

# Program Handbook



Last updated August 2024. Next scheduled revision is August 2025.

---

---

PROGRAM HANDBOOK	1
Introduction	3
Faculty, Supervisors and Staff Directory	4
Program Mission Statement and Philosophy	5
Educational Outcomes	6
Policies and Procedures	9
Required Clinical Experiences	19
Ethical and Legal Standards	21
Mandated Reports	22
Emergency Situations	23
THE FTC POLICIES AND PROCEDURES	24
Introduction	24
Program Description	24
Emergency Phone Number List	27
Emergency Evacuation for Fire or Tornado	28
Emergency Situations	28
Mandated Reports	29
MFT Intern Contract	30
Policy on Client Privacy and Responsibilities	31
Confidentiality Procedure	31
Quality Assurance Procedures	32
Fees	33
TherapyNotes	34
Walk and Talk Therapy	35
Telehealth Therapy	36
Professionalism	36
Confidentiality	37
Complaints	38
Evaluations	39

---

## INTRODUCTION

Congratulations on your accomplishments that have brought you to this stage of your training. It is a normal part of training to be both excited and nervous as you start working with clients. The good news is that you have the support of the faculty, supervisors, and your fellow students as you start applying the theories and techniques that you have been learning over the past year.

This handbook has important information that is critical to your success in this process. Please be familiar with the contents and ask if you have any questions or need clarifications.

Sincerely,

**Kirstee Williams, Ph.D., Professor, Director of Marriage and Family Therapy Program**

B.A., Southern Adventist University, M.S., Ph.D., Loma Linda University  
AAMFT Clinical Fellow and Clinical Supervisor, Licensed Marriage and Family Therapist in Tennessee

**J. Trevor Milliron, Ph.D., Professor, Director of Marriage and Family Therapy Doctoral Program**

B.S., University of Tennessee at Chattanooga, M.A., Ph.D., Fuller Theological Seminary  
M.S., Fairleigh Dickinson University  
AAMFT Clinical Fellow and Clinical Supervisor, Licensed Marriage and Family Therapist in Tennessee

**H. Edward Stone, Ph.D., Associate Professor**

B.A., Lee College, M.Ed., Georgia State University, Ph.D., University of Alabama  
AAMFT Clinical Fellow and Clinical Supervisor, Licensed Professional Counselor with MHSP in Tennessee

**Julie Gardenhire, Ph.D., Assistant Professor**

B.M., Stetson University, M.S., Lee University, Ph.D., Texas Tech University  
AAMFT Clinical Fellow and Clinical Supervisor, Licensed Marriage and Family Therapist in Tennessee

**Brandon Rodgers, Ph.D., Assistant Professor, Director of Graduate Program in Counseling**

B.A., M.A., Appalachian State University, Ph.D., Virginia Polytechnic Institute and State University  
AAMFT Clinical Fellow and Clinical Supervisor, Licensed Marriage and Family Therapist in Tennessee

---

---

## FACULTY, SUPERVISORS AND STAFF DIRECTORY

Name	Office	Telephone	Email
J. Trevor Milliron, Ph.D. Core Faculty, Supervisor	HUM 302-A	423-614-8135 (o) 423-715-3876 (c)	<a href="mailto:tmilliron@leeuniversity.edu">tmilliron@leeuniversity.edu</a>
Julie Gardenhire, Ph.D. Core Faculty, Supervisor	HUM 303-A	423-614-6060 (o) 904-207-5486 (c)	<a href="mailto:jgardenhire@leeuniversity.edu">jgardenhire@leeuniversity.edu</a>
Brandon Rodgers, Ph.D. Core Faculty, Supervisor	HUM 305-B	423-614-8126 (o) 423-618-1443 (c)	<a href="mailto:brodgers@leeuniversity.edu">brodgers@leeuniversity.edu</a>
Edward Stone, Ph.D. Core Faculty, Supervisor	HUM 301-D	423-614-8128 (o) 423-614-6903 (c)	<a href="mailto:estone@leeuniversity.edu">estone@leeuniversity.edu</a>
Kirstee Williams, Ph.D. Director, Core Faculty, Supervisor	HUM 301-B	423-614-8064 (o) 423-503-9002 (c)	<a href="mailto:kirsteewilliams@leeuniversity.edu">kirsteewilliams@leeuniversity.edu</a>
Sara Pennington, Ph.D. Part-time Faculty, Supervisor	HUM 305-A	865-244-8971 (c)	<a href="mailto:spennington@leeuniversity.edu">spennington@leeuniversity.edu</a>
Barbara McGirt Graduate Coordinator	HUM 302-B	423-614-8124 (o)	<a href="mailto:bmcgirt@leeuniversity.edu">bmcgirt@leeuniversity.edu</a>
Alicia Boggess, M.S., MFT-I Director of FTC	MAY 108-E	423-815-9762 (c)	<a href="mailto:abogge@leeu.edu">abogge@leeu.edu</a>
Tom Gardenhire, M.S., MFT-I Assistant Director of FTC	MAY 108-E	423-641-8629 (c)	<a href="mailto:tgardenhire@leeuniversity.edu">tgardenhire@leeuniversity.edu</a>

---

# PROGRAM MISSION STATEMENT AND PHILOSOPHY

## **MFT Master of Science Program Mission Statement**

The mission of the Lee University Marriage and Family Therapy Master of Science Program is to prepare students to become licensed marriage and family therapists who will work from a relational perspective that is holistic, systemic, and contextual.

