

# Internship Handbook

## Undergraduate Internship in Human Services Department of Counseling and Human Services

Darden College of Education  
Old Dominion University  
**Distant Learning Online Format**  
(Last update December 1, 2012)

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### An Overview of the Internship Distant Learning Online Format:

Welcome to HMSV 468 Internship in Human Services. This handbook provides:

- General information about the internship;
- A description of the responsibilities of the student, the site supervisor, the instructor, and the Internship Coordinator;
- Required forms for documenting your experience. *These forms may be accessed on the website- [http://education.odu.edu/chs/academics/human\\_services/HumanServicesInternship.shtml](http://education.odu.edu/chs/academics/human_services/HumanServicesInternship.shtml)*

### Requirements of the Student The student will:

- Research, select, contact, and make final plans for an internship site before the internship semester;
- Participate in the Internship Orientation the semester before your scheduled internship;
- Submit the certificate of completion for the “Human Services Online” Orientation;
- Complete the required internship agreement and supervisor qualification form and send electronically to the Internship Coordinator before the internship semester;
- Complete 400 hours of human services internship work during the internship semester;
- Ensure they have a working webcam and microphone for the online class meetings;
- Attend and participate in the weekly synchronous Adobe Connect class meetings with the instructor;
- Complete all log sheets, forms, and assignments by the due dates as specified in the Course Planner and according to the Instructor.

### Supervisors and Instructors

Those supporting the student:

- **SITE SUPERVISOR** - Provides supervision, consultation, and evaluation of "on the job" performance of the intern on an ongoing basis. The supervisor must have a master's degree in a related field or a bachelor's degree with at least 10 years of experience in the human services field.
- **INSTRUCTOR** - Provides group supervision, consultation, and evaluation in weekly online Adobe Connect internship seminar classes.
- **INTERNSHIP COORDINATOR** – Approves the internship sites. Coordinates the internship process. Supervises the Course Instructors.

## **Introduction to the Internship:**

The internship experience provides the student with an opportunity to assume responsibilities, under supervision, in an actual work setting. Learning experiences are structured to ensure that the student can apply in the field setting what has been learned through previous didactic class work. The purpose of this handbook is to help the student become familiar with internship policies and procedures.

The program leading to the Bachelor of Science with a major in Human Services prepares students for entry-level positions in a wide variety of community services settings. Students in the program learn the roles and functions of the human services worker; characteristics of human growth and development; characteristics of human services agencies; theories and skills of human services; and how ethical, legal, and multicultural issues affect the work of the human services worker. Graduates are prepared to assist clients in coping successfully with developmental tasks of normal growth and in solving problems caused by personal, social, and environmental stress.

Course work in preparation for internship includes the following:

- **Interpersonal Relations.** Students learn concepts and theories of interpersonal relationships. Development of skills necessary for effective communication will be stressed.
- **Introduction to Human Services.** Students learn about human services, the helping process, and the role and function of the human service professional. Students are exposed to local and state human services facilities.
- **Human Services Methods.** Presents theories and techniques used by human services professionals in a variety of settings.
- **Career Development and Appraisal.** Focuses on career development throughout the life span with emphasis on vocational theories, interventions, assessments, and socio-economic factors.
- **Diversity Issues in Human Services.** Serves as an introduction to multicultural helping. The influence of socio-identities (e.g., race, ethnicity, religion, gender, socioeconomic status, sexual orientation, disability) on individuals' functioning, concerns, and the helping process are explored.
- **Field Observation in Human Services.** Students visit and examine human services systems such as mental health, substance abuse, criminal justice, education, rehabilitation, and professional associations to facilitate decision-making in selecting an internship and to gain a complex understanding of the human service field.
- **Program Development, Implementation, and Funding.** This course presents models and practices of developing, implementing, and evaluating human service programs. The course includes an introduction to fund-raising.
- **Non-Profit Fundraising and Grant Writing.** This course provides an introduction to the grant proposal process and practical experience in writing a grant proposal. It also covers fund-raising strategies, including donor solicitation and active board participation.
- **Psycho-educational Groups.** This course combines lectures and experiential learning about psycho-educational groups. Principles and practices for developing psycho-educational groups are emphasized.
- **Addictions: Theory and Intervention.** Examines the etiology, risk factors, and treatment of alcoholism and other addictions.
- **Interventions and Advocacy with Children.** This course provides an overview of how human service professionals assist children in a variety of settings. Emphasis will be placed on advocacy, supportive work, and short-term crisis intervention.
- **Theory and Practice of Prevention.** Students learn theories and strategies for the practice of prevention services aimed at promoting the health and well-being of children, adolescents, and adults.
- **Family Guidance.** A study of the family as a system and an introduction to a variety of issues confronting the family, including child abuse, spousal abuse, and others who produce more than usual stress in the family. Available community resources for helping families are examined.

