



Office of Mental Health
Buffalo Psychiatric Center

Program Brochure

2025-2026

(This is an excerpt from Training Manual and does not contain Appendices)

CLINICAL PSYCHOLOGY DOCTORAL INTERNSHIP PROGRAM

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ABOUT THE BUFFALO PSYCHIATRIC CENTER

The Buffalo Psychiatric Center,

a facility of the New York State Office of Mental Health, is a comprehensive, community-based mental health system serving the four-county region of Western New York fully accredited by The Joint Commission (TJC). For well over a century, the Buffalo Psychiatric Center has played a major role in the provision of mental health care to Western New York residents. Since 1880, Center employees have worked to provide the best treatment possible. Working with individuals who have mental illness takes patience, skill, training, and perseverance, together with human concern, to successfully help them function at an improved level of wellbeing in the community.

It is the mission of the Buffalo Psychiatric Center to operate in collaboration with the local mental health systems of Western New York to serve individuals with serious mental illness in a way that empowers the recipient, and fosters hope and recovery. It's comprehensive, community-based mental health system includes inpatient, Residential, Outpatient, Assertive Community Treatment (ACT), Mobile Integration Team, Home Health Care Management, Peer support and assistance, a Wellness and Recovery Center.

Inpatient Services - We provide Inpatient services 24 hours a day, seven days a week in the Strozzi Building on the main Buffalo Psychiatric Center campus. We have a bed capacity to serve patients on eight units. We provide care, treatment, rehabilitation, and support to restore and improve functioning.

Our goal is to reduce symptoms and offer patients a setting to learn or re-learn skills that will help them leave the hospital and reclaim their lives in the community. Recovery is real and possible. Inpatients are encouraged and supported in making choices about their future. We work together with every patient to help them achieve their personal goals and establish a lifestyle that is satisfying.

BPC patients present with a full range of psychiatric diagnoses, and they reflect the diversity of Western New York in terms of race, gender, gender identity, sexual orientation, religion, socioeconomic status, immigration status, primary language, and other aspects of identity. We have a well-trained, diverse, and dedicated staff that includes Psychiatrists, Medical Physicians, Nurses, Psychologists, Social Workers, Rehabilitation Staff, Direct Care and Support Workers. We have a strong Peer Service Program staffed by individuals who have received mental health services, have been successful in recovery, and are available to assist patients in obtaining information and/or resolving issues and concerns. Inpatient Services - Each inpatient unit has an interdisciplinary team that includes psychiatry, medicine, nursing, psychology, social work, occupational therapy, rehabilitation therapy, recreation therapy, pharmacy, dietetics, and mental health therapy aides. Additional information about the BPC is available at <https://omh.ny.gov/omhweb/facilities/bupc/>.

PSYCHOLOGY DEPARTMENT

The Psychology Department at BPC is comprised of 15 inpatient and outpatient clinicians who serve in both clinical and administrative roles. Our diverse staff reflects a wide range of clinical interests, experiences and theoretical orientations to treatment utilizing evidence-based and current best practices. Principal service modalities on the inpatient units offered by psychology include individual psychotherapy, group therapy, therapeutic programming, and milieu therapy to assist each patient in their recovery process.

CLINICAL PSYCHOLOGY INTERNSHIP PROGRAM

The internship program at the Buffalo Psychiatric Center (BPC) is accredited by the American Psychological Association (APA) and is a member of the Association of Psychology Postdoctoral and Internship Centers (APPIC). **See Appendix P17 for Internship Admission Data.**

BPC's commitment to psychology training spans over thirty years of providing practicum training and internship training to cohorts since 2012. Once BPC received funding to support interns (2016), it gained APPIC membership and achieved full accreditation on July 21, 2019. If you have any questions related the program's accreditation status please contact: Office of Program Consultation and Accreditation Education Directorate - American Psychological Association - 750 First Street, NE Washington, DC 20002-4242.

TRAINING YEAR - 12 months | Start Date September 4, 2025 | End date September 2, 2026

ANNUAL SALARY - \$39,104 (biweekly pay periods)

BENEFITS - As New York State employees, interns are entitled to the following benefits: affordable Health Insurance, Dental and Vision Care, Flex Spending Account, Retirement benefits, EAP services, 13 paid state Holidays, paid leave include personal, sick, and vacation days and up to three (3) Professional Leave days for attendance to professional conferences, one which may be used for dissertation their defense.

REQUIRED INTERNSHIP TRAINING HOURS - The internship year consists of 2,000 hours over 12 months of fulltime employment, 40 hours per week (50 weeks, including 13 NYS state holidays.).

DAILY WORK SCHEDULE - 8.5 hours, with a 30-minute unpaid lunch.
40 hours per week, Mon-Fri 8:00am-4:30 pm, with the possibility of one late day (9:30am-6:00pm).

The internship's program structure is anchored around the nine Profession-wide Competencies (PWCs) through clinical, didactic, and experiential activities to support interns to meet the expected minimum level of achievement (MLAs) by the end of the training year. Using a developmental training model, the clinical experiences are sequential, cumulative, and graded in complexity. Our internship program is designed to provide a solid foundation on the assessment and treatment of severe acute and chronic severe mental illness (SMI) across the adult lifespan (18 to 65+). BPC serves a diverse patient population and understands that patients' needs are best served by a diverse team to respond more effectively to the wide-ranging backgrounds and experiences. Bilingual or multilingual interns may have the potential to work with patients from countries represented by Buffalo's immigrant and refugee population.

PROGRAM AIMS

Our program's specific aims are anchored in the profession-wide competencies expected of all health service psychologists and around which training programs are structured: Research, Ethical & Legal Standards, Cultural & Individual Diversity, Professional Values, Attitudes, & Behaviors, Communication & Interpersonal Skills, Psychological Assessment & Diagnosis, Psychotherapeutic Intervention, Supervision, Education & Training and Consultation & Inter-professional Collaboration. Our aims align with these competencies which in turn guide the development and implementation of our program, the expectations for our interns, and evaluation of our program's outcomes. The internship program utilizes

a developmental approach based on the Practitioner-Scholar Model, which emphasizes the application of scientific knowledge to the clinical practice.

Our aim is to prepare interns to become competent and confident entry-level psychologists by achieving a working knowledge of current best practices for severe mental illness (SMI), refining skills in assessment and intervention with sensitivity to individual differences, and by developing a professional identity as clinical psychologists.