## **MFT Program Philosophy**

Recognizing the complexity of human relationships and the limits of our understanding, we seek to create a shared learning environment that authentically integrates faith, science, and experience into the clinical practice of marriage and family therapy. From our faith, we draw the concepts of hope, love, forgiveness, reconciliation, faithfulness, and commitment. From science, we embrace an empirical worldview where our treatments are evidence-based. We value our different experiences that may be based in our biology, culture, and environment.

We encourage a therapeutic stance based on curiosity, respect, and openness. We define our calling as one of service, reaching out to the underserved in a broken world. While recognizing reductionistic paradigms have some usefulness, we believe that a holistic approach which simultaneously considers the biological, psychological, social and spiritual aspects of the human experience offers a more powerful framework for case conceptualization, relational diagnosis, and treatment.

## **Program Goals**

The goals of our MFT program are to accomplish our our program outcomes (knowledge, skills, diversity, research, and ethics) with excellence as we prepare our students for MFT licensure.

## **Professional Marriage and Family Therapy Principles**

Our program has adopted the following Professional Marriage and Family Therapy Principles as the basis for our program:

- MFT Core Competencies
  - AAMFT Code of Ethics
  - Tennessee State Licensure Regulations
-

---

## EDUCATIONAL OUTCOMES

### PROGRAM OUTCOMES (PO)

PO 1 - KNOWLEDGE	GRADUATES WILL DEMONSTRATE THE KNOWLEDGE NEEDED FOR ENTRY-LEVEL PRACTICE IN MARRIAGE AND FAMILY THERAPY.
PO 2 – SKILLS	GRADUATES WILL DEMONSTRATE SYSTEMIC AND RELATIONAL SKILLS NEEDED FOR ENTRY-LEVEL PRACTICE IN MARRIAGE AND FAMILY THERAPY.
PO 3 – DIVERSITY	GRADUATES WILL DEMONSTRATE CLINICAL COMPETENCY IN THEIR WORK WITH DIVERSE, MARGINALIZED, AND/OR UNDERSERVED CLIENTS AND SHOW ATTITUDES OF OPENNESS AND RESPECT.
PO 4 – RESEARCH	GRADUATES WILL DEMONSTRATE THE ABILITY TO USE PUBLISHED RESEARCH AS A CORE FOUNDATION OF THEIR CLINICAL SERVICES OFFERED TO CLIENTS.
PO 5 – ETHICS	GRADUATES WILL DEMONSTRATE ETHICAL DECISION-MAKING SKILLS APPROPRIATE FOR ENTRY-LEVEL PRACTICE IN MARRIAGE AND FAMILY THERAPY.

---

---

## STUDENT LEARNING OUTCOMES (SLO)

SLO 1 - KNOWLEDGE	<ol style="list-style-type: none"><li>1.STUDENTS WILL BE SUCCESSFUL IN PASSING THE MFT LICENSURE EXAM WITHIN TWO YEARS OF GRADUATION.</li><li>2.STUDENTS WILL BE SUCCESSFUL IN APPLYING CONCEPTS FROM MFT THEORIES AND FAMILY DEVELOPMENT.</li></ol>
SLO 2 – SKILLS	<ol style="list-style-type: none"><li>1. STUDENTS WILL DEMONSTRATE THEIR PRACTICAL ABILITY IN SELECTING APPROPRIATE SYSTEMIC TREATMENT MODELS, IMPROVING THE QUALITY OF THE THERAPEUTIC RELATIONSHIP, PERFORMING RELATIONAL ASSESSMENTS, AND COLLABORATIVELY CREATING SYSTEMIC TREATMENT PLANS.</li><li>2. STUDENTS WILL BE ABLE TO ARTICULATE THEIR THERAPEUTIC APPROACHES AND THEORIES OF CHANGE THAT ARE SYSTEMIC, HOLISTIC, AND CONTEXTUAL.</li></ol>
SLO 3 – DIVERSITY	<ol style="list-style-type: none"><li>1.STUDENTS WILL HAVE CLINICAL EXPERIENCES WITH POPULATIONS THAT ARE DIVERSE, MARGINALIZED, AND/OR UNDERSERVED CLIENTS.</li><li>2.STUDENTS WILL DEMONSTRATE CULTURAL AWARENESS AND COMPETENCY DURING THEIR INTERNSHIP EXPERIENCES.</li></ol>

---

---

SLO 4 – RESEARCH	<ol style="list-style-type: none"><li>1.STUDENTS WILL DEMONSTRATE USE OF THE EMPIRICAL LITERATURE IN THEIR TREATMENT PLANNING FOR THEIR CLIENTS DURING THEIR INTERNSHIPS.</li><li>2.STUDENTS WILL BE ABLE TO DESCRIBE THE RESEARCH UNDERPINNINGS OF THEIR THERAPEUTIC APPROACH AND TECHNIQUES.</li></ol>
SLO 5 – ETHICS	<ol style="list-style-type: none"><li>1.STUDENTS WILL DEMONSTRATE ETHICAL COMPETENCY FOR BEGINNING PRACTICE PRIOR TO STARTING PRACTICUM OR INTERNSHIP EXPERIENCES.</li><li>2.STUDENTS WILL DEMONSTRATE STRONG ETHICAL DECISION-MAKING SKILLS DURING THEIR INTERNSHIP EXPERIENCES.</li></ol>