The internship is the capstone learning experience of the Human Services major. Internship training is a partnership between faculty and supervisors in the field. Students should experience the full range of requirements for your

field, with an emphasis on professional human services duties. This is essential to the integration of theory into practice.

## Objectives

The Human Services Internship is a 12-credit course designed as the capstone of the Human Services Program and completed during one semester at the end of the student's undergraduate studies (i.e., after the completion of ALL coursework) ***At no time will it be permitted to take a course concurrently with HMSV 468.*** The major goal is the application and practice of human service work functions in a setting related to the career goals of the student. It is in the internship that human services students are given actual practice in implementing the human services professional's role in a supervised setting. This experience is viewed as the focal point for the integration and synthesis of prior didactic and laboratory experiences.

### The objectives of the internship are as follows:

The student will:

- Set priorities, complete tasks, organize work, and manage time effectively.
- Appropriately integrate basic human services helping skills.
- Begin to assess individual differences among clients in order to develop individualized treatment plans to meet those needs.
- Demonstrate effective communication strategies and skills.
- Increase awareness of his/her own needs and attitudes which affect his/her helping, including cultural influences, and begin to appropriately utilize self in the helping process.
- Demonstrate an understanding of ethical and legal issues in human services work.
- Demonstrate knowledge of the NOHS Code of Ethics by incorporating them in practice.
- Demonstrate appropriate professional work etiquette. Apply specialized skills and maintain workplace norms as appropriate to the human service profession and the student's specific internship site requirements.
- Select, implement, monitor, and begin to evaluate intervention strategies for generalist practice with diverse populations.
- Recognize, develop, and utilize strategies of managing resistance and overcoming barriers to change in clients.
- Display knowledge of the legal, administrative, and financial challenges facing clients while identifying effective advocacy strategies to overcome such constraints.
- Demonstrate knowledge about the career-related concerns of the client and the ability to mobilize resources, make referrals, and identify supportive services necessary to assist that client in reaching his or her goals.
- Examine one's own values and resolve personal value conflicts in relation to the values and ethics of the human services profession and those expressed in the policies and implementation of agency programs and services.
- Understand and utilize the agency's chain of command when recognizing an ethical violation.
- Utilize theory and research to guide and evaluate practice by collecting and analyzing information for assessment and evaluation as an ongoing process from initial contact through termination.
- Demonstrate knowledge of the formal and informal supports available in the community while assisting clients to identify and access these supports.
- Demonstrate awareness of the impact of diversity and oppression on human services intervention and commitment to practice which is sensitive to differences among people.
- Demonstrate skills of practice with diverse populations (e.g., age, gender, and sexual orientation, disabilities, racial, ethnic, and cultural differences.)
- Demonstrate the ability to match specific supports and interventions to the unique needs of the clients.
- Understand the tasks and apply the skills involved in the termination process.
- Demonstrate the ability to utilize continued professional development.

## Time Requirements

A minimum of 400 hours is required for completion of the human services internship. It is expected that the human services worker will work approximately 27 hours a week for a period of approximately 15 weeks. Scheduling is determined between the student and the Site Supervisor. In addition to the time that is spent in the work setting, the student must attend weekly class meetings. Class hours may be counted toward indirect hours only.

The 400 hours contain two components: direct hours and indirect hours. Each intern is expected to complete at least 100 direct contact hours during the internship with the remaining hours comprised of indirect activities appropriate to the placement such as administrative responsibilities, attending meetings, and writing case notes. The 100 direct hours must consist of contact with clients such as one-on-one, by phone, in a group, or shadowing a professional with a client.

Students are not allowed to accrue direct contact hours prior to the semester in which he/she is taking the internship. However, if training or pre-employment requirements must be met prior to beginning an internship and do not require direct contact with clients, special permission from the Internship Coordinator may be granted. Otherwise, the internship starts on the first day of the designated semester and ends the last day of the semester. In addition, students are also not allowed to finish early even if they have accrued the minimum 400 hours – i.e. they must abide by the dates on the contract and work until the last day of classes for that semester.

It is expected that all internship experiences will be completed within the semester in which they are approved. If a student cannot complete the internship within the specified time period, he/she must address this issue with the Site Supervisor and the Instructor, using the Individualized Learning Plan to address any unmet objectives. This extension must not extend more than 60 days into the following semester. In addition, per university policy, in order to qualify for an incomplete, at least 80% of the course requirements [i.e., 80% of the total internship hours] must be complete by the end of the semester.

With approval, students who have completed a supervised internship for an associate's degree in a Human Services program or a related discipline may apply to have up to 100 hours from the earlier internship applied to the present one if Old Dominion University has an existing articulation agreement with the respective institution. This requires completion of the Request for 100 Hours form as well as supporting documentation. This is not a direct transfer of hours, yet a percentage of credit given up to a maximum of 100 hours. Please check with the Internship Coordinator to see if such an agreement exists prior to making the request. This documentation is due at the same time as the Internship Application.

