

**The Create Clinic:
Agreement of Clinic Procedures and Policies**

(To be read and signed by student clinic therapist before they begin working with clients. This should be kept in supervisee file by faculty supervisor)

Mission of The Create Student Clinic:

To provide effective and inexpensive expressive arts therapy in Toronto and GTA to individuals (children, youth and adults), couples and families from diverse backgrounds who have a wide range of needs, and to create opportunity for senior level students of The Create Institute to gain supervised clinical therapy practice.

Criterion of Student Therapists at the Create Clinic:

Student applicants must fill out a clinic application form, sign a supervision agreement with their supervisor and provide proof of liability insurance for the current year to their supervisor BEFORE seeing clients.

Student therapists must be a current third year student in good standing at The Create Institute. They must have attended the 'Legal Obligations and Ethical Responsibilities for Psychotherapists' intensive. Third year students who are currently taking classes at Create will be prioritized for new referrals.

Maintaining status students can also continue to see clients at the Create Clinic under the same agreement as when they were full time students.

Second year students who have completed the first term of their second year, and who have attended the 'Legal Obligations and Ethical Responsibilities for Psychotherapists' intensive, can apply to the Clinic. If accepted, they can work with clients who contact the Clinic and ask specifically for them. In September of their third year, they will be matched with appropriate clients who go through the intake process as per the regular procedure.

If a student is not a maintaining Create student or does not have RP qualifying status, they will be unable to work with clients under the umbrella of the Create Clinic and will have to close with all clients and end supervision at that time.

All students must apply to the Create Clinic and must be approved by faculty based on current established evaluation tools in order to see clients. If a student has received recommendations for further work before becoming a member of the Clinic, they must confirm completion of recommendations and re-apply to the Clinic.

Student therapists can see each client under the umbrella of the Clinic until they graduate. Once the student graduates from Create, the client can choose to continue expressive arts therapy with the graduate independently or they can return to the Clinic and see another student therapist. Each client is guaranteed to receive expressive arts therapy from their Clinic therapist at \$40/hour. Student therapists will not receive new referrals after August 31st of their third year in the program. There are exceptions to this based on the needs of the Clinic. Third year students who are currently taking classes in their third year of study at Create will be prioritized for new referrals.

Students must attend a Clinic information session before starting to work with clients, or have an introductory information session with their supervisor in exceptional cases.

All student therapists must pay for and obtain professional liability insurance before seeing clients. OEATA, among other associations, offers insurance for student therapists. Student therapists must maintain insurance while seeing clients through the Clinic. Students are responsible to renew their insurance regularly and change file information accordingly. They are responsible to contact the Clinic Coordinators and their Clinic supervisor with any new information and updates.

Student Therapists must comply with Code of Ethics of the CRPO and strictly follow confidentiality responsibilities, including use of social media, internet and text communication.

Students are required to follow emergency protocols when/if a client becomes high risk under their care. They should consult with their supervisor immediately after they follow through with procedures and laws based on the individual context if they are concerned with safety of client.

Student therapists must read the 'Safety Planning and Risk Assessment Information' documents and talk to their supervisor about these guidelines.

Students must read and confirm understanding of The Create Clinic Agreement of Procedures and Policies and adhere to the standards of The Create Institute.

Students must agree that Clinic Coordinators of the Clinic can place or remove students of The Create Institute training program on a list of approved Create Clinic student therapists, and Clinic Coordinators have the right to require, at any time, a review of the practices of those therapists.

Hours with a student therapist at the Create Clinic do not count as therapy hours if that client decides to join the Create Institute three-year program (under regular circumstances) as the hours are not considered to be with a therapist who has completed a full therapy program.

After September 1st, if you have student status or maintaining student status— you can continue to work with any current or new Create Clinic clients if they specifically ask to work with you in the intake. You must refer to yourself in all marketing platforms as a *student therapist in training* until you have status with the CRPO.

Clinic Procedures:

A Clinic Intake Coordinator will have a phone consultation with the potential clinic client in order to provide information about the Create clinic, assess suitability for therapy through the Clinic, assess risk level and assess whether virtual therapy is appropriate.

The Intake Coordinator will assign a student therapist to clients based on appropriate match from the list of student clinic members. Intake Coordinator will consider client requests for a specific student therapist, but many factors will be considered when placing clients in order to provide the most effective service to clients.

Specific therapist requests made by clients during the intake process will be taken seriously into consideration but not guaranteed.

Intake Coordinator will notify the student therapist and give them the client contact information. The student will contact the client directly and set up their first session in a location of their choice (The Create Institute studio space or another location approved by their supervisor).

Student therapists are encouraged to contact client in 2-3 days after they receive client information from Clinic Coordinators. If they are unable to make contact with the client within a week, they must let the Clinic Coordinators know.

All student therapists must be available for client referrals, unless they have notified the Clinic Coordinators that they are not taking clients at that time.

Student therapists will let their supervisors know when they finish a therapy contract with a client and perform all related closure procedures.