Aim I: Competence in Psychological Assessment

By the end of the training year, interns will demonstrate proficiency in the selection, administration, and interpretation of core assessment tools utilized to provide cognitive, personality, projective, and neuropsychological testing, differential diagnosis, and in writing clear, concise, and clinically useful reports.

Aim II: Competence in Evidence-based Intervention

By the end of the training year, interns will demonstrate competence in providing evidence-based treatment to seriously mentally ill adults through individual and group psychotherapy modalities.

Aim III: Competence in Working with a Diverse Patient Population

By the end of the training year, interns will demonstrate advanced proficiency in effectively and sensitively applying professional skills in their work with a diverse patient population.

Aim IV: Professional Identity

By the end of the training year, interns will demonstrate growth in their professional identity as entry-level, health-service psychologists by increasing self-reflective practice, refining communication, and interpersonal skills, by functioning as members of a multi-disciplinary treatment team, and by integrating values, ethics, and standards for in their behavior and clinical practice.

TYPICAL WEEKLY SCHEDULE

Interns are expected to be on site Monday through Friday with the possibility that one day's schedule may be adjusted to allow for coverage of one evening group per week. Below is an example of what a week's schedule may look like and how it is categorized in Time2Track. Given the nature of an inpatient setting, activities may vary from week to week.

Direct Clinical Hours: Approximately 14 -16 hours per week will be spent in combination of Assessment and Intervention.

Supervision: Scheduled Individual and group supervision - 4.0 hours

Support Hours: Approximately 20 hours per week

- Session preparation, planning documentation, report writing (approx. 14 hrs).
- Didactic Seminars, Case Conferences, Grand Rounds (approx. 2 hrs).
- Meetings (approx. 2.0 hrs) i.e., treatment team meetings.
- Professional Development (up to 2 hours) i.e., getting familiar with SMI literature, current best practices, and new assessment instruments. Interns are encouraged to schedule time for independent research and reading preferably between 8am-9am.

PROGRAM FACULTY AND TRAINING COMMITTEE

The program's faculty are committed to providing clinical training and mentorship to our interns. We have an open-door policy to encourage clinical consultations and communication by which we strive to provide a supportive and welcoming training environment for interns to learn and thrive. Our core program faculty are members of the training committee which is responsible for the intern selection process, establishing policy and procedures, and for approving addressing performance issues. **See Appendix P1 – Department Staff and Training Faculty.**

Program Training Director (TD) is responsible for all administrative aspects of the program and for ensuring that the program meets APPIC and APA accreditation standards. In addition, the TD serves as a direct clinical supervisor, is responsible for the development of remediation plans, and serves as the liaison between the internship program and interns' graduate programs, OMH Statewide Internship Programs and accrediting bodies.

Clinical Supervisors are NYS licensed psychologists who provide direct supervision of assessment and intervention work performed by interns and co-signs all their clinical documentation. In addition, they actively participate in program planning, implementation, and intern evaluation. Supervisors provide guidance and supervision to promote interns' acquisition of relevant knowledge, skills, and competencies.

PROGRAM'S COMMITMENT TO DIVERSITY

The Clinical Psychology Doctoral Internship at the Buffalo Psychiatric Center strongly values diversity and believes in creating an inclusive learning environment for its interns. Diversity among interns and supervisors enriches the educational experience while promoting personal growth. We believe that it is important for the diversity of the treatment staff to reflect the diversity of the patient population to the extent possible. The Clinical Psychology Doctoral Internship attempts to create a climate in which all staff and interns feel respected, comfortable, and appreciated.

The Clinical Psychology Doctoral Internship's goal in diversity training is to ensure that interns develop the knowledge, skills, and awareness necessary to provide competent psychological services to all members of the public. The training program requires an expected competency in individual and cultural diversity. Diversity experiences and training are interwoven throughout the training program. The training program includes a required Profession Wide Competency in Cultural and Individual Diversity, and the expectation that interns learn to navigate diversity through clinical work with our institution's diverse clients. Interns are formally evaluated in this area.

Interns are provided with individual and group supervision with an opportunity to engage in discussions of diversity and potential differences that might arise for trainees when patients' worldviews conflict with their own. Interns are also provided with didactic training with a focus on Multicultural Issues in Mental Health Treatment. In addition, Interns participate in diversity training that is mandatory for all staff at the Buffalo Psychiatric Center. Interns also complete a supervisor evaluation that includes section that asks interns to rate how well the supervisor supports navigation of issues related to cultural and individual diversity.

TRAINING CURRICULUM

THE TRAINING CURRICULUM

is based on providing activities that support both the Program Aims as outlined above and the development of all nine Profession-wide Competencies. For details on how training activities support each of the Profession wide competencies with a concentration on SMI. See Appendix P2 – Program Curriculum.

ASSESSMENT

Admission Risk Assessments - All interns are assigned to the inpatient admissions unit where they conduct admission risk assessment to inform need for acute psychological services based on violence and suicide risk. Assessing individuals when they are first admitted to the hospital provides exposure to acute psychiatric presentations and solid training in diagnostic skills Interns are assigned a minimum of **one admission assessment per week during the first semester and up to two per week during the second semester**. Each admission assessment includes risk screenings for suicide and violence within 24 hours of admission. **See Appendix C1, C2, C3, C4 for Admission Reference Documents.**

Psychological Testing is a core component of psychologists' working at the Buffalo Psychiatric Center. Interns receive extensive training through seminars, administration practice, observation, administration, and weekly supervision. They are required to complete a **minimum of eight (8) assessment batteries** during the year. These assessments include diagnostic, personality, cognitive, developmental, neuropsychological testing, and comprehensive risk assessments. The department maintains a robust selection of testing materials, and resources. **See Appendix C5 - Testing Inventory.**

INTERVENTION

Interns will gain experience using a variety of clinical interventions including individual, group, milieu, and crisis interventions. They provide **four groups (4) per week** and carry an **individual therapy caseload of a minimum 6 patients (first semester) and up to 10 (second semester)** including being responsible for all documentation, including progress notes and Individual Service Plans (ISPs). **See Appendix C6 and C7 for Documentation Samples.** Interns are assigned to one of three units based on training needs on Unit 73- Acute Stay or either Unit 76 or 67 – Intensive Rehabilitation.

CLINICAL CAPSTONE

In the last quarter interns present a clinical case that demonstrates their competency across all profession wide domains. Case presentations include both a demonstration of intern skill and also a review of relevant literature associated with that case. Preparing such a presentation promotes professional development as well as offers demonstration of clinical competency. **See Appendix C8 – Capstone Guidelines.**

DIDACTIC ACTIVITIES

The Didactic Program in combination with clinical experiences and supervision is designed support the development of Profession-wide Competencies. This year's Didactic Calendar will be distributed at the beginning of the training year. See Appendix P3 for 1st Didactic Activities. 2nd Semester calendar will be provided in February.