Students who have prior employment experience in the human services area (with clinical supervision) may petition for consideration to apply for up to 100 hours toward the 400-hour internship. No guarantee is given in advance that such a "transfer" will be given. This is not a direct transfer of hours, yet a percentage of credit given up to a maximum of 100 hours. Documentation in the form of a letter on agency letterhead from the former supervisor along with a detailed description and a learning essay from the student will be required. Please contact the Internship Coordinator at the time of application for the internship if such consideration is desired. The complete guidelines are listed on the Request for 100 Hours form. ***Volunteer experience will not be considered when submitting the Request for 100 Hours form.***

Another situation that is often unique to our students is that many have been working in the field for several years. Those students with at least 5 years of experience in the human services field may qualify for internship credit through Experiential Learning (<http://ww2.uc.odu.edu/elt/>). Please check with this office at (757) 683-6388 to see if you qualify.

## General Policies for Internship

The internship experience is typically a voluntary arrangement with no financial remuneration required by the University or Agency for services provided in the course of fulfilling internship duties; however, some agencies may offer stipends to interns.

Duration of the internship is typically for 1 academic semester (approximately 15 weeks total). Students will be allowed to begin their internships only after (1) completion of ALL other required coursework, (2) all necessary paperwork and completed forms have been submitted to the HMSV Internship Coordinator by the required date, and (3) the Internship Coordinator approves the proposed internship site and verifies that the experience is appropriate for fulfilling program requirements.

Internship hours shall be in accordance with agency work hours and shall total approximately 27 clock hours per week for a minimum total of 400 hours. It is understood that these hours may occasionally vary according to the needs of the student and the agency. Of the 400 clock hours needed, 100 must be in direct and face-to-face service to clients. Students need to make adjustments in their schedules during the summer semester to ensure the minimum number hours are met for the shorter semester.

The internship must be experiential in nature and appropriate to an under-graduate level human services intern. That is, human services student interns must have the opportunity to engage in the following:

- Direct exposure to human service agencies and clients (assigned visitation, observation, assisting staff, etc.)
- Actual supervised work involvement in the agency that provides an opportunity to apply academically acquired knowledge and skills and to reflect a gradually widening assumption of responsibilities. It may begin with observations and learning of discrete skills, but later it must include the assumption of increasing responsibility.
- Assignment of an independent caseload (with appropriate supervision) or assignment of administrative responsibilities within the agency.

A student cannot begin accruing clock hours towards internship requirements prior to the first day of the academic semester in which he/she is enrolled for internship and must continue with the agency until the last week of the semester even if the minimum numbers of hours are acquired. Vacations and holidays shall be observed according to the University calendar, unless otherwise agreed upon by the Agency and student. Students who are enrolled in the internship course are required to attend all class sessions.

Each student will have a written individualized learning plan that is conjointly developed and agreed to by the Instructor, the student, and the agency supervisor. This individualized learning plan must be completed by the 3rd week of the internship and needs to focus on helping the student meet the course objectives as outlined in the course syllabus and in the Human Services Internship Handbook.

## Internship Prerequisites and Deadlines

Students applying for the Human Services internship must meet all of the conditions outlined below:

- Senior status at Old Dominion University
- Successful completion of ALL courses (prior to beginning of internship) including ALL HMSV courses, general education, minor/cluster/Option D, and elective courses. Reminder: Students must have 120 credits to graduate, with Internship accounting for the last 12 hours.
- GPA in HMSV major of 2.0 or better
- GPA in minor of 2.0 or better
- GPA overall of 2.0 or better
- Grade of C or better in HMSV 339, 341, 343, and 368 (Note: a C- is not acceptable)

Deadlines for Internship Applications are as follows: **January 15** for a fall internship in the same year; **May 15** for a spring internship during the following year; and **September 15** for a summer internship during the following year. These deadlines are NOT flexible, so plan accordingly. If a student decides to change his or her semester of internship, the student needs to e-mail this change to the Internship Coordinator as soon as possible and apply for a subsequent semester of internship, in accordance with application deadlines. *The site you listed with at the university and take the majority of your coursework MUST be the site where you register for internship. You*

***may not change this site without prior approval from the Internship Coordinator.*** For example, main campus students cannot change to online sections without prior approval from the Coordinator.

Within a month of the Internship Coordinator receiving an application, students will receive either an email of admittance (for those who have completed all course work) or a pending email (for those who still have course work to complete prior to the internship semester). Students who do not meet the requirements will receive a denial email prior to their requested semester of internship.

After applying for internship, all internship applicants must complete a Human Services Internship Orientation. Students will receive a link to the online orientation during the semester before they will be taking their internship. The orientation will cover all of the requirements for internship and explain the process for electronically submitting all of the required paperwork. ***Students who do not complete the online orientation will not be allowed to intern during their chosen semester*** and will need to reapply for a subsequent semester in accordance with application deadlines.

