your official supervisor of record. Please note that supervisors of supervisors may charge a fee that you will have to pay. Please contact your practicum coordinator for more information. Students are also encouraged to contact BCACC and/or CCPA regarding their regulatory requirements in these circumstances.

**Internship/Practicum Challenges**

1) **Under what circumstances do I contact my Internship Coordinator versus my practicum instructor?**
Your practicum instructor should be contacted for anything related to practicum class (e.g., class requirements, relationship concerns with your peers in class, handling of confidential client-related materials for class presentation, or for follow-up around questions that come up within the context of the group supervision in class).

For issues related to your internship placement (e.g., appropriateness of client referrals, relationship concerns with a supervisor/colleagues/peers at your site, concerns having to do with meeting CityUs program requirements, practical or ethical concerns that feel unresolved after first having made attempts to address them with your on-site supervisor), you should contact the Internship Coordinator.

2) What should I do if I receive a request for release of records for one of my clients?

As a student intern working in an agency or counselling practice, your clients’ records belong to the agency; as such, you should consult your primary supervisor to determine the agency’s protocol for responding to such requests. The protocol may differ depending on whether the request is coming from the client themselves, from a third party (such as a Law office or Insurance Company), or if records are being subpoenaed by a Court of Law.
CityU expects that you would consult as soon as possible with your supervisor and follow their direction about the proper protocol for responding to such requests AND that you would also inform CityU’s Internship Coordinator of the request and how it is being responded to.

If you are interning in a non-traditional setting, one where your supervision is not provided on site and/or there is no known protocol for responding to requests for release of information in place, you should consult the Internship Coordinator for primary direction.

CityU’s own guidelines around requests for counselling records are that original counselling notes NOT be released. Common professional practice and agency protocols typically recommend that clients and third parties be provided with letters of Confirmation of Attendance (appropriate in cases where the client or third party requires documentation that counselling has taken place). In other cases, a summary letter may be appropriate. A court-ordered request would be handled with a higher level of consultation-which your supervisor would take primary responsibility to address.

In reviewing your Consent to Treatment with clients as a student intern, you should note that you cannot make diagnoses, advocate on the client’s behalf in a court of law, or provide formal assessments/reports on matters such as fitness to work or child custody and access decisions. Being proactive in this way will help address client’s expectations and clarify your role and its scope.
3) Why does the program have a maximum internship hour requirement per practicum class?
The maximum allotment of hours was determined by the program and designed with a variety of goals in mind. Those goals include maximizing your competency/preparedness, maximizing your opportunity to learn, as well as the ability to incorporate information from your foundational coursework. Pacing your internship practice alongside practicum classes ensures that your presentation of cases in class remains current in order to avail yourself of meaningful group supervision. Developing your counselling skills is a process over time which cannot be fast-tracked or rushed. This process involves self-reflection, discernment, and the opportunity to distill your learnings from clients, supervisors, peers and colleagues. Professional development is a lifelong process; internship is the beginning stage.

Registration

1) How many total hours are required by BCACC for registration?
Currently, BCACC does not have a minimum amount of counselling hours. However, they do require **100 hours of supervision for registration—of which 25 must be individual supervision**. In order to get 100 hours of supervision, it is likely you would have worked close to 500 clinical hours. As requirements can change, please visit BCACC’s website for the most current information - [http://bc-counsellors.org/](http://bc-counsellors.org/)

2) Does CityU give me enough supervision hours for registration?
Yes and No. CityU only requires 50 hours of supervision for graduation. Students receive another 20 hours from their practicum classes. Due to the nature of your internships and our 5 to 1 ratio, you should have no problem accumulating the additional 30 hours that you need. Most agencies and individuals serving as supervisors to our students are aware of BCACC’s registration requirements, and are happy to ensure that you log the amount of supervision hours necessary.