- **Psychology Seminars** are presented by program faculty with subject expertise, i.e., risk assessment, testing, and implementation of current BPC clinical initiatives.

- **Psychiatry Grand Rounds** - are held weekly of Fridays 8-9:30am and attended virtually. National experts on various psychiatric topics present material to faculty, residents, medical students, and psychology interns. University at Buffalo Department of Psychiatry is recognized by the New York State Education Department's State Board for Psychology as an approved provider of continuing education for Licensed Psychologists.
- **Psychiatry Statewide Grand Rounds** - are held virtually every other month on Wednesdays 1-3pm. State and national experts present on evidence-based treatments for Severe Mental Illness as they apply to NY's Office of Mental Health providers.
- **Training Modules** - Live and recorded modules provide interns with the current SMI best practices presented by national experts from the Center for Innovations (CPI) NYS OMH/Columbia University.
- **Professional Development** - As NYS employees, interns are entitled to three (3) days of paid Professional Development Leave to attend the Annual Western New York Psychiatry conference and/or other approved professional training. One of the days can be used for dissertation defense.

SUPERVISION

Interns are regarded as trainees and their direct service responsibilities are always assigned with attention to their individual training needs. Hence our model of supervisory training focuses on development of competencies and professional growth. Interns receive a minimum of 4 hours of supervision per week. Individual supervision is provided by training faculty who carry clinical responsibility for the cases being supervised. Supervision is typically based on direct observation, intern verbal and written reports, and clinical documentation review.

- **Group Supervision** – takes place weekly and is designed to provide interns with a forum to discuss current practice guidelines to clinical work, discuss challenging cases, and the transition to professional practice as an early career psychologist.

REQUIREMENTS FOR SUCCESSFUL COMPLETION

1. TRAINING HOURS

- Per APA an internship year, requires 2,000 hours of fulltime employment, 40 hours per week for 50 weeks in the year, including 13 NYS state holidays.
- On a weekly basis their training hours on Time2Track, accurately and honestly.
- At the end of the month, Time2Track hours are reviewed and signed by each supervisor, and then submitted to the Training Director, by the first Monday of each month.

2. ETHICAL AND PROFESSIONAL CONDUCT

Interns are expected to demonstrate behaviors consistent with APA's Ethical Principles and Code of Conduct and policies and procedures of the New York State Office of Mental Health, and Buffalo Psychiatric Center.

3. INDIVIDUALIZED TRAINING PLAN - meet all goals and objectives of the Individualized Training Plan.

4. ASSESSMENTS - Complete minimum of eight (8) assessments with written reports.

5. SUPERVISION - Attend all weekly individual and group supervision, unless the absence is excused. If absent, supervision must be rescheduled.

6. DIDACTIC ACTIVITIES - Participate in all activities and complete an evaluation for each. If unable to attend any session, interns must make prior arrangements with the Program Director.

7. CLINICAL CAPSTONE (CASE PRESENTATION) – successfully present at the end of the training year, a case that demonstrates mastery of assessment and intervention skills.

8. EVALUATIONS - Complete all required evaluations:

- Self-competencies: Baseline, Mid-year and End of year
- Didactic Evaluations: one for each didactic activity
- Supervisor Evaluations: Mid-year and End of year one for each supervisor
- Internship Program: End of year of Evaluation
- Alumni Survey

APPLICATION to BPC'S INTERNSHIP PROGRAM

Given the complexity of cases who are admitted to a state facility in the New York, interns are expected to have working knowledge of diagnostic categories, experience with adult psychological testing and experience providing group and individual therapy to adults. The Psychology Internship Training Program is committed to the recruitment of qualified interns of all races, religions, cultures, ages, gender identities, sexual orientations, range of abilities, and national origins who are legally authorized to work in the United States. As facility of the New York State Office of Mental Health, BPC is an affirmative action equal opportunity employer that abides by all laws pertaining to fair employment practices. Established policies regarding race, color, religion, creed, age, gender, national origin, ancestry, marital status, physical or mental disability, veteran status or sexual orientation are in place to ensure equitable treatment of all applicants and interns.

ELIGIBILITY:

- Graduate students from APA-accredited doctoral programs in clinical, counseling, and professional psychology are eligible to apply.
- Applicants must be eligible to work in the United States, but citizenship is not required.
- This program is best suited for trainees with adult intervention and assessment experience. Applicants who do not meet the minimum qualification will be screened out.

Applicant Required Minimum Qualifications

US Citizen or Legally Authorized to work in the US	Required
DOCTORAL Program Accreditation	Required
Comprehensive Examinations Passed by Application Deadline	Required
Dissertation Proposal Defended by Application Deadline	Required
Minimum Intervention Hours	500 Hours
Experience Working with Adult SMI Population	Required
Experience Working in an Inpatient Setting	Preferred
Experience conducting groups with adults	Preferred
Minimum Assessment Hours	100 Hours
Minimum of 8 integrative batteries, at least 5 adults batteries	Required
Comprehensive Examinations Passed by Application Deadline	Required
Dissertation Proposal Defended by Application Deadline	Required

SITE SPECIFIC REQUIREMENTS:

- Three letters of recommendations including one from a faculty member, an assessment supervisor, and an intervention supervisor.
- Two redacted ADULT assessment reports, no more than 10 pages in length.

APPLICATION DEADLINE: 11:59 pm - **FRIDAY NOVEMBER 15, 2024**

APPIC PROGRAM NUMBER: 239011 - Psychology Internship - SMI concentration.

NMS INTERVIEW SCHEDULING LINK: <https://natmatch.com/psychint/>

INTERVIEW PROCESS

Applicants under consideration will be notified to schedule an interview through NMS Interview and via Email. Interview dates are scheduled on Mon, Weds and Fridays in December and January to accommodate for the holidays.

All interviews are virtual and consist of four 30–45-minute sessions. An introductory meeting the Training Director, followed by interviews with each an assessment and an intervention supervisor, lastly there is meeting with current interns (no faculty) where interns can ask questions about their training experiences. Applicants have the flexibility to schedule all interviews on the same day or on different days.