Distant learning students must also enroll in and complete the free organizational course called: “Orientation to Human Services Online.” This course must be completed prior to engaging in Internship in HMSV. The 30-60 minute course will review some of the technology needed for HMSV web-based courses and allow you to experience the online learning environment prior to the start of classes. You **MUST** upload the certificate at the end of the orientation course with your internship agreement form and supervisor qualification form to verify that you have completed the web-based course to the Human Services Internship Orientation under the Blackboard “My Professional Learning” tab. If you have already taken the orientation course during a previous semester then just upload your previous completion certificate. ***Online students are required to have a webcam and microphone for the Adobe Connect class meetings.***

## **Principles and Practices for Professionalism**

The human services program faculty is committed to excellence in preparing students to assume roles in entry-level human service positions. Preparation includes academic knowledge and skills, along with the development of professional and ethical standards. The following guidelines and expectations are intended to provide basic direction and parameters for expected behavior for majors and minors in undergraduate and graduate human service degree programs.

## **The Academic Experience**

The academic experience is crucial in providing knowledge, skills, and awareness of the need for continued learning as part of the preparation for functioning as a human service professional. Underlying the entire academic experience are the assumptions that:

- Each student is a worthwhile, unique individual capable of learning;
- Each student brings to the academic experience a variety of values, attitudes, and beliefs that must be respected;
- Diversity is an opportunity for expansion of knowledge and understanding; and
- Behavior during the academic experience is reflective of subsequent behavior.

In order for the academic experience to be efficient, effective, and productive, it is essential that students play an active role. This active role includes behavior both in and out of class, evidence of learning through oral and written presentations, commitment to ethical practices, and observable professional development.

## Specific Expectations

- Students are expected to abide by the [Old Dominion University Honor Pledge](#) and the [Code of Student Conduct](#).
- Students should experience the full range of responsibilities in the internship, with emphasis on human services duties.
- Students are expected to fully document all sources used in work submitted for classes. Failure to do so is considered plagiarism.
- Students are expected to know and abide by copyright laws.
- Students are expected to respect the rights of other students and not engage in acts that sabotage access to achievement.
- Students are expected to maintain appropriate professional boundaries with professors, instructors, supervisors, staff, and fellow students. Professional boundaries recognize the potential for entering into dual relationships that can be harmful.
- Students are expected to initiate, facilitate, and/or demonstrate only those activities, tests, or techniques for which they have received appropriate and formal training.
- Students are expected to maintain confidentiality and not engage in behaviors such as revealing personal information disclosed by classmates.
- Students are expected to consider personal content material revealed in classes, interviews, class exercises, class groups, etc., to be confidential when talking to those outside class. The processes used in classes and cognitive content can be freely discussed. In the event that university officials, or other similar persons, have legitimate reasons to know this material, students are expected to appropriately disclose.
- Students are expected to participate in online class meetings and appropriately engage in positive and corrective feedback with others.

## Liability Coverage

Old Dominion University's registered and enrolled students who are required by their curriculum to participate in supervised and graded practica or periods of service outside the University at various internship sites are covered by liability insurance provided through the Commonwealth of Virginia. Each student should print a copy of this certificate to give to his or her Internship Site. This certificate can be found on our Human Services website - [http://education.odu.edu/chs/academics/human\\_services/HumanServicesInternship.shtml](http://education.odu.edu/chs/academics/human_services/HumanServicesInternship.shtml) .

## The Internship

### Making Arrangements for an Internship Site

It is the student's responsibility to research, initiate contact with, and make an agreement with an organization that is a potential internship site. The organization must be one which can reasonably be designated a "human services" organization. The steps are as follows:

1. Student submits an online Internship Application. Status approval will be given if there is clear evidence that the student will have met all requirements before the semester for which the internship is planned. Actual permission to start the internship is only given after all coursework is completed and minimum requirements have indeed been met. ***It should be noted that the human services degree prepares graduates to work in an agency setting, not in a school setting.***
2. Student identifies potential site(s). The student may review the [Agency Directory](#) found on the HMSV website for potential internships. Another source to assist students in identifying possible internship locations is through Old Dominion University's Career Management Web site (<http://ww2.odu.edu/ao/cmc/index.php> ) for specific help can also be obtained from the CMC by contacting them at 757-683-4388.
3. Student initiates contact with site and conducts a telephone interview and/or an in-person interview to discuss the potential for an internship with the organization. The student can bring the following items to an

interview for an internship placement: (1) resume, (2) the University calendar, (3) the course syllabus, (4) certificate of liability coverage, (5) a copy of the Internship Handbook, and (6) the Internship Agreement and Supervisor Qualification forms.