---



## POLICIES AND PROCEDURES

### **Academic Support Services**

The Lee University Writing Center offers free tutorial help to both native and non-native English speakers by appointment. During business hours through the week, Information Services provides both walk-in and phone support to all students and faculty. Several computer labs are placed around campus for student use, including three public non-classroom areas in our primary building (Humanities). The Academic Support Program provides services to students with documented educational challenges. This program offers alternative testing sites, extended test times, readers or scribes for examinations, advising, note-taking facilitation, and mediation between students and faculty. The Financial Aid Office offers financial counseling for graduate students. The library has full-time reference librarians that are available to help students with finding resources. Finally, the Lee University Counseling Center offers free and unlimited therapy services to all marriage and family therapy students who pay the optional student health fee.

### **Governance of the Marriage and Family Therapy Program**

The Marriage and Family Therapy Graduate Committee (MFTGC) is responsible for developing all policies for the marriage and family therapy program. This committee is also responsible for admissions, assessment, hiring recommendations, and responses to student appeals and complaints. The program director is chair of this committee, which includes all core marriage and family therapy faculty members. Major program and policy changes that are approved by the MFTGC are then brought to the Lee University Graduate Council for approval. The program director is responsible for leading the MFTGC and carrying out the policies in the program and The Family Therapy Center set by the MFTGC. Dr. Williams has the responsibility to maintain oversight of the curriculum, clinical training, The Family Therapy Center and teaching facilities, services offered by the program, and the maintenance and enhancement of the quality of the program. Core faculty exercise governance of the program through their voting membership on the MFTGC. All of these faculty share a commitment for our program mission and philosophy and implement this commitment through development of our educational outcomes. The MFT Core Faculty are responsible for teaching the courses, supervising research, and overseeing service/practice activities that are congruent with our program's mission, goals, and outcomes.

---

## **Student Roles in Governance of the Marriage and Family Therapy Program**

- Once a year, all MFT students elect a second-year MFT student to serve as a student representative.
- Minutes of the MFTGC Meeting are sent to all current students.
- All MFT students are encouraged to express concerns to the representative and to the program director.
- Any MFT student may request to personally address the MFTGC on any issue.
- MFT students may submit complaints following the process outlined in the program handbook.
- MFT students are also encouraged to meet in the monthly student concerns meeting held by the program director during the fall and spring semesters.
- Current MFT students annually assess the program, the program director, the faculty, and the supervisors in the program.

## **Program Requirements**

### *Foundations of Relational/Systemic Practice, Theories and Models*

- MAFT 511 – Introduction to Family Studies
- MAFT 522 – Traditional and Systemic Therapies
- MAFT 532 – Postmodern and Socio-cultural Therapies
- MAFT 541 – Family Stress and Resilience

### *Clinical Treatment with Individuals, Couples and Families*

- MAFT 529 – Play Therapy and Child Trauma
- MAFT 552 – Couple Therapy
- MAFT 559 – Emotionally Focused Couple Therapy

### *Diverse, Multicultural, and Underserved Communities*

- MAFT 516 – Christian Perspectives on the Helping Profession
- MAFT 547 – Cultural Contexts in Clinical Practice

### *Research and Evaluation*

- MAFT 555 – Research Methods in Relationship Science

### *Professional Identity, Law, Ethics, and Social Responsibility*

- MAFT 510 – Ethical, Legal and Professional Issues in Family Therapy
-

*Biopsychosocial Health & Development Across the Life Span*

MAFT 523 – Human Growth and Development

MAFT 533 – Human Sexuality

MAFT 537 – Parenting

MAFT 549 – Human Development: Addiction and Recovery

*Systemic/Relational Assessment & Mental Health Diagnosis and Treatment*

MAFT 514 – Psychopathology

MAFT 524 – Clinical Assessment, Diagnosis and Treatment Planning

*Required Clinical Experiences*

MAFT 538 – Marriage and Family Therapy Practicum

MAFT 548 – Marriage and Family Therapy Internship\*

\* MAFT 548 must be taken at least twice. It must be repeated until 500 client hours are completed.

*Additional Requirements*

- Attend a Relationally-Focused Conference Attendance (AAMFT Preferred)
- Pass the Marriage and Family Therapy Comprehensive Examination
- Pass the Final Project

**Program Sequence***Full-Time Sequence (2 years)*Fall – Year One

MAFT 510 - Ethical, Legal and Professional Issues in Family Therapy

MAFT 511 - Introduction to Family Studies

MAFT 514 - Psychopathology

MAFT 541 - Family Stress and Resilience

Spring – Year One

MAFT 522 - Traditional and Systemic Therapies

MAFT 523 - Human Growth and Development

MAFT 524 - Clinical Assessment, Diagnosis and Treatment Planning

MAFT 529 - Play Therapy and Child Trauma

Summer – Year One

MAFT 537 - Parenting

MAFT 532 - Postmodern and Socio-cultural Therapies

---

MAFT 533 - Human Sexuality  
MAFT 538 - Marriage and Family Therapy Practicum

#### Fall – Year Two

MAFT 549 - Human Development: Addiction and Recovery  
MAFT 547 - Cultural Contexts in Clinical Practice  
MAFT 548 - Marriage and Family Therapy Internship  
MAFT 516 - Christian Perspectives on the Helping Profession