PREPARING FOR YOUR INTERVIEW

- Review the Virtual Tour PowerPoint and the Internship Brochure
- Familiarize yourself with typical diagnoses in the SMI population.
- Review assessment tools that you would use to conduct a differential diagnostic assessment and/or a malingering, cognitive, personality assessment.
- Familiarize yourself with Ethical/legal issues related to working with the SMI population.
- Be prepared to discuss two different clinical vignettes, one focused on assessment and one on evidence-based individual and group interventions. The vignettes represent the type of clinical cases that you would be working with as an intern under the supervision.
- Be prepared to discuss how to manage suicide and violence risk in an inpatient setting.

Interview Dates

Mondays	12/9, 12/16, 1/6
Tuesdays	12/10, 12/17, 1/4
Wednesdays	12/11, 12/18, 1/5
Thursdays	12/12, 12/19, 1/6
Fridays	12/13, 1/7

Time slots are labeled:

- "Meeting with Faculty (Interview part 1 of 3)"
- "Meeting with Faculty (Interview part 2 of 3)"
- "Q & A with Current Intern(s) (Interview part 3 of 3)"

MATCH

The deadline to submit rankings is **February 7, 2025**
 Match Day for Phase I is **February 21, 2025**.

On the morning when the results from Phase I are released, the Director of Training will contact matched interns by phone. Within five working days, an email will be sent out with the **official acceptance confirmation**, followed by a formal NYS appointment letter mailed to the matched interns in late spring with steps in the employment process* **Please Note:** Interns that match to the program are required to undergo *background checks and fingerprinting as a condition of employment with the New York State Office of Mental Health.

Buffalo Psychiatric Center agrees to abide by the APPIC policy that no person at this training facility will solicit, accept, or use any ranking-related information from any intern applicant.

National Matching Services:

psychint@natmatch.com

20 Holly Street, Suite 301, Toronto, Ontario Canada, M4S 3B1

Phone: 800-461-6322 - International Phone: +1 416-977-3431 - Fax: 844-977-0555

LIVING IN BUFFALO

The Buffalo-Niagara metropolitan area has a population of over one million inhabitants. Buffalo is a city on the shores of Lake Erie in Western New York. Its fine neoclassical, beaux arts and art deco architecture speak to its history as an industrial capital in the early 20th century. Its [landmarks](#) include buildings by Frank Lloyd Wright, Louis Sullivan, and H. H. Richardson, who designed the original psychiatric center in Buffalo, now part of the [Richardson Olmsted Campus](#) adjacent to Buffalo Psychiatric Center.

Buffalo also has a vibrant arts community. Across the street from the Buffalo Psychiatric Center is the [Albright-Knox Art Gallery](#), with works by Picasso and Warhol, and just next door is the [Burchfield Penney Art Center](#), dedicated to the work of Charles Burchfield and other Western New York artists.

Buffalo's theater district counts over 20 theater companies, including [Shea's Performing Arts Center](#), where touring companies perform Broadway hits. Smaller companies include the [Irish Classical Theater Company](#), [Ujima Company, Inc.](#), [Raices Theatre Company](#), and [Theatre of Youth](#).

The city is also home to the renowned [Buffalo Philharmonic Orchestra](#). There are outdoor summer concerts and winter ice- skating at [Canalside](#), kayaking in Buffalo Harbor, shopping in [Elmwood Village](#), and dining at the more than 400 independently owned [restaurants](#) (serving our famous chicken wings and more).

[Niagara Falls](#) is just a 30-minute drive from downtown Buffalo, and [Toronto, Ontario](#), is only 90 miles across the border. There are several state parks, hiking trails, and other recreational activities including several downhill and cross-country ski resorts within easy driving distance.

For sports fans, Buffalo offers major league football and hockey with the [Buffalo Bills](#) and [Buffalo Sabres](#). In addition, Buffalo offers Triple A baseball with the [Buffalo Bisons](#), and lacrosse with the [Buffalo Bandits](#).

ONBOARDING AS A BPC INTERN

AFTER THE MATCH AND BEFORE THE START OF INTERNSHIP

Prior to the start of internship, matched interns will be in communication with the Buffalo Psychiatric Center Human Resource Department as well as the Director of Training. Interns will complete the OMH Employment Application, undergo a Criminal Background Check (CBC), screen through the Staff Exclusion List (SEL) and Statewide Central Register of Child Abuse and Maltreatment (SCR) and obtain an updated physical, a PPD and Antibody Titers Test. Further onboarding information may need to be provided as required by the Human Resource Department.

Matched interns who are moving to Buffalo have a nice selection of neighborhoods that provide safe living options. If you prefer **city living and closer proximity** to the hospital, consider Elmwood Village, Allentown, North Buffalo. If you prefer living in the Suburbs with a 25-minute commute explore options in the North Towns: Amherst, Williamsville, Snyder, or in the South towns: East Aurora and West Seneca. Please discuss your preferences with training faculty who will be happy to assist you. **See Appendix P16 - Living in Buffalo.**

BEGINNING INTERNSHIP

Start date is **Thursday, September 4, 2024**. The internship is a full-time one-year, 40 hours per week position that requires a minimum of 2,000 total hours for successful completion. It is the interns' responsibility to ensure completion of the required number of hours for degree conferral and state licensure outside of New York.

EFFORTS TO MAXIMIZE TRAINEE SUCCESS

The first six weeks are highly structured to provide strong foundation with the setting, population, responsibilities and clinical policies and procedures. All employees who are new to the Buffalo Psychiatric Center receive about 60 hours of New State Employee **Orientation and completed other NYS employee required SLMS trainings throughout the year**. This covers a variety of topics, including BPC's mission and vision; the Center's Code of Conduct, work rules; HIPAA privacy and security; and policies and procedures for safety and security, infection control, diversity planning and compliance, sexual harassment, workplace violence, and others.

Following new state employee orientation, **interns are provided with a highly structured orientation that serves a strong foundation to familiarize themselves with the setting, population, responsibilities and clinical policies and procedures**. During this time, interns participate in seminars, shadow their supervisors, and are observed during administration of assessment batteries, screening of new admissions, and while providing individual and group therapy prior to providing clinical services on their own during the first semester.

REFLECTIVE PRACTICE

We believe that training begins with reflective practice and self-assessment. At the beginning of the training year, interns complete a **Competency Self-Assessment (Appendix P6)**, which is repeated at mid-year and end of year. This self-assessment is reviewed by all supervisors and informs the intern's individual **Training Plans (Appendix P7)** and **Training Contracts (Appendix P8)**.

