

Policies and Procedures

May Institute

The internship program adheres to all May Institute Policies and Procedures. A complete copy of the most recent May Policies and Procedures Manual will be provided to interns during orientation. Certain specific policies will be verbally reviewed then as well. In addition, the internship program has designed procedures to address issues specific to this program.

DRESS CODE

Interns are expected to dress professionally at all times. Articles of clothing should fit well and be in good condition.. Athletic wear, sweatshirts, and casual tee-shirts/pants are not permitted. Jeans may be worn on Fridays (e.g., no holes or tears).

EARNED LEAVE USE

The internship program earned leave use policies differ from May Institute policy in certain aspects. Unlike regular employees, interns receive a single allotment of 15 “earned leave” days after their first month of employment. Earned leave includes vacation, sick time, and personal time. Interns must take earned leave time if they are not on site on days of inclement weather. Interns are instructed at the beginning of the year to set aside 2-3 days to cover unexpected absences due to weather.

Interns may use earned leave days after approval by their clinical supervisor. A request to use earned leave must be submitted through Dayforce at least one week prior to use. Of course, in the event of urgent leave needs, the intern would make a direct request to the supervisor(s) and receive instruction for how to proceed. This is consistent with May policy.

Because interns provide clinical services, there are certain restrictions on when earned leave time may be used and for how long. Interns may be denied leave by a supervisor if the supervisor believes taking leave for a requested time period or for a requested duration would jeopardize clinical services or patient well-being. This policy is based on the Ethical Practices and Standards of Psychologists; all May psychologists consider clinical needs before planning earned leave time.

Similarly, interns are discouraged from taking earned leave time during the last month of the internship program. Exceptions to this policy need to be authorized by the primary supervisor.

CALLING OUT SICK

If an intern cannot attend work due to sudden illness, the intern should notify their clinical supervisor(s). Workdays missed due to illness will be deducted from the intern’s “earned leave” bank.

FRIDAY SCHEDULE

Each intern is expected to attend all didactic seminars, continuing education lectures and Group Supervision according to the schedule on Fridays. Cell phones should be turned to "vibrate only" during supervision and seminars and if an emergency arises, interns are asked to leave the room to take a call or text.

Seminars and Group Supervision are designed to be interactive and it is expected that all interns will come prepared. Participation is critical. Interns can miss up to six (6) total scheduled Group Supervisions (e.g., earned leave). If an intern has accumulated more absences, they will need to make this up with supplemental supervision.

MILEAGE REIMBURSEMENT

Because of the nature of our training program (major and minor placements), and training in consultation and point of need service delivery models, interns may need to travel as part of their training experience. Some automobile mileage is considered a reasonable business expense, for which an intern may request reimbursement. Other travel is considered travel to work and would NOT be covered. Primary supervisors will clarify any questions.

EXPENSE REIMBURSEMENT POLICY

In accordance with May Institute policy, reimbursement for mileage, staff travel and authorized out of pocket expenses must be sent to May's Finance division within 45 days from the end of the month in which expenses occurred. May employees submit requests for reimbursement on the Expense Reimbursement Form and Travel Reimbursement Form (provided during Orientation). Requests for reimbursement received in Finance after 45 days, will be returned to sender and will not be paid. All May Institute employees should ensure reimbursement forms are submitted to their supervisor for approval as soon as possible to adhere to this timeframe.

CONFERENCE ATTENDANCE

It is expected that interns will attend regional and national conferences as additional training opportunities. Interns may participate in two days of attendance at conferences during the internship year without counting them toward earned leave. All additional conferences fall under the earned leave policy. Attendance at conferences should be planned with and approved by supervisors. Financial reimbursement is based on May Institute Conference Attendance Policies.

VERIFICATION OF CRIMINAL RECORD

After the APPIC match, criminal record (CORI) are conducted on intern applicants. This is in accordance to Massachusetts Law, which requires criminal record checks to be conducted of all applicants to Human Service Agencies.