4. Once the site has been reviewed and approved, the student meets in person with the designated Site Supervisor. The internship agreement is finalized when the Internship Agreement is completed and signed by all appropriate parties, and electronically uploaded and submitted (all pages of the original agreement) to the Internship Coordinator no later than six (6) weeks prior to the beginning of the internship experience. Students who do not meet the deadline for submission of the Internship Agreement will not be allowed to begin their internship and will need to reapply for a subsequent semester, following all application deadlines. The Supervisor's Qualifications Form must accompany this agreement. If the supervisor does not have a master's degree, the supervisor's resume must be attached which clearly demonstrates a bachelor's degree and at least 10 years of experience in the field. Students must also submit a copy of the completion certificate for the "Human Services Online" orientation as found in the Blackboard "My Professional Learning" tab and will ensure that they have working webcams and microphones for the online class meetings.
5. A written Individualized Learning Plan for each student, conjointly developed and agreed to by the Instructor, the student, and the agency supervisor, must be submitted during the third week of the internship.
6. The earliest that students can begin accruing internship hours is the first day of the academic semester in which he or she is enrolled for internships. Vacations and holidays shall be observed according to the University calendar, unless otherwise agreed upon by the Internship Coordinator, Agency, and student.
7. The student will work with the agency from the first week of classes until the last week of classes for that semester even if they have accrued the minimum 400 hours before the end of the semester.

## Turning a Current Job into an Internship

**A student may not use his/her job as his/her internship site.** The internship experience is designed to provide the student with an opportunity to learn new knowledge, skills, and abilities and to expand his/her knowledge of existing agencies. If a student has at least 5 years of experience in the human services field, he/she may qualify to get credit for the internship through Experiential Learning (<http://ww2.uc.odu.edu/elt/>). Please check with this office at (757) 683-6388 to see if you qualify.

## Preparing and Interviewing

The organization may request that the student come in for an interview before a placement decision can be made. Students are advised to be prepared whenever participating in the interview process. Be sure to have a complete professional resume, including references, available for the interviewer. It is also important to dress for success. Assistance in preparing for the interview can be obtained through the Career Management Center - (<http://ww2.odu.edu/ao/cmc/index.php>).

## The Online Internship Class

An online course is offered concurrently with the field experience and is designed to help students relate methodologies and concepts to the work setting. It affords the student an opportunity to share his or her reactions to assignments, adjustments to the organization, and the supervision process. Alternative methods of dealing with problem-solving situations are also explored. Attendance at these weekly, online synchronous Adobe Connect sessions is mandatory.

## The course is a structured learning experience and may utilize such methods as:

- Group discussions (via virtual classroom). Each week, students are given an opportunity to report observations, share experiences, and raise questions concerning issues they have encountered.
- Role-plays or simulations.



- Reports on assigned readings.
- Students sharing their knowledge and experiences in a particular human service setting.
- Guest lecturers.
- Reports on visits to other agencies, conferences, workshops, professional meetings, etc.

## Weekly Log

Each student is to keep a record of time and activities in the field. Activities include planning, preparing materials, attending conferences, assessment, observation, training, intake interviews, staff meetings, individual helping, and group-based helping. Each log must follow the approved log format and be signed by the student and Site Supervisor and then submitted to the Instructor for approval. Students must have a weekly log for every week of the semester in which they are taking internship.

## Responsibilities of Internship Participants

### The following are the responsibilities of the various parties to the internship:

#### Responsibilities of the University

##### The University agrees to:

1. Assume full responsibility for the administrative duties associated with the academic requirements of the Human Services Internship, including approval of the internship site and experience, maintaining on-going and direct communication with agency representatives through the Instructor, ensuring that student interns are academically ready to begin the Internship, and submission of the final grade for the student.
2. Provide information regarding the Human Services Program and curriculum in order that the agency may properly plan and execute task assignments and supervision. Specifically included are the program curriculum, university calendar, and the Human Services Internship Handbook, all available through the program's website or in hard copy if requested.
3. Designate one Human Services faculty member each academic semester who will be the Instructor for the student and will communicate directly with the site/clinical supervisor (by telephone contact, e-mail, and possibly an internship site visitation). The Instructor will lead and facilitate weekly sessions which all student interns will be required to attend, and will be available for consultation with the Site Supervisor and students throughout the duration of placement. The role of the Instructor, the University Instructor, and the Human Services Internship Coordinator will be that of a consultant alone; the designated site/clinical supervisor will assume legal responsibility for all clients seen by the student intern.
4. Provide support for Instructors and, where appropriate, provide training sessions for Instructors.