Student therapists will immediately update the Clinic if for any reason they will be unavailable for client referral or returning a client call within 48 hours. Student therapists will advise the Clinic if they will be out of town, on vacation or unavailable to take new clients. Student therapists will update the Clinic of any changes in availability, office location, or contact information.

Student therapists who leave for more than two weeks during their year contract with a client are required to give their client emergency contact numbers and the contact information of two Registered Psychotherapists (RPs) if their clients should need it.

Student therapists will open a file for each client and fill go over informed consent form with client in first sessions and fill out progress notes each time they see a client. Student therapists will not formally write or store files electronically. No client files will be stored at The Create institute.

Students are responsible to store client files (double locked) and will restrict transportation of files. Students are responsible to shred files according to privacy laws after the appropriate time. Student therapists are responsible to store client files according to privacy laws in Ontario. Please refer to Professional Practice Standards and Jurisprudence Manuals established by the CRPO.

Students can see clients at The Create Institute or at another private location which is insured and approved by their supervisor. Use of The Create Institute space is free to use for students' therapy sessions and must be formally booked in the approved way to avoid space conflicts.

Student therapists are to strictly follow Create Clinic hours or operation and booking system procedures and agreements. Student therapists will independently book appointments with clients. Students will independently organize and schedule all virtual appointments with clients.

Student therapists will attend one supervision session for every three clinical client sessions for the first nine sessions. After that, they will have one supervision session for every four clinical client sessions. These sessions are with a Create Clinic faculty supervisor that they are matched with. Students will consult with their supervisor on every case and comply with supervisory recommendations.

Student Clinic therapists will only work with clients who are within their range of competency. Student should consult with their supervisor regarding competency issues that come up.

All student clinic therapists are obligated to follow the Code of Ethics of The Create Institute and the Code of Ethics and Professional Practice Standards and Jurisprudence written by the College of Registered Psychotherapists of Ontario.

Individuals are not considered Create Clinic clients until they go through formal intake procedure with the Clinic Intake Coordinator.

Student therapists must refer to themselves as 'Student Therapist' or 'Student Expressive Arts Therapist in Training' with The Create Institute until they officially graduate from the Create Institute's three-year program and register to be a 'Qualifying Member' of the College of Registered Psychotherapists of Ontario.

For security purposes:

For in-person session -

- Choose a 'text partner' who you could communicate with when your appointment has started and ended (if you choose)
- Keep all doors (even door to the bathroom exit) locked while you are in the Create studio and if you leave the space empty while going to the washroom.
- Use the key hanging by the faculty folders to let yourself back in to the studio if you leave the space.
- Try to have a cell phone on you while you are in the Create studio with a client
- Make sure you know the security guard's phone number (located on the bulletin board in the kitchen)

Clinic Therapy Fees:

The price of an individual Create Clinic session is \$40 non-negotiable (including H.S.T. when applicable) with any student therapist for the duration of one year no matter how many sessions/weeks the student therapist and client agree on. Student therapist can choose to only see a client once a week.

Student therapists approved by the Clinic Coordinator/s to provide couples/family therapy agree to charge \$50 per session (including HST when applicable) for the duration of one year no matter how many sessions/weeks the student therapist and clients agree on. Student therapist can choose to only see a couple once a week.

For in-person sessions, client/s will pay fee directly to student therapist after each session. Student will give receipt to client for the money they receive and then attach money to second receipt that they will give to their supervisor at each supervisory session. Fees will be paid by clients by either cash or cheque.

When sessions are virtual, clients will pay by e-transfer to The Create Institute and their receipt will be sent to them electronically. When sessions are virtual, e-transfer payment is preferred immediately after each session.

Time Lines:

Once the student therapist completes the three-year training period, and decides to open a private practice, they can bring their client into their private practice and negotiate a revised fee schedule with the client if desired. The student therapist could also refer the client back to the Clinic if the client prefers.

A person is no longer a Clinic client if they have not seen a student therapist for 6 months. If that client wants to be part of the Clinic again, they must go through the intake process.

If student therapist leaves the Clinic practicum before they have completed three-year training period, they will refer the client back to the Clinic to transfer to another student therapist for the same fee. Client is not obligated to continue at the Clinic.

Supervision:

Supervision sessions with faculty Clinic supervisors does not require payment by student therapists.

All student therapists must have a faculty Clinic supervisor before seeing clients through the Create Clinic.

Student applicants can request two choices for faculty Clinic supervisors on their application to the Clinic. They may not get first choice as decisions for supervisors are made based on scheduling, availability etc. Create Clinic coordinators will match student therapists with supervisors based on student requests, faculty availability, schedules and equity.

Student therapists must see their supervisor for the entire duration that they are a student therapist at the Clinic. They will see their supervisor one time before seeing their first client in order to receive necessary documentation, orientation and clarification.

If a supervisee misses a scheduled appointment, they must pay \$80.00 for the session. If the student contacts their supervisee 24 hours in advance, this fee is waived. Student therapist can pay late fee directly to their supervisor.