Due Process

Due process is simply "fair play." In some situations, that means notice, hearing, and/or specific legal procedures. Due process is applied in serious situations where the decision of the institution may affect your standing. These situations usually fall into one (or both) of two categories: academic decisions and disciplinary decisions.

Because May Institute is a private institution, the rules of due process for academic institutions do not apply, even for what may appear to be academic decisions (such as evaluations, standing in the program, etc.).

We have developed an encompassing set of procedures designed to maintain fairness throughout any due process situation. Although we do not expect to have to undertake such a serious course of action, interns should be aware of these procedures, just in case.

General Performance Requirements

An intern is expected to attend all scheduled seminars or otherwise notify the seminar instructor who has sole discretion to permit or deny absence. An intern is expected to complete all seminar projects or assignments given by an instructor such as but not limited to literature reviews, case presentations, or reports, within the deadlines set by the instructor.

In addition, an intern is expected to meet all performance requirements of the program, such as maintain a clinical caseload at a productivity level set by their supervisor, deliver assigned clinical services at a level that is suitable for an intern in clinical psychology (this level is determined by the program faculty and the intern's supervisor), and maintain appropriate clinical records.

If an intern fails to meet these standards, the program may notify the intern either verbally or in writing that the intern is not meeting a performance expectation of the program. This notification will be made after discussion with the relevant faculty member(s). The intern may then be assigned a date to discuss the deficient performance and develop a performance improvement plan (see Remediation) which includes a deadline for improvement. The intern's graduate program may be notified of this information.

If the intern fails to improve in the indicated areas by the deadline date, then the intern may be dismissed from the program.

When an intern receives notification of deficient performance, she or he will be offered an opportunity to respond or defend. If at any time the intern wishes to dispute the facts of deficient performance, the intern should use the Grievance Process described below.

Ethical and Professional Performance Requirements

Interns are required to adhere to all of the policies and procedures of May Institute. Interns will be provided with access to May Institute's Policies and Procedures Manual. Any violation of a May Institute Policy may be grounds for disciplinary action. Interns are also required to adhere to the Ethical Standards and Principles of Psychologists, as developed and amended by the American Psychological Association. Any violation of these standards will be grounds for disciplinary action.

Interns found to be in violation of May Institute Policies and the Ethical Standards and Principles of Psychologists will be given verbal or written notice of the charges and associated details so they may have opportunity to respond and defend. A formal hearing and discussion of the charges will then be set. The intern's supervisor or relevant faculty member(s) may also attend. In certain cases, at the discretion of May Institute, an intern's clinical privileges may be temporarily suspended until the intern has time to organize a response to the charges.

In both cases, disciplinary action may consist of any or all of the following: 1) re-training or re-instruction in appropriate procedure, protocol, or action, 2) formal censure and reprimand, 3) suspension without pay, 4) dismissal from the program, or 5) formal complaint to the appropriate committee(s) of the American Psychological Association. In any case, it is the discretion of May Institute to notify the intern's graduate program of the details of the infraction and the response taken by May Institute.

Academic Rules

1. Attend all scheduled seminars; excessive absences are not permitted.
2. Seminar absences must be arranged with the program coordinator.
3. Complete all seminar projects or assignments to standard, as rated by the seminar instructor.
4. If an intern fails to meet the above standards, the Training Director will meet with the intern to develop a performance improvement plan that states a deadline for improvement.
5. If improvement is not achieved by the deadline, then the intern may be dismissed.
6. The program may notify an intern's graduate program of the intern's status in training at any time.
7. Maintain a clinical caseload, adequate productivity, adequate service delivery standards, and records. These standards will be conveyed by your supervisors.

Remediation

May Institute emphasizes early identification of potential problems, cooperative efforts at resolution, open communication, and consultation with the intern's graduate program. However, sometimes a remediation plan is drafted and the formalized process is as follows:

STEP 1

If an intern is experiencing more serious difficulties in the program, the intern's recent and current rotation supervisors and the Training Director will meet to develop appropriate remedial actions (i.e., a Performance Improvement Plan). Consultation with the intern's graduate school staff will occur as needed.