#### Spring – Year Two

MAFT 552 - Family Therapy  
MAFT 555 - Research Methods in Relationship Science  
MAFT 548 - Marriage and Family Therapy Internship  
MAFT 559 - Emotionally Focused Couple Therapy

### **Logic of Program Sequences**

The first semester is primarily an introduction which gives an overview of the science of studying families (MAFT 511 - Introduction to Family Studies), an overview of the profession of marriage and family therapy, the licensure process, and professional ethics (MAFT 510 - Ethical, Legal and Professional Issues in Family Therapy), problems that can occur in a family context (MAFT 541 - Family Stress and Resilience) and mental illness (MAFT 514 – Psychopathology). This first semester is focused on the emphasis of knowledge, covered in our knowledge student learning outcomes (SLO 1.1 and 1.2) that students will have the professional knowledge needed to begin entry-level practice the marriage and family therapy. The ethics course also addresses program outcome 5 (ethics) and prepares students to accomplish SLO 5.1 and 5.2.

The second semester covers essential skill necessary before beginning practicum. This includes the traditional and systemic approaches to marriage and family therapy (MAFT 522 - Traditional and Systemic Therapies), development (MAFT 523 - Human Growth and Development), working with children (MAFT 529 - Play Therapy and Child Trauma) and assessment, treatment planning, and how to keep clinical records (MAFT 524 - Clinical Assessment, Diagnosis and Treatment Planning). A lab is included as part of MAFT 524 that is considered a pre-practicum experience where students shadow second year students with their clients. This semester focuses on the program outcomes and learning outcomes for knowledge, skills, and diversity.

---

The third semester begins the practicum experience (MAFT 538 - Marriage and Family Therapy Practicum) and well as continue their academic training. Parenting (MAFT 537) and sexuality (MAFT 533 - Human Sexuality) provides a basis on building practice on the principles of human development through the lifespan. Our students also continue their training in the major approaches to marriage and family therapy (MAFT 532 - Postmodern and Socio-cultural Therapies). This semester is focused around our skill and knowledge student learning outcomes.

In the fourth semester, they begin their internship (MAFT 548 - Marriage and Family Therapy Internship). Although diversity is discussed in every course throughout the program, we have a course dedicated to this important topic in our fourth semester (MAFT 547 - Cultural Contexts in Clinical Practice). We believe this course is more relevant to them at this point as they have already started seeing how diversity impacts the therapy context. It also follows the summer MAFT 532 course, which also has a strong diversity component. MAFT 549 – Human Development: Addiction and Recovery is also assigned for this semester.

In their final semester, there is a particular focus on working with couples (MAFT 552 - Couple Therapy and MAFT 559 - Emotionally Focused Couple Therapy). The research methods class (MAFT 555 - Research Methods in Relationship Science) is designed to help promote life-long learning in the students by connecting them with the professional literature of the marriage and family therapy field as well as revisiting and updating the professional developmental plan they created in the first semester of the program. The Christian Perspectives course (MAFT 516 - Christian Perspectives on the Helping Profession) focuses on how to work with religious clients, as well as the implications for how a therapist's own religion impacts his/her practice. The final internship requires completion of the final project, which consists of both a paper and presentation (with video examples) of their clinical approach. Although we have been working to develop identity as a marriage and family therapist for the entire program, the final project represents a moment of self-definition that is critical to the development of an MFT identity. Program outcomes and student learning outcomes around research, skills, and diversity are the focus of this semester.

The curriculum is reviewed on an annual basis by the faculty of the marriage and family therapy program. Revision is based on student feedback, alumni feedback, employer feedback, changes in licensing law, COAMFTE requirements, and changes in the field.

### **Degree Completion Timeframes**

Degree requirements must be completed within six years after formal admission into the program. Course work completed more than 10 years prior to admission is generally not accepted toward meeting degree requirements.

---

## Tuition, Fees, and Technology Requirements

Current tuition and fees are found at:

<https://www.leeuniversity.edu/student-financial/expenses/>

Other required expenses for marriage and family therapy students include annual AAMFT Student Membership (\$99 per year), attendance at a conference by a relationally-focused organization, preferably AAMFT, iPad (minimum 32 gig), and book fees. During your practicum and internship, there is an annual liability insurance fee of \$20.

## Technical Training for Students, Faculty, and Supervisors

Information technology assistance is available through the Lee University Helpdesk (x8027) during business hours. Training for students on use of video, telehealth, and online notes is provided in MAFT 524 in the first spring semester. Training for faculty and supervisors is provided by the program director and the Center for Teach Excellence in Mayfield.

## Academic Calendar

[https://events.leeuniversity.edu/events/list/?tribe\\_eventcategory%5B0%5D=72](https://events.leeuniversity.edu/events/list/?tribe_eventcategory%5B0%5D=72)

## Accreditation Status

Lee University is accredited by the Southern Association of College and School Commission on Colleges (SACS-COC). The masters MFT program is accredited by the Commission on Education for Marriage and Family Therapy Education (COAMFTE).