By week five, both interns and faculty complete a baseline competency assessment. By week six, **Individual Training Plans** are collaboratively developed between the training faculty and each intern using data from baseline assessments, including readings to strengthen identified areas of growth (**See Appendix P9 – Reading List**). The first semester is a time of accelerated learning and by the beginning of the second semester, interns tend to develop the competence and confidence to work more independently.

REGULAR MEETINGS WITH INTERNSHIP FACULTY

Initially interns meet regularly with the Internship Program Director and the Chief Psychologist to discuss BPC and internship policies and procedures. On a quarterly basis, interns have the opportunity to meet with the training committee to discuss their progress and any changes, if needed to their training plan to ensure progress towards meeting competencies. We have an open-door policy to encourage clinical consultations and communication about issues as they arise, and we strive to provide a supportive and welcoming training environment for interns to learn and thrive.

MENTORING AND SUPPORT

Our Program is focused on enhancing our interns' professional development as they navigate the transition from student to clinical psychologist. To support that process, each intern works with three different supervisors who are licensed psychologists who provide individual and group supervision in Diagnostics, Intervention, Psychological and Risk Assessments. These supports are designed to ensure that the interns have regular contact and multiple opportunities to raise concerns and process issues of a more routine nature.

Interns who experience difficulties of a personal nature are encouraged to discuss these issues with a trusted supervisor, Internship Program Director, or Chief Psychologist to explore options available to balance personal needs and training requirements. Alternatively, interns may use the free and confidential Employee's Assistance Program (EAP) located at the Butler Building.

INTERNSHIP POLICIES AND PROCEDURES

INTERNSHIP POLICIES AND PROCEDURES

BPC's Psychology Internship Program policies and procedures meet the criteria of the Standards of Accreditation for Health Service Psychology, the Ethical Standards of Psychologists of the American Psychological Association and the Association of Psychology Postdoctoral and Internship Centers. While the Program's intention is to apply these policies as written, they are subject to change at the Program's discretion.

REASONABLE ACCOMMODATIONS

In accordance with the American with Disabilities Act, interns will be provided with reasonable accommodations to the known physical or mental limitations with a disability, if an accommodation would enable the intern to perform the essential functions of the job, when such accommodation would not cause an undue hardship. Please discuss with the Director of Internship who can assist you in completing the application and with the submission to Human Resources.

COMMUNICATION WITH ACADEMIC PROGRAM

The internship training faculty meet monthly to discuss the training program and the interns' progress. Interns will meet with the Internship Director at least quarterly to review their experience, their training goals, and their progress through the program. The Internship Director will communicate with the Director of Clinical Training (DCT) of the graduate program at the interns' home institution as necessary. This communication occurs informally via e-mail after the interns begin their training, mid-year, and at the end of the internship year where a letter certifying completion of internship is provided. The intern is required to sign a **Consent Form (Appendix A1)** to document understanding of communication within the internship program and with the intern's graduate program at their home institution.

DOCUMENTING TRAINING HOURS AND ACTIVITIES

All internship activities are recorded weekly on the Time2Track which is a legal record of internship training and used to report training hours for program completion, licensure and board certification. While on internship, the training faculty uses it to determine if interns are on track to complete the requisite number of hours, if they need to be assigned more cases, or if they need to balance time between activities to ensure competency in all competency areas. **See Appendix P4 (Classification of Internship Hours) and Appendix P5 (Record of Clinical Work).**

- At the end of the month, Time2Track hours are reviewed and signed by each supervisor, and then submitted to the Training Director for signature, by the first Monday of each month.
- Time2Track must align with the hours reported on the intern's Time Sheets and clinical caseloads.
- **Integrity issues related to over-reporting training hours constitute a violation of APA's Code of Ethics and are grounds for immediate program dismissal.**

RECORDS RETENTION POLICY

As part of the standards of accreditation, the program is required to maintain permanent records of the interns' training experiences, evaluations, and certificates of completion for the purposes of licensing and credentialing. The **Intern File Checklist (Appendix A2)** outlines and keeps track of required documents that need to be completed during the internship year. The interns' files are maintained in a secure folder and accessible only to the Program Director and the Chief Psychologist.

INTERNSHIP VERIFICATION REQUESTS

All requests of verification of supervised hours for licensure or board certification must be submitted via email to the Internship Program Director who will complete the verification of hours and co-signs forms with the clinical supervisor. A copy will be kept in your permanent intern file.

BPC POLICIES AND PROCEDURES

BPC POLICIES AND PROCEDURES

Psychology interns are employees of the Buffalo Psychiatric Center and are governed by the policies that apply to all BPC staff. **See Appendix 25 - BPC Employee Handbook.** Policies that are particularly relevant to all employees and trainees in the internship program include:

EQUAL EMPLOYMENT OPPORTUNITY AND REASONABLE ACCOMMODATIONS

The purpose of this policy is to comply with the Americans with Disabilities Act and to ensure that the institution provides reasonable accommodations to assist qualified applicants and employees with disabilities to perform the essential functions of their jobs.

REQUEST FOR REASONABLE ACCOMMODATION

Buffalo Psychiatric Center - H.R. Policy #420 - Request for Reasonable Accommodation

AFFIRMATIVE ACTION, ANTI-HARASSMENT, AND DISCRIMINATION

BPC provides equal employment opportunities to all applicants and employees and provides a professional, respectful, and safe work environment regardless of race, ethnicity, color, religion, sex, sexual orientation, gender identity, marital status, civil union status, national origin, ancestry, age, parental status, disability status, veteran status, or any other legally protected classification. BPC prohibits any form of unlawful harassment and will not tolerate discrimination against any employee by anyone including co-workers, supervisors, patients, vendors, visitors, contractors or any other third party.

AFFIRMATIVE ACTION

Buffalo Psychiatric Center - Section 400 - Affirmative Action

PROHIBITION OF DISCRIMINATION BASED ON SEXUAL ORIENTATION

Buffalo Psychiatric Center - H.R. Policy #410 - Prohibition of Discrimination Based on Sexual Orientation

DISCRIMINATION AND SEXUAL HARASSMENT

OMH HUB | Discrimination and Sexual Harassment

ADMINISTRATIVE POLICIES

Buffalo Psychiatric Center - BPC-Policy - All Documents
Human Resources Management Office
EAP-Employee Assistance Program

These policies will be reviewed during hospital orientation and may be accessed electronically at any time. The HR department is available to answer any questions related to HR Administration.

FREQUENTLY ASKED QUESTIONS

Do I need to continue my subscription to Time2Track?

Yes, you need to in order to track your internship hours.

Do I need to purchase liability insurance?

As an employee of NYS, you do not need to obtain individual liability insurance.