#### Responsibilities of the Agency

##### The Agency agrees to:

1. Designate one staff person as Site Supervisor with an appropriate graduate degree. This person will be an employee (part-time, full-time, or contracted with the agency) of the agency where the internship will be conducted. The designated Site Supervisor will assume legal responsibility for the welfare of all clients seen by the student intern. The Site Supervisor will ensure that the student intern has direct supervision, either by the Site Supervisor or his/her designee, at all times when the student is at the agency. The only exception to the graduate degree requirement is in the case of an agency worker with a bachelor's degree in a human services-related field who has at least ten (10) years of supervisory experience. In this case, a resume must accompany this agreement and be sent to the Human Services Internship Coordinator, at least 6 weeks prior to the start of the internship, for approval. Each Site Supervisor must submit a Supervisor Qualifications Form (to be provided by the student) to accompany this Agreement.
2. Follow mandated federal and state statutes in accordance with EEOC and ADA.
3. Develop work assignments and tasks under the agency's charge for the human services intern commensurate with the Human Services program objectives, in consultation with the Instructor.

Furthermore, opportunities for the supervisee to become familiar with a variety of professional activities in addition to direct service (e. g, record keeping, case notes, information and referral, in-service and staff meetings) must be present.

4. Provide the opportunity for the supervisee to gain experience in the use of a variety of professional resources appropriate for use by an undergraduate student, such as assessment instruments, print and non-print media, professional literature, and research.
5. Ensure that at least 100 clock hours (out of the required 400) are devoted to direct, face-to-face service to clients and provide the opportunity for audio/video taping access or, in the absence of taping, live observation or co-facilitating.
6. If a student is to engage in off-site services (e.g., home-based counseling, transportation of clients), proper training, safety measures (e.g., use of cell phone, obtaining immunization per Agency policy and at Agency expense, use of Agency vehicle only and only with adequate insurance coverage provided by the Agency), and appropriate supervision will be provided by the agency. If the human services intern will be expected to provide such services, consultation with the Instructor will be necessary.
7. Provide appropriate working conditions and physical arrangements for the intern, such as desk space for completing paperwork, access to a telephone, and office space in which to meet with clients privately. In addition, provide a clinical instruction environment that is conducive to modeling, demonstration, and training. Administrative control of the clinical instruction environment ensures adequate and appropriate access. The clinical instruction environment includes all of the following:
  - o Settings for individual sessions with assured privacy;
  - o Settings for small-group work with assured privacy and sufficient space for appropriate equipment;
  - o Necessary and appropriate technologies that assist learning, such as audio, video, and telecommunications equipment;
  - o Settings with observational and/or other interactive supervision capabilities; and
  - o Procedures that ensure that the client's confidentiality and legal rights are protected.
8. Provide the minimum face-to-face one-on-one supervisory requirements of one (1) hour weekly.
9. Complete the student evaluation materials at least one week in advance of the schedule.
10. Inform the Instructor of agency policies and procedures that are relevant to internship assignments and intern activities.
11. Maintain close communication with the University in relation to internship activities through available means such as site supervisor meetings, correspondence with the Human Services Internship Coordinator and the Instructor, on-site visits by the Instructor, and telephone and/or e-mail contacts.
12. Monitor student performance and report to the Instructor and/or Human Services Program Coordinator if difficulties in performance, ethics or other internship related activities arise. If difficulties arise, follow the guidelines for remediation/termination (see end of handbook).
13. Review the student intern's process recording with the student intern prior to passing them on to the Instructor.
14. Evaluate the student intern's performance and jointly determine with the Instructor the student intern's course grade.

### **Responsibilities of the Instructor**

#### **The Instructor agrees to:**

1. Conduct weekly meetings with the student intern, including facilitating each student's case presentation.
2. Make at least one visit to student's internship site during the semester. If supervising from a distance of over one hour in travel time, then regular telephone conversations, Adobe Connect session, and/or Skype sessions with the Site Supervisor are required in lieu of a site visit.
3. Provide oversight of all student internship-related activities, including submission of all assignments, logs, and required forms.
4. Monitor the number of internship hours accrued by the student (at least 100 hours of direct client contact with 300 hours of indirect contact, for a total of 400 internship hours).
5. Assist the student, in conjunction with the Site Supervisor, in completion of an Individualized Learning Plan by the third week of the internship. (see Student's Responsibilities)
6. Review and critique each student's 4 process recordings. (see Student's Responsibilities)

7. Assign the student intern any assignments deemed appropriate to the learning process. Review all written assignments for clarity, grammar, and adherence to the assignment's guidelines. Assignments not meeting those requirements may be returned to the student for revision.
8. Review Site Supervisor's mid-term and final evaluations of student intern and discuss with student.
9. Submit the Site Supervisor's Mid-Term Evaluation, Site Supervisor's Final Evaluation, Instructor's Mid-term Evaluation and Instructor's Final Evaluation to the Human Services Internship Coordinator for placement in the student's internship file before the end of the semester. NOTE: Grades will not be submitted until these items have been received. The student must also submit to the Human Services Internship Coordinator an Evaluation of the Internship Site and an Evaluation of the Human Services Program located on the Human Services website.
10. Review and evaluate the student's case presentation of a client.
11. Jointly evaluate the student with the Site Supervisor and submit the student's final grade to the Internship Coordinator.
12. Inform the Internship Coordinator of problems or concerns as they arise.