## Student Recruitment

Lee University's Marriage and Family Program welcomes all students regardless of race, age, gender, ethnicity, sexual orientation, relationship status, gender identity, socioeconomic status, disability, health status, religion and spiritual beliefs and/or affiliation, and/or national origin. Requirements for admission include a bachelor's degree from a regionally accredited institution (or foreign equivalent). Admission preferences will be made for students with degrees in the social sciences. Although marriage and family therapists can and do often work with individuals, students applying into this program should specifically be interested in working with couples and families and becoming licensed as a marriage and family therapist.

---

### **Anti-discrimination**

The Lee University Marriage and Family Therapy Program prohibits the discrimination of students on the basis of race, age, gender, ethnicity, sexual orientation, relationship status, gender identity, socioeconomic status, disability, health status, religion and spiritual beliefs and/or affiliation, and/or national origin with regard to the recruitment, admission, codes of conduct, hiring, retention, or dismissal of students. The marriage and family therapy program will not remove a student solely on the basis of identifying with a group, class, or category in the above mentioned groups provided he or she is otherwise in compliance with Lee's Lifestyle Expectations for Graduate Students.

Faculty and supervisors will also not be discriminated against on the basis of the above mentioned groups, with the exception that all faculty and supervisors of the program are required to be Christian, to teach from a Christian worldview, and to not teach or publish anything contrary to the established doctrines and the Declaration of Faith of the Church of God.

### **Lee's Lifestyle Expectations for Graduate Students**

Graduate students will be expected to adhere to all of the rules and policies of Lee University while on campus. Lee University is a smoke-free, alcohol-free, drug-free campus. Graduate students are expected to respect campus norms. Sexual harassment, unwelcome sexual advances, extra- or pre-marital sexual conduct, requests for sexual favors and other verbal or physical conduct of a sexual nature will not be tolerated on campus. Students who are subjected to harassment should promptly contact the Vice President for Student Development.

### **Disciplinary Process**

If a student, staff or faculty have a complaint against a student, this complaint is made to the program director. If the complaint cannot be resolved by discussion with the parties involved, the complaint is then taken to the Marriage and Family Therapy Graduate Committee. The student may provide a written defense or may appear before the committee. The committee may require in some circumstances for the student to appear before the committee.

### **Authenticity of Student Work**

All assignments and exams must be the original work of the student. Ideas and concepts from other people, even if not quoted, must be appropriately cited. Students violating this concept of academic integrity are subject to failing grades and dismissal.

---

### **Student Complaint / Grievance Process**

If a student has a complaint or grievance regarding the program, faculty, or fellow students, the student should submit a written complaint to the program director, unless the complaint is against the director, in which case the complaint should be given to the Behavioral and Social Sciences Department Chair. The complaint will be reviewed by the appropriate committee, usually the Marriage and Family Therapy Graduate Committee, depending on the nature of the complaint. The student may appear before the committee when the complaint is reviewed.

### **Admission**

After submitting the application, fee, essays, transcripts, recommendations, and GRE score (if required), potential students will be scheduled for an interview. While in-person interviews are preferred, full consideration will be given to applicants needing phone interviews due to distance from Cleveland, Tennessee. Role-plays will be conducted during the in-person interviews. After completion of the interview, the Marriage and Family Therapy Graduate Committee will meet to determine whether an offer of admissions will be made.

### **Retention, Remediation, and Dismissal**

Satisfactory progress toward the degree is required. A student may be disqualified from further graduate work if a 3.0 grade-point average is not maintained. In the event that the grade-point average drops below the minimum level, the student may be given one enrollment period to raise it to the satisfactory level. A cumulative GPA of 3.0 is required for graduation. Special advising will be offered to students in this situation to help raise their GPA. If problems occur regarding competency in the practicum and internship, the supervision team will meet with the student to develop a remediation plan for improvement. If that improvement does not occur within the specified length of time allotted, students may be terminated from the program. Certain serious ethical violations (academic or clinical) can result in immediate termination from the program.

### **Transfer Credit**

Lee University will allow up to six semester credit hours of a graduate program to be comprised of transfer credit from a regionally accredited graduate program when the grade received is a "B" or better. The individual program committee must approve application of transfer credits. Exceptions to this policy may be determined by the respective graduate program committees.

---



## Graduation

In the first week of the final semester when all coursework will be completed, MFT students should submit an application for graduation through Portico. All client hours must be completed prior to graduation with a copy of the client log turned into the faculty supervisor. The graduate students must defend their final project and pass the comprehensive examination 10 days prior to graduation. Students must also have attended a relationally-focused conference prior to graduation.

## Portability of Degree

This program prepares you for licensure as a marriage and family therapist in the United States. No guarantees are offered regarding this degree for any other type of professional license or for any other country. Although the degree requirements are built around national models and Tennessee licensure requirements, other states may have additional requirements that are not offered in this program. Some states may require accreditation through COAMFTE, which this program does not currently have. It is up to the student to determine and achieve the requirements of other states for marriage and family therapy licensure.

The program resides in Tennessee with the relevant board being the Board for Licensed Professional Counselors, Licensed Marital and Family Therapists, and Licensed Clinical Pastoral Therapists (<https://www.tn.gov/health/health-program-areas/health-professional-boards/pcmft-board.html>).