Can I work on reports at home?

Interns are not allowed to work on reports from home. The weekly schedule allocates time for report writing during regular business hours. All reports should be written on the premises.

Can I use reports as samples of my work?

Reports are allowed to be saved as samples at the end of the training year but must be redacted of all personal information and reviewed by the training director as part of the final review process for successful completion of internship.

How do I request letters of recommendations?

All requests must be submitted in writing to the Internship Director who will forward the request to the clinical supervisor. A copy of all letters written on your behalf are kept in your permanent intern file.

How do I request Time-off?

All requests must be submitted in writing to the Internship Director using BPC Form Adm 469. **See Appendix A3 – Request for Time Off Form.**

OUTCOMES AND PROGRAM EFFECTIVENESS

EVALUATION OF INTERNS' COMPETENCIES

As part of its ongoing commitment to ensuring the quality of its graduates, the program evaluates intern in both profession-defined competencies and program specific SMI competencies. By the end of the internship, each intern must demonstrate achievement of both. The program uses a standard evaluative process to ensure that intern's progress towards achieving Minimum Level Of Achievement (MLA) required at different points of the internship year as outlined in the **Profession-wide Competencies Curriculum (see Appendix P2)**. By the end of the first semester, trainees are expected to achieve Intermediate level (rating of 3), and by the end of internship achieve **High Intermediate level** (rating of 4) of competency across all nine areas.

On a monthly basis, each intern's progress is informally reviewed by training faculty using the **Monthly Intern Progress Report (Appendix P10)**. Interns are formally evaluated twice during the training year, at Mid-year (February) and at the End of year (August). Intern Evaluations are completed by Training Faculty by reviewing the semester's Training Plan, the semester's Monthly Progress Reports, direct observation, discussions in supervision, feedback from others, participation in meetings, report writing and review of clinical documentation to determine competency ratings in in each of the profession wide areas. **See Appendix P11 - Intern Competency Evaluation Form.**

EVALUATION OF PROGRAM EFFECTIVENESS AND QUALITY IMPROVEMENT EFFORTS

As part of accreditation standards, the program must demonstrate effectiveness of its training and information about how well alumni were trained. The training committee meets twice per month, with one of the meetings devoted to programmatic issues and continuous program improvement. We believe that the process of feedback is reciprocal and therefore encourage interns to share their impressions of the program and their experiences in formal and informal ways on an ongoing basis. Interns' feedback is taken very seriously and utilized to enhance the training program.

Didactics Evaluation - At the end of each didactic activity, interns complete a Didactic Evaluation Form (**See Appendix P12**) and submit it to the Program Director by the end of the month.

Supervisor Evaluation - Interns formally evaluate their supervisors at the end of each semester by completing the Supervisor Competency Evaluation (**Appendix P13**). Interns are encouraged to discuss these evaluations with their supervisors as feedback should be a reciprocal process.

Internship Program Evaluation - At the end of the internship year, interns complete an Internship Program Evaluation (**Appendix P14**) which informs program development and improvement of the internship training experience.

Internship Program Alumni - The program also evaluates the functioning of alumni in terms of their career paths in health service psychology to assess how well the program prepared its interns in each of the profession-wide and any program-specific competencies, including interns' job placement and licensure status (**Appendix P15-Alumini Survey**).

END OF INTERNSHIP

END OF INTERNSHIP - Approximately two weeks before the end of internship, interns are given a checklist of items that need to be done before they leave the internship. The last day of internship falls on a Wednesday to coincide with the end of the pay period. Interns are active NYS employees until their last day and are expected to continue to provide clinical services until Tuesday.

By last Friday before last day - Complete: Self-competency Eval, Supervisors Evals, Internship Program Eval, Alumni Survey, Caseload Record Form and Cumulative Time2Track and Post- Internship Contact Information Form; Return and checked-in all Testing materials/Books and Properly Disposed of all HIPPA records.

Last Day - No clinical work or documentation. Use the day to pack office, go to HR for BPC separation processing.

- End of year luncheon
- Certificate of Completion will be awarded once all evaluations are submitted.
- Dispose of garbage and HIPPA records and Return Keys and Badge.
- End of year evaluations and certificate of completion will be emailed to DTCs within five working days of the end of internship.

SEPARATION FROM BPC

Health Insurance - Your coverage continues for 28 days from the end of the payroll period in which employment ends. Continued coverage (COBRA) is offered directly through the NYS Department of Civil Service, which administers the NYS Health Insurance Program. That department will contact interns directly via mail regarding continued coverage options.

Retirement Contributions - Members of Tier 6 retirement plans may withdraw contributions, if not vested having less than 10 years membership. By withdrawing contributions and membership, former employees waive all rights and benefits including a future retirement allowance. The form required to do this may be obtained from the Human Resources Department. It takes approximately 3 to 4 months for this to be forwarded by the NYS Retirement System.

Final Compensation - The final paycheck will be available 4 to 6 weeks after the last workday, depending upon when during the payroll period separation occurred. Interns must complete the Authorization to Release Final Paycheck Form.

Those who have vacation accruals at the time of separation will be compensated for unused vacation up to a maximum of 30 days. That compensation will be sent in a separate check approximately 6 weeks after the last payroll period in which the intern worked.

HIPAA / Confidentiality Obligations - Please be aware that under Federal Law (HIPAA) patient information obtained during employment must be maintained as confidential. Former employees who make disclosure of personal health information could subject themselves to criminal prosecution under HIPAA.

W-2 Forms - This will be mailed to the intern's home address of record at the end of January. If there is a change of address following separation, please provide the Human Resources Department with the forwarding address.

Immunization Records - Departing employees may wish to consider obtaining a copy of their immunization record on file from the BPC Medical Clinic. This will provide a record of immunizations, any blood work, and PPDs. This information may be needed in future employment settings or for personal medical care.

State Property - Any facility property that may have been issued must be returned prior to the last scheduled day at work.

DUE PROCESS POLICY and PROCEDURES

DUE PROCESS PROCEDURES

are in place to ensure that decisions about intern performance are as objective as possible. During their initial orientation, interns receive a copy of requirements, performance expectations, a copy of the Intern Evaluation Form.

RIGHT AND RESPONSIBILITIES

Interns have the right to:

- Be treated respectfully, professionally, and ethically.
- Be afforded reasonable opportunity to remediate identified problem behavior and competency deficits within the guidelines of this policy.
- Be afforded due process for probation, suspension, and dismissal within the guidelines of this policy for remediation, from the program.