### **Responsibilities of the Student**

#### **The Student Intern agrees to:**

1. Reserve the last semester of the final year of academic work for the internship. Financial arrangements for loss of income during the (most often, but not always) unpaid internship must be made well in advance. Commitment to the internship is the same as to a full-time job. All human services coursework, therefore, must be completed prior to beginning the internship.
2. Provide a copy of his/her resume, Certificate of Coverage, the University calendar, Human Services Program Handbook, the Course Syllabus, and the Human Services Internship Handbook to the internship site and assigned Site Supervisor.
3. Participate in an internship orientation prior to the beginning of internship. This orientation includes presentation of internship policies, discussion of internship requirements and evaluation, grading procedures, and a description of the internship component. Failure to attend this orientation will prohibit entry into internship and will therefore delay a student's course of study.
4. Have a background check completed as required for internship site.
5. Provide copies of the completed Internship Agreement form and the Supervisor Qualifications Form at least 6 weeks before the internship experience begins to the Internship site and the Human Services Program Coordinator. The student will also be certain that the mid-semester evaluation, final evaluation, and evaluation of the internship (Site and University) are properly completed and submitted to the Instructor for placement in the student's internship file.
6. Be enrolled in the Human Services Internship course and attend all class meetings for the entire length of the internship experience.
7. Determine, at the beginning of internship, who he/she will contact at the agency for emergencies and/or absences and the associated protocol for doing so.
8. Construct a written individualized learning plan that is conjointly developed and agreed to by the Instructor, the student, and the agency supervisor. This individualized learning plan should be completed by the 3rd week of the internship and should focus on helping the student meet the course objectives as outlined in the course syllabus and in the Human Services Internship Handbook.
9. Complete a weekly log and submit the original on a weekly basis to the Instructor and Site Supervisor for signatures.
10. Submit an agenda to the Site Supervisor 3 days prior to a supervision meeting.
11. Submit 4 process recordings to the Instructor (due dates to be assigned by the Instructor) for review and discussion.
12. Complete a case presentation of a client to the Instructor for review.
13. Complete duties assigned according to the agreement established between the student and agency representative. This includes reporting directly to Site Supervisor regarding client issues during regularly scheduled supervision sessions, as well as outside of regularly scheduled supervision sessions (e.g., in response to client crisis/emergency issues).
14. Conduct himself/herself in a professional manner expected of all human services trainees and human services professionals throughout the entirety of the internship experience. This means upholding and

abiding by the Agency's policies and procedures along with the National Organization for Human Services Ethical Standards of Human Services Professionals.

15. Be responsible for seeing that all paperwork related to the internship is completed in a timely fashion.
16. Revise assignments as required by the Site Supervisor and/or the Instructor.

**Responsibilities of the Internship Coordinator**

**The Internship Coordinator agrees to:**

1. Verify that the student has made accurate representations of his/her preparation and qualifications for the internship.
2. Provide Instructors with criteria for internship sites.
3. Provide support for Instructors and, where appropriate, provide training sessions for Instructors.
4. Approve all internship sites.
5. Assist the student with his/her personal growth as a human service professional.

**Evaluation and Credits**

Written Work: Students are required to (1) develop an individualized learning plan and working contract; (2) complete four process recordings for submission to the Instructor and Site Supervisor during the semester; (3) submit an agenda to both the Instructor and Site Supervisor for each supervision meeting; (4) submit weekly logs; (5) complete a case presentation on a client to the Instructor for review; and (6) complete a variety of forms and internship-related surveys.

Grading: the Instructor in consultation with the Site Supervisor and student gives the grade. A field evaluation form is used to assess the student's performance at mid-term and at the end of each semester in the field. Grades for field instruction are based on:

- An evaluation form completed by the Site Supervisor reflecting the student's attainment of field instruction learning objectives, including the student's demonstrated level of knowledge and skill in human services practice;
- Instructor's assessment, from process recordings and other materials submitted by the student, of the student's progress and current level of human services knowledge and skill;
- Conferences between the Instructor, the Site Supervisor, and the student, which are to evaluate the student's current level of human services knowledge and skill, as well as the student's ability to engage in a discussion of his/her work and his/her professional development.

**The following grade percentages are used for internship:**

92.51 - 100 =	A
90 - 92.5 =	A-
88.5 - 89.99 =	B+
82.51 - 88.49 =	B
80 - 82.5 =	B-
78.5 - 79.99 =	C+
72.51 - 78.49 =	C
70 - 72.5 =	C-
68.5 - 69.99 =	D+
62.51 - 68.49 =	D
60 - 62.5 =	D-
59.99 & below =	F

The grade of incomplete (I) may not be given to allow the student to do additional work in order to meet field instruction course requirements more adequately. The grade of Incomplete (I) requires an agreement in writing between the Site Supervisor, the Instructor, and the student about how the internship requirements will be met and in

what time frame. An Incomplete Grade Form must be completed and filed with the Internship Coordinator by the 12th week of the internship. If all requirements necessary for removal of the grade of Incomplete (I) are not satisfactorily met by the last day of field instruction in the academic semester or summer session following the academic semester or summer session in which the Incomplete (I) was incurred, the Incomplete (I) will be changed automatically to a grade of Fail (F).