The state requires the following coursework

([https://www.tn.gov/content/dam/tn/health/documents/MFT\\_course\\_work\\_summary.pdf](https://www.tn.gov/content/dam/tn/health/documents/MFT_course_work_summary.pdf)):

### Three Courses in Marriage and Family Studies

Fulfilled by:     MAFT 511 – Introduction to Family Studies  
                          MAFT 541 – Family Stress and Resilience  
                          MAFT 547 – Cultural Contexts in Clinical Practice

### Three Courses in Marriage and Family Therapy

Fulfilled by:     MAFT 522 – Traditional and Systemic Therapies  
                          MAFT 532 – Postmodern and Socio-cultural Therapies  
                          MAFT 552 – Family Therapy

### Three Courses in Human Development and Personality

Fulfilled by:     MAFT 523 – Human Growth and Development  
                          MAFT 533 – Human Sexuality  
                          MAFT 537 - Parenting

---

One Course in Professional Ethics

Fulfilled by: MAFT 510 – Ethical, Legal, and Professional Issues in Family Therapy

One Course in Research

Fulfilled by: MAFT 555 – Research Methods in Relationship Science

300 Hours of Supervised Practicum Internship

Fulfilled by 500 Hours in: MAFT 538 – Marriage and Family Therapy Practicum

MAFT 548 – Marriage and Family Therapy Internship (Fall)

MAFT 548 – Marriage and Family Therapy Internship (Spring)

### **Racial and Cultural Composition of Our Faculty, Supervisors, and Students**

The five core faculty of our program, who also serve as the supervisors, are all Caucasian, two of who are female. We have two additional faculty in the program, both are female, one is Caucasian, and one is African-American. Of our 30 current students, 20 are female, two are Hispanic.

### **Grading Policies**

The Lee University graduate programs use the following system of grading and quality points for all graduate-level courses. These letter grades are assigned grade point values as follows:

A	4.0 quality points
A-	3.7 quality points
B+	3.3 quality points
B	3.0 quality points
B-	2.7 quality points
C+	2.3 quality points
C	2.0 quality points
F	0 quality points
I	Indicates the student's work was incomplete
P	Passing Credit (no quality points)
IP	In Process
W	Student officially withdrew from the class without penalty

A grade of "I" indicates the student's work is incomplete. The grade becomes "F" if the work is not completed by the end of the following semester unless a written extension has been approved by the Vice

---

President for Academic Affairs. A grade of “I” is given only to students who encounter some personal difficulty such as a severe illness or an extreme family emergency near the end of the semester. The “I” grade is not given in order to allow students additional time to complete assignments.

A grade of “W” (withdrawal) is assigned to a student who, for any reason, officially withdraws or is withdrawn by the official semester date. This “W” is assigned without quality point penalty to the student.

Alumni Survey and Program Outcomes: In order to demonstrate the achievements of our program outcomes, we must collect data from you and your future employers after you graduate. You will be asked to complete an annual survey in the spring of each year and to provide a brief survey to your employer. Your participation is important for the improvement of the marriage and family therapy program. You may also be contacted by phone for more information.

### **Student Learning Outcome Assessments**

Throughout the program, assessments are completed to help verify we are achieving our student learning outcomes. This includes data such as results from the comprehensive examination, final project, supervision evaluations, MCKAS scores, client hour logs, annual current student survey, and conference attendance.

### **Student Achievement**

Current student achievement statistics can be found on our website:

<https://www.leeuniversity.edu/academics/graduate/mft/>

## **REQUIRED CLINICAL EXPERIENCES**

### **Types of Services**

Students are expected to work as marriage and family therapists in training. Clinical experiences involve the provision of clinical services, which includes activities such as psychotherapy and psychoeducation. Passive observation, role plays, case management without the client present, and advocacy work are not considered clinical services. Being a member of a live reflecting team can count as clinical services. Under supervision, you will diagnose and treat mental illness from a relational perspective. You should have opportunities to work with individuals, couples and families. Intakes for all clients should include a genogram and family map.

---

## Diversity of Clients

As part of your developmental process as a MFT Intern, you should seek to work with a wide diversity of clients. This includes both presenting problem / diagnostic diversity and demographic diversity. You should seek diversity on age, gender, race, culture, orientation, religion, relationship status, and socioeconomic status. In your client log, you will be documenting the diversity of your clinical experiences with clients.

Program Definition of Diversity: The Marriage and Family Therapy program at Lee University is committed to a learning environment that is inclusive of, honoring to and educated in issues of social justice and cultural sensitivity. It is our belief that diversity permeates every aspect of our own, our students and our clients lives. We define diversity broadly, including but not limited to, race, age, gender, ethnicity, sexual orientation, gender identity, socioeconomic status, disability, health status, religion and spiritual beliefs and/or affiliation, and/or national origin. Our program incorporates various elements of cultural sensitivity and diversity training across the curriculum, the supervisory experience and in our clinical settings. Our Christian faith necessitates the need to recognize cultural disparities and marginalization. As a faculty body we continually seek to grow ourselves and our student's acknowledgment of, awareness in and compassion to diversity.

## Clinical Hours Required

Prior to graduation, you must complete 500 clock hours of face-to-face clinical experience with clients. 100 of these 500 hours must be relational hours, where at least two clients were in the session at the same time and they were in some type of relationship with each other. To complete the practicum and internship experiences in three semesters, students will need to complete 140 hours in practicum and 180 hours in each internship. Students must get a least 100 hours in practicum and 133 hours in an internship in order to get academic credit for the course. A third internship may be completed if more hours are needed. Up to 50 of your 500 hours may be "alternative hours" consisting of experiences such as couples or family groups, workshops and other psycho-educative groups approved by the supervisor. You must take the practicum and internships sequentially over a minimum of a 12 month period.