The Internship Program has the right to:

- Be treated respectfully, professionally, and ethically.
- Communicate as needed with the intern's doctoral program, APPIC, and/or previous supervisors as stated in the Match agreement signed by the intern.
- Implement due process procedures as outlined below.
- To make decisions related to remediation for an intern including, probation, suspension, and dismissal from the program, within the guidelines of this policy.

Interns have the responsibility to:

- Engage with patients, visitors, fellow interns, faculty, and BPC staff in a way that is respectful, professional, and ethical.
- Follow APA's Principles and Code Of Conduct.
- Follow both Internship and BPC's Policies & Procedures and to seek clarification from the training director, as needed.
- Make every attempt to remediate competence and behavioral concerns as soon as they are brought to their attention.

The Internship Program has the responsibility to:

- Engage with the interns in a way that is respectful, professional, and ethical.
- Make reasonable efforts to support interns in successfully completing the training program by providing opportunities to support completion of all requirements, to the extent possible.
- Meet at monthly or more frequently to discuss and monitor intern progress to identify potential problems that may interfere with successful completion of the internship program.
- Provide interns with supports to remediate to the extent possible, identified behavioral and/or competency concerns based on persistence, complexity, and level of disruption, and within the guidelines of this policy.

INTERN PROBLEM BEHAVIOR AND COMPETENCY DEFICITS

Due Process Procedures are utilized when a supervisor, faculty or staff member expresses concerns about the performance and functioning of an Intern. The program's Due Process follows a carefully outlined procedure in which levels of intervention are graded based on persistence, complexity, and level of disruption of problem behaviors. It is intended as a set of instructions and guidelines so that interns receive the support and assistance necessary to remediate any concerns. These procedures are meant as a safeguard for both interns and the Psychology Internship Program.

In alignment with national training guidelines, the program defines an intern's behavior as problematic when:

- An intern is unable or unwilling to behave in a professional manner and these attitudes or characteristics threaten the quality of clinical services or ability to meet minimal acceptable standards of internship program and interfere with professional functioning.
- An intern cannot gain the necessary skills to reach an acceptable level of competency and these attitudes or characteristics threaten the quality of clinical services or ability to meet minimal acceptable standards of internship program and interfere with professional functioning.
- An intern cannot control personal stress, excessive reactivity, or psychological dysfunction and these attitudes or characteristics threaten the quality of clinical services or ability to meet minimal acceptable standards of internship program and interfere with professional functioning.

INFORMAL SUPPORT

Our aim is to support interns to successfully complete their internship training. Interns are expected to self-assess and self-monitor areas of growth by taking the initiative to ask for additional supports from the training faculty and/or do independent readings or take courses to strengthen competencies.

When an intern receives a rating of "below expectation" on the Monthly Intern Progress Report or when a supervisor or other faculty/staff identifies that an intern's behavior is becoming problematic, the supervisor will bring it to the intern's attention directly and immediately.

The program will attempt to resolve the issue by informal means such as, increased supervision, assignment of independent readings, revising the training contract and/or plan or by recommending that the intern seek additional training and/or supports outside the internship.

Over the next month, the supervisor will monitor to ensure that the problem is satisfactorily resolved and will report the progress to the Training Committee at the next monthly training meeting held on the first week of each month.

FORMAL REMEDIATION is warranted when:

1. The problem behavior persists following an attempt to resolve the issue informally. See Informal Support section above.
2. Competency is "Below Expectation" in two or more competencies in any given month. See Appendix P10 - Monthly Intern Progress Report.
3. Competency is rated "Below Expectation" for the same competency for two consecutive months.
4. Failure to achieve the expected Minimum Level of Competency rating of "3 - Intermediate" in any of the Profession Wide Competencies at the Midyear Competency Evaluation. **See Appendix P11 - Intern Competency Evaluation.**

5. If the training faculty, in their professional judgment, determines any of the following:
 - The intern cannot identify, reflect upon, or understand the problem behavior.
 - After receiving feedback and time to address the behavior, the intern does not change the problematic behavior.
 - The problem behavior is not a skill deficit which can be addressed by additional supervision or clinical and didactic training.
 - The training committee is taxed by the amount of time necessary to support the Intern.
 - The problem behavior is negatively impacting the intern's ability to provide adequate services.
 - The problem behavior is generalized to different areas of functioning.
 - The problem behavior may have ethical or legal ramifications if not addressed.
 - The problem behavior may negatively impact the public view of BPC and/or the Training Program.
 - The problem behavior may negatively impact the other interns/trainees at BPC.
 - The problem behavior may cause harm to a patient.
 - The problem behavior may create difficulty with appropriate communication with BPC and/or the Training Staff.

REMEDIATION PROCESS

- The intern will be notified in writing that they will be placed on a Formal Remediation to provide increase support to successfully meet expected competency levels. The written remediation plan includes the following: Problem Behavior, Expectations of Performance, Supervisors' Responsibility/Action, Trainee Responsibility/Action, Timeframe for Acceptable Performance, Assessment Methods, Dates of Evaluation, Consequences for Unsuccessful Remediation.
- The written remediation plan will be shared with intern and with the intern's home doctoral program and will become part of the intern's permanent file.
- At the end of the specified remediation period, typically between 4-6 weeks, the internship training committee will convene to review the intern's progress.

POSSIBLE OUTCOMES

- If new problematic behaviors and/or unethical or illegal behaviors emerge while on remediation, the Training Committee will recommend that the intern be dismissed from the program. See Dismissal section below.
- If the problem behavior or competency deficits are fully remediated, the intern may be off remediation or may have the plan extended to demonstrate sustained change in behaviors and/or competency gains.
- If the intern's problem behavior and/or competency deficits are not fully remediated suggestive of likely failure to complete the program, the training committee will review the case and may recommend either Probation or Dismissal.

CHANGE IN PROGRAM STATUS

PROBATION

- When an intern is placed on Probationary Status, the intern will be removed from all clinical work which may impact their ability to complete the required number of direct service training hours.
- The Training Committee will consult with the intern's home doctoral program and APPIC about the most appropriate method to address performance problems, which may include a short-term Probationary Plan (up to four weeks), voluntary withdrawal from internship to remediate at their doctoral program, or other types of support outside of internship.

- The intern will receive the Disciplinary Action Notice: Probation summarizing their failure to meet expected competency levels, Advisement, Expectations, Timeline, and consequences for failure to meet outlined expectations. A copy of the notice will be sent to the intern's doctoral program and will be placed in the intern's permanent file.