W = WITHDRAW - The grade of Withdrawn (W) indicates that the student has officially withdrawn from the field instruction course after the first week and before the end of the eighth week of the semester. No student who has officially withdrawn from the internship course may continue in the internship placement.

## **EEOC and Sexual Harassment Policy**

Old Dominion University is committed to the promotion of equal employment, educational, and social opportunities for all Old Dominion University employees and students. No employee or student will be discriminated against on the basis of gender, race, color, religion, national origin, age, handicap, veteran status, sexual orientation, or political affiliation.

Sexual harassment in any situation is reprehensible. It is also the policy of Old Dominion University to provide students and employees with an environment for learning and working which is free of sexual harassment.

The Office of Institutional Equity and Diversity is located in Spong Hall, Room 121-A. The telephone number is 683-3141. Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

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### **PROCEDURES FOR REMEDIATION/REMOVAL OF AN INTERN FROM THE AGENCY**

An agency executive, the Site Supervisor, the University Instructor, the Internship Coordinator, or the student may initiate a request for removal from an internship placement. In all cases, a written statement, which documents the issues and/or concerns, is to be prepared by the person initiating the action.

At the request of the agency, the Site Supervisor, the University Instructor, or Internship Coordinator, a student may be removed at any point in the semester from the field placement agency for documented unprofessional conduct or for demonstrable lack of progress in attaining field instruction learning objectives.

The following steps are to be taken in a period not to exceed four weeks:

1. The student will be apprised in writing by the site supervisor or university instructor of the specific nature of the concern(s) about his/her behavior, progress in learning, or performance. Documentation of this will be placed in the student's file.
2. The person initiating the request will communicate his/her concern, in writing, regarding the student to the University Instructor. The University Instructor will alert the Internship Coordinator and provide copies of all documentation.
3. In an effort to resolve the situation, a meeting will be held with, at a minimum, the student, the University Instructor, Site Supervisor, and others pertinent to the situation. The Human Services Internship Coordinator will be informed and may be included in this meeting. The purpose of this meeting is to ascertain the facts and give all parties involved an opportunity to raise their concerns, and explore possibilities for resolution of the problem. The possibilities include, but are not limited to:
  - a. Continuation in the agency with a remediation plan (including time limits) for correction in the areas identified as deficient.
  - b. Immediate removal from the agency, without grade penalty, and replacement in another agency to complete the course requirements. A remediation plan must be developed to help the intern avoid repetition. Only one new placement will be allowed.

- c. Immediate removal from the agency, for documented cause, resulting in a failing grade. Student will not be placed in a new agency and must reapply for internship for a subsequent semester.
  - d. Referral for a University Student Code of Conduct hearing
4. In the event the situation is not resolved as a result of this meeting, the matter will be referred to the Human Service Program Coordinator.

If, as a result of these procedures, a student is removed from the Agency for documented unprofessional conduct or demonstrable failure to progress in attaining field instruction objectives, a grade of Fail (F) will be assigned for the course. At that point the student will need to reapply for internship for a subsequent semester and may be referred for a University Code of Conduct signatures below indicate each person's understanding of the Internship requirements for the Human Services Undergraduate degree Program at Old Dominion University. The signatures also represent each person's agreement to upholding his or her respective responsibilities outlined in this Internship Agreement form.

At the request of the student, a removal from the agency can occur if serious obstacles to the student's learning are occurring.

The following steps are to be taken in a period not to exceed 4 weeks:

1. The student will discuss the situation with the Site Supervisor, submitting this request in writing.
2. If the issue remains unresolved, the student will consult the University Instructor to discuss the issues and the rationale for a new internship site. The University Instructor will provide documentation and notify the Human Services Internship Coordinator.
3. If, after the discussion, the matter is not resolved, the University Instructor will convene a meeting of the student, the Site Supervisor, and the Internship Coordinator. The purpose of such a meeting would be to ascertain the facts, give all parties involved an opportunity to voice their concerns, and to serve as a basis for decisions.
4. The Human Services Internship Coordinator in conjunction with the student and University Instructor will then make a decision in this matter. The possibilities include, but are not limited to:
  - a. Continuation in the agency with a specific plan (including time limits) for correction in the areas identified as deficient.
  - b. Immediate removal from the agency, without grade penalty, and replacement in another agency to complete the course requirements.
  - c. Immediate removal from the agency, without grade penalty, and the student will retake the internship in a subsequent semester at another agency.