Clinical practice/experience is defined as a period of not less than 10 hours per week of face-to-face client contact. Clinical Contact Hours are defined as therapist and client therapeutic meetings in the same physical location or through a secure electronic medium. A clock hour is a full 50 minutes.

## Supervision Hours Required

Prior to graduation, you must complete 100 clock hours of face-to-face supervision with either an AAMFT Supervisor or an AAMFT Supervisor in Training who will be offering relational/systemic-oriented supervision. Additional micro-skill supervision will be offered by doctoral supervisor assistants, but all 100 clock hours must be completed with the licensed AAMFT Supervisor or Supervisors in Training. You must have at least one hour of

---

supervision during any week that you are also seeing clients. 50 of these 100 hours must be based on either video or live observation of your work with clients. Supervision must occur in groups of eight or less students at a time. Supervision at off campus sites by supervisors who are not AAMFT Supervisors or AAMFT Supervisors in Training will not count for any of the requirements in this paragraph.

## ETHICAL AND LEGAL STANDARDS

### Code of Ethics

The Lee University Marriage and Family Therapy Program has adopted the current AAMFT Code of Ethics as the standard for our students. A serious violation of the ethics code may result in the termination of the student from the program. Students are expected to adhere to this code regardless if their training site is on or off campus. The current version of the AAMFT Code of Ethics may be found at:

[http://www.aamft.org/imis15/content/legal\\_ethics/code\\_of\\_ethics.aspx](http://www.aamft.org/imis15/content/legal_ethics/code_of_ethics.aspx)

### State Laws and Board Rules

Students are expected to know and follow the state law and board rules applicable for the physical location at which they are seeing clients. When working under the licensure of the faculty supervisors and The Marriage and Family Therapy Center at Lee University, students may only work with clients in physical locations in Tennessee.

### Titles and Advertising

The only official title that can be used by practicum and internship students is MFT Intern (e.g., Jill Smith, B.A., MFT Intern). Any advertising media (e.g., business cards, flyers, websites) created by students must be approved by the program director prior to being used.

### Liability Insurance

Lee University purchases a liability policy that covers the students for malpractice. Students will need to pay a yearly fee (usually around \$20) prior to beginning their practical experience. Per AAMFT once purchasing a student membership, students will automatically be issued a professional liability insurance policy. See [aamft.org](http://aamft.org) for more details.

### Background Check

The background check completed at the beginning of the program is sufficient for work in our campus Family Therapy Center. However, external internship sites may require an additional background check. If a student is accused or arrested for a felony or misdemeanor (other than a minor traffic offense), s/he must immediately inform the faculty supervisor and program director.

---

## MANDATED REPORTS

### **Knowing and Following State Law**

MFT Interns are required to follow all state laws regarding mandated reports. The relevant state laws are based on the location where the therapy occurs, not the residence of either the therapist or client. Anytime a mandated report appears to be necessary, the therapist should immediately contact their faculty supervisor. If there is a disagreement between the supervisor and MFT Intern about the necessity of the report, the supervisor's decision should be the determining factor. If in disagreement, the MFT Intern should talk to Dr. Kirstee Williams, (Program/Clinical Director of the MFT program) for guidance. If it is a life threatening emergency and the supervisor is not immediately available, the therapist should contact the appropriate authorities immediately and follow-up with a supervisor as soon as possible.

### **Client Safety**

If a client reports desires or intent to self-harm, the MFT Intern should immediately complete and document a full suicide assessment, including history of previous attempts, current plan, and intent. A safety plan should be created, agreed upon, and documented. If the therapist is not convinced regarding the safety of the client, the therapist should encourage self-hospitalization. If this encouragement fails, the therapist should contact the police, releasing the minimal amount of information necessary to protect the safety of the client and the police. It is NOT the responsibility of the therapist to keep the client at the location of service. In most settings, MFT Interns do not have the authority to physically restrain a client or keep them from leaving.

### **Abuse**

All incidents of child and dependent abuse or neglect must be reported according to the state law according to the location of service.

### **Duty to Warn**

If a client makes a threat of physical harm that a reasonable therapist thinks the client could and would act on against an identified person, it is the obligation of the therapist to warn the appropriate parties or take action to have the client hospitalized.

---

## EMERGENCY SITUATIONS

### **Client Safety**

You are responsible for following the client safety rules in place at the site-of-service. This will involve the emergency procedures for in-session incidents as well as protocols to follow if a client has an emergency or urgent need between sessions. For procedures for the on-campus Family Therapy Center, please refer to The Family Therapy Center at Lee University Policies and Procedures section of this handbook.

### **Student Safety**

At no time should you place your own safety at risk at any of your sites. If you are concerned about your safety at any time, please immediately take actions to get to safety and immediately inform both your site supervisor and faculty supervisor of the incident.

---

# The Family Therapy Center at Lee University

## Policies and Procedures

### INTRODUCTION

Welcome to The Family Therapy Center (FTC) at Lee University. Our facility is student run and faculty led. It is important to carefully read this policies and procedures so we can make sure we are compliant with the rules of the state and are offering the best services possible to our clients. Please ask if you have any questions or need clarifications about these policies and procedures.