Possible Outcomes

- If the problem behavior and/or competency deficits are fully remediated, the intern may return to Good Standing.
- If the problem behavior and/or competency deficits are not fully remediated, the training committee may recommend that intern voluntarily withdraw from the program or may recommend that Program Dismissal and Termination from NYS Employment.

INTERN UNETHICAL OR ILLEGAL BEHAVIORS

Unethical or Illegal Behaviors will not be tolerated and may incur immediate Dismissal. Although no list can be exhaustive, such actions include but are not limited to physical violence or threats of violence against another person or property; serious safety violations, sexual assault or harassment, abusive, inappropriate, unethical, or harmful behavior towards patients, visitors, fellow interns, faculty and or BPC staff; theft or abuse of state property; violation of APA code of conduct, falsification of internship records/training hours, falsification of patient records, data or employment records; unauthorized possession or use of patient records; violation of patient confidentiality; intoxication, possession, use, sale of substances, or possession of a weapon while on BPC grounds. **See Appendix A5 - BPC Employee Handbook.**

If the behavior represents a violation of BPC's policies but does not involve patient care, the program is required to report the behavior to BPC's leadership and will follow BPC's disciplinary policies. **If the behavior(s) directly involves patient care**, it will be reported to the Justice Center. If the initial report is accepted by the Justice Center, direct contact with patients will be immediately suspended until the investigation is concluded. If the report is founded, consequences may include immediate program dismissal program and termination from NYS Employment.

If the behavior represents a violation of APA's Principles and Code of Conduct but not a violation of BPC's policies, the Training Director will convene a Training Committee Meeting to discuss the identified behaviors. If the training committee determines that the behavior **may be** corrected, an immediate plan will be put into place, see Formal Remediation above. If the training committee determines that behavior's egregious nature **may not be** corrected within the scope of internship training, they will recommend Dismissal. **See Dismissal section above.**

DISCIPLINARY ACTION

DISMISSAL

Dismissal is defined as the intern's discontinuation to participate in any and all aspects of the Internship Training Program and termination from NYS employment. The program's decision to dismiss an intern is not taken lightly and will made in consultation with APPIC and the intern's doctoral program.

- The intern will receive a Disciplinary Action Notice: Dismissal/Termination Notice summarizing the problem behaviors and/or failure to meet expected competency levels despite extensive support received during remediation.
- During Dismissal Procedures the intern will be placed on "Administrative Leave/Suspension Status" and will not participate in any aspect of the Internship training program or engage in any employment activities.

- The intern will be given 48-hours to consider voluntary withdrawal from internship, instead of dismissal.
- When the training committee makes the recommendation of Dismissal/Termination, the Training Director and the Chief Psychologist will bring the matter to the Executive Director and the Director of Human Resources.
- The final decision will be made within ten (10) business days of receiving the Dismissal Notice, with the approval of the Executive Director and the Director of Human Resources.
- The Internship Training Director will notify the intern and their doctoral program of the decision in writing.

Possible Outcomes

- If the intern chooses to voluntarily withdraw from internship, the dismissal/termination notice will be removed from the intern's permanent training file.
- If the intern chooses not to withdraw, copies of the Dismissal/Termination Notice will be submitted to the doctoral program, APPIC and will become part of the intern's permanent training file.

DISMISSAL APPEAL PROCEDURE

An intern may appeal the program's decision within five (5) business days of receiving the final Dismissal/Termination Notice by submitting a written letter of appeal to the Internship Training Director.

- Upon receipt the Internship Training Director will schedule an Appeals Hearing within five (5) business days.
- Attendance at Appeals Hearing: a Review Panel consisting of four staff members, two (2) chosen by the training program and two (2) staff members chosen by the intern, the doctoral program's Training Director, the Chief Psychologist, a representative of HR, and the Internship Training Director or designee who will chair the hearing.
- The Review Panel will review all written materials and have an opportunity to interview those involved.

Possible Outcomes

- The Review Panel will vote by majority to either uphold the original Dismissal decision or modify the decision.
- The final decision will be delivered in writing within five (5) business days of the hearing.
- Copies will be given to the intern, the doctoral program and the original placed in the intern's permanent training file.

GRIEVANCE PROCESS

Sexual harassment - Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature will constitute sexual harassment when:

- It is a term and condition of employment;
- It is the basis for an employment decision;
- It interferes with a person's work performance, or creates an intimidating, hostile or offensive work environment.

In the unlikely event that an Intern experiences sexual harassment, they should immediately report it a supervisor, the Training Director or may directly submit a report to New York State Office Of Employee Relations (OER) using this link: antidiscrimination.oer.ny.gov

Discrimination - The Buffalo Psychiatric Center is an equal opportunity employer. Discrimination based on race, creed, color, national origin, age, sex, disability, veteran status, or sexual orientation is prohibited. In the unlikely event that an Intern experiences discrimination they should immediately report it a supervisor, the Training Director or may directly submit a report to New York State Office Of Employee Relations (OER) using this link: antidiscrimination.oer.ny.gov

Filing a Grievance

Consistent with ethical practice guidelines (APA, 2003), interns are encouraged to first direct their concerns to the person with whom they have a grievance. If the intern does not feel comfortable directly discussing the issue with the person in question, they should direct their concern to one of their supervisors for guidance.

If an intern determines that the issue has not been resolved, they may file the grievance in writing. **See Appendix A4 - Grievance Form.**

- If the grievance is regarding a **fellow intern, a training faculty member or a programmatic issue**, the intern should direct their concern to the Internship Program Director.
- If the grievance is regarding the **Internship Program Director**, the grievance should be directed to the Chief Psychologist.
- If the grievance involves **both the Internship Program Director and the Chief Psychologist**, the grievance should be directed to BPC's Executive Director.

Once a grievance is received, **within three (3) business days**, the Program will determine based on nature and seriousness of the grievance if it should be addressed *informally* or *formally*.

1. Informal Resolution

- May involve discussions with all relevant parties and/or intervention by the Internship Program.

2. Formal Resolution

- Within five (5) business days, all parties involved in the complaint will submit a written version of the conflict, any efforts to resolve it and any supporting materials, if warranted.
- Within five (5) business days, after receipt of all parties written documentation, the Internship Program will meet to discuss the submitted materials and provide a decision about the grievance to all parties involved and may submit a copy to the intern's home doctoral program.

Thank you For Your Interest in BPC's

PSYCHOLOGY INTERNSHIP PROGRAM

concentration in Severe Mental Illness (SMI)

Feel free to reach out to me with your questions.

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