STEP 2

The Performance Improvement Plan will be developed and individually tailored to meet the difficulties experienced by the intern. This plan will be presented to the intern and an opportunity to present feedback and suggestions will be provided.

STEP 3

The resulting plan will serve as a training contract between the intern and program staff and adherence to this plan will be closely monitored on a weekly basis. The intern will be required to sign this plan.

- Interns wishing to appeal any aspects of the performance improvement plan will submit a written request within fourteen (14) workdays of being presented with the plan. The plan and the intern's objections will be forwarded to the Training Director. Alterations will be made to the plan as necessary.

STEP 4

An intern failing to comply with the performance improvement plan due to lack of motivation or gross deficits in skills will be scheduled for a formal review. The intern will be notified of the impending review and concerns to be addressed. This performance review may be requested by the Training Director, current rotation supervisors, or the intern. The intern will have the opportunity to respond to concerns. Additional consultation with other program staff and the intern's graduate school will occur.

STEP 5

A written report of the performance review will be presented to all training faculty who will determine the need for further action, such as continued monitoring, revision of remediation plan, and/or probation. The intern will be notified in writing of the faculty's decision and will be required to review and sign the new training plan.

- Interns wishing to appeal any aspects of this remediation plan will submit a written request within fourteen (14) workdays of being presented with the new plan.

STEP 6

An intern failing to comply with the performance improvement plan, violating ethical and professional codes, or transgressing official policies may be recommended for termination from the internship after a meeting with the training faculty. In such a case, intern will be provided with a written notice of the decision to recommend that the intern be terminated from employment. The program coordinator will notify APPIC and the intern's graduate program of the termination.

- The intern will have the opportunity to appeal the decision through the May Institute's Human Resources Department and request consultation with APPIC.

Grievance Procedures

If an intern believes that their performance or ethical conduct has been judged unfairly (including disputing a performance rating by a member of the internship faculty), then they have a right to make a formal complaint. The procedure described below permits formal consideration of all concerns.

Although interns are free to use the grievance procedure any time, they are encouraged to first attempt to resolve the issue directly with the individual(s) of concern. Our experience has been that the majority of day-to-day concerns and issues are quickly resolved by frank discussion between the parties involved. If interns feel uncomfortable doing so, they should speak with the Training Director or supervisor.

If an intern continues to believe that they have been treated unfairly, they are encouraged to follow the formal procedures outlined below. In all cases, grievances will be considered openly and dealt with fairly. If a grievance is supported, the Internship Training Committee will advocate for program or corporate policy changes to remedy the situation for future interns. The act of making a grievance will not in itself jeopardize an intern's training status with May Institute.

STEP 1

Report the grievance in writing to your supervisor.

Report the grievance in writing, to the primary supervisor as soon as possible.

The primary supervisor will respond back to the intern in writing within ten (10) workdays of receiving the written grievance. (If the grievance involves the major supervisor, skip to Step 2.)

STEP 2

Report the grievance in writing.

If a resolution is not reached in Step 1, an intern should report the grievance in writing to the Director of Training. If requested by either party, a meeting may be held as well.

The Director of Training will work to resolve the grievance as quickly as possible and respond in writing to both the intern and supervisor within fourteen (14) workdays of receiving the written grievance. (If the grievance involves the Director of Training, skip to Step 3.)

STEP 3

Notify May Institute Vice President of Human Resources in Writing.

If a resolution is not reached in Step 2, an intern should report the grievance in writing to the May Institute Vice President of Human Resources. The Vice President of Human Resources will work to resolve the grievance as quickly as possible, and respond in writing to the intern, their supervisor, and the Director of Training within fourteen (14) workdays of receiving the written grievance.

STEP 4

Notify the President/CEO of May Institute

If a resolution has not been reached in Step 3, an intern may appeal in writing to the President/CEO of May Institute. The President/CEO will work to resolve the grievance as quickly as possible and will respond in writing

to the intern, their supervisor, and the Director of Training within fourteen (14) workdays of receiving the grievance. This decision is considered final and binding.