Students will see their supervisor on a three-clinical-sessions to one supervision session ratio for their first nine client sessions. After that, they will have one supervisory session for every four client sessions.

The Create Clinic is no longer liable for client work if student does not attend supervision sessions after a period of two months.

Virtual Appointments

Student therapists can work with out-of-province clients who live permanently in Canada virtually. Therapists cannot work with clients who live permanently outside of Canada.

Student therapists must go over definition of electronic Practice and virtual consent agreement.

Therapists will be following the 'Electronic Practice, Professional Practice Guide' set out by the CRPO:
<https://www.crpo.ca/wp-content/uploads/2019/03/FINAL-Electronic-Practice-Guideline-approved-01MAR2019.pdf>

Student therapists will be using a secure video platform (DoxyMe) that states in its policies that it meets PHIPA (Personal Health Information Protection Act 2014) requirements for privacy and confidentiality. However, student therapist can still not guarantee 100% privacy as it is possible for electronic media to be hacked or for other breaches to occur that are beyond control of therapist.

Cell phones, text, and emails also cannot be guaranteed to be completely secure or confidential, despite therapist

compliance with PHIPA.

Student therapists use phones, text, and emails to communicate with clients about scheduling, but do not conduct therapy sessions through these media. Phone can be used for therapy when consented by client and client understands that privacy is not guaranteed. Time lines for responses will differ when using email and text and will be discussed between therapist and client.

Student therapists will conduct professional session in confidential space and support clients to be in a confidential personal space for each therapy session and to be able to use technology appropriately.

Sessions will not be recorded.

Awareness that when using email or text formats to schedule, re-schedule, or cancel sessions, there is a possibility of confusion or misunderstandings for more complex or nuanced communication.

Clients can revoke consent for virtual sessions at any time. After they revoke consent, other means of communication are discussed.

Student therapists will continue to evaluate the effectiveness of electronic platform used for therapy and continue to consider the therapeutic impact on client progress. If necessary, student therapists will engage in clinical supervision, link client to other resources etc. if therapy is deemed counter-therapeutic.

Video platform entrance will only be accessible to Client. Student therapist will send a link to the session with a password to enter.

Student therapists will be sufficiently capable of using the particular communication technology and will receive supervision for competence.

Steps to take in the event of a technology disruption or when client is in crisis will be discussed with clients

Student therapists will have liability insurance for electronic practice.

Overview of Our Client Complaint procedure

1) Our recommendation

It is highly recommended that if clients are experiencing difficulties in their therapy or with the therapeutic relationship that they first attempt to talk directly to their student therapist (if possible or desired). Challenges and direct relational repair are often positive therapeutic opportunities for clients and learning opportunities for student therapists.

a) The Create Clinic does have a complaint procedure that is in effect. Clients may bring a written formal complaint to the attention of the Create Clinic Complaints Committee (made up of one Create Clinic supervisor (who is not the supervisor of the student therapist), one other Create Institute faculty member, one Create Institute board member, and one external member of the community. At the time of the complaint the committees will be formed using this template.

b) An interview with the complainant and the student therapist will take place and a report will be submitted to the Create Clinic Complaint Committee. Client records may be reviewed and additional consultation may be required. All deliberations are confidential.

c) A hearing in which all parties are present may be required. Clinic complaint Committee findings will be communicated to the client and practitioner in writing. All proceedings will be carried out in a timely fashion.

2) Disciplinary Action

Disciplinary action may include one or more of, but are not limited to, the following: exoneration; facilitated dialogue to

resolve misunderstanding; remedial educational requirements; a formal caution; suspension; expulsion. It is understood that these guidelines cannot cover all specific details of potential ethical and practice issues that may arise. The Clinical Complaints Committee and the Appeals Committee will examine all cases regarding ethical questions on an individual basis.

3) Appeal Process

a) Decisions of the Create Complaint Committee may be appealed to the Appeals Committee made up of one Create Institute faculty, one Create institute board member and one external member, none of whom are members of the Create Clinic Complaints Committee.

b) It is the responsibility of all parties to cooperate with the Create Clinic Complaints and Appeal Committee and to keep matters before the Committee confidential. It is the responsibility of Create Clinic to carry out decisions of the Create Clinic Complaints Committee.

4) Other Comments

These complaints and disciplinary procedures are subject to amendment to bring them into line with the complaints and disciplinary procedures of the new College of Registered Psychotherapists of Ontario.

SUPERVISION AGREEMENT

I have read, fully understand, and agree to the above Procedures and Policies of The Create Clinic at The Create Institute. I have had the chance to ask any questions to my supervisor about the policies and procedures.

Student Therapist Name (Print): _____

Liability Insurance Information: _____
(insurance company, policy number, expiry date)

Student Therapist Signature: _____

Supervisor's Signature: _____

Phone Numbers: _____

Student email: _____

Student Address: _____

Today's Date: _____

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