#### **Physical Address of the Family Therapy Center**

The Family Therapy Center at Lee University  
Mayfield Annex / Lee University  
People's Street  
Cleveland, TN

#### **Mailing Address of the Family Therapy Center**

The Family Therapy Center at Lee University  
Lee University  
1120 North Ocoee Street Cleveland, TN 37311  
Phone Number: 423-331-9735

### PROGRAM DESCRIPTION

#### **Service Offered**

Outpatient psychotherapy for mental illness, behavioral problems, trauma, or relationship difficulties for ages 4 and up.

#### **Availability of Staff (including medical)**

MFT interns provide all outpatient services and will be available on an appointment basis. No medical services are offered at this facility.

---



**Official Hours**

We are officially open Monday through Friday, 8am to 9pm.

**Characteristics of the Persons Served**

Children, adolescents, and adults, ages 4 and up

**Availability of Services for Lee Students**

FTC services are available to all Lee Students, with the exception of students who are part of the Graduate Programs in Counseling due to potential dual relationships with MFT Faculty and Interns

**Referral Process**

All clients will be self-referred.

**Admission Criteria**

After a phone intake, the intake coordinator in coordination with the FTC director will judge the appropriateness of the client's need for services at the FTC. Client's that are beyond the severity level appropriate for graduate student clinicians or desiring services not offered (e.g., custody evaluations) will be referred to other agencies.

**Re-admission Criteria**

Clients seeking re-admission will have to follow the regular admission process.

**Facility Rules for Clients**

Detailed rules and client rights are located in the informed consent. Guardians must be present at the facility while services are offered.

**Anti-discrimination**

Our FTC welcomes all clients regardless of race, age, gender, ethnicity, sexual orientation, relationship status, gender identity, socioeconomic status, disability, health status, religion and spiritual beliefs and/or affiliation, and/or national origin per AAMFT guidelines.

**Referral Mechanism for Services Outside of the Agency**

The licensed supervisors will make recommendations in conjunction with the MFT intern. Records will be transferred at request.

---

## **Emergency and Non-Emergency Transportation of Clients**

Clients will be transported by FTC staff under no circumstances. Guardians of minors or dependent adults should be on the premises at all times during services and should be able to provide non-emergency transportation. Emergency transportation will be provided by ambulance through emergency services (911).

## **Intake Procedures**

All clients requesting services will go through a phone intake conducted by the FTC intake coordinator (often times assistant director). Under the supervision of the FTC director, the clients will be assessed for goodness of fit to the FTC and appropriately referred to another agency or assigned to an MFT Intern. The initial clinician will do a full intake assessment and develop a treatment plan in cooperation with the client(s). A Good Faith Estimate will be completed during both the phone intake for the intake session, and the intake session with a therapist to determine the 12 month estimate.

## **Discharge Criteria**

Clients will be discharged from the facility when they have made maximum treatment gains or when referral is necessary due to treatment failure.

1. If a client terminates treatment, referrals should be offered via phone or mail. If possible, a discharge session should be completed by the treating clinician.
2. If it is determined that the client's needs cannot be met by the FTC, appropriate referrals will be made. The treating clinician will offer to help coordinate the transfer of the case to the outside agency. The discharge interview should be completed during the last session.
3. If treatment is completed successfully and no referrals are necessary, a discharge note will be entered into the record. The discharge interview should be completed during the last session.
4. If permission is given, a follow-up phone interview may be conducted 6 months after discharge.

## **Responsibilities**

All staff will be responsible for following all policies and procedures established by the FTC, the laws of the State of Tennessee, and the ethical guidelines of the American Association of Marriage and Family Therapists (AAMFT).

The Family Therapy Center Director - This position will be responsible for the financial management of the facility, staffing, record management, treatment plan and progress note review, and training opportunities. In the director's absence, the assistant director will be able to perform all responsibilities of this role.

---

Assistant Director – This position will be responsible for day-to-day facility management, facilitating routine and emergency facility needs (supplies and maintenance needs) as well as other duties as determined by the FTC director.

Clinical Supervisors - These positions are responsible for the clinical care of all clients at the facility. The supervisors will provide group, triadic, and individual supervision to all MFT interns. The clinical supervisor will monitor all intakes, treatment plans, and progress notes. The supervisors will be available on a 24-hour basis to the graduate clinicians for emergencies.

MFT Interns - Interns provide direct client care. They must attend all assigned supervision meetings, consisting of an average of 2.5 hours of supervision a week for providing an average of 12 hours per week of direct client services. The interns will immediately contact a clinical supervisor in case of any critical event.

## EMERGENCY PHONE NUMBER LIST

Fire	911
Medical Emergency	911
Cleveland Police	911 or 476-1121
Bradley County Sheriff	728-7311
TN Bureau of Investigation (East TN)	634-3044
TN Highway Patrol	634-6898
Poison Control	800-222-1222
Bradley Child Protective Services	479-0591
TN (Statewide) Child Abuse Reporting System	877-237-0004
TN Adult Protective Services	888-277-8366

---

## EMERGENCY EVACUATION FOR FIRE OR TORNADO

### In case of fire

1. All staff will immediately escort all clients out of the building. Staff will not leave any children unattended.
2. A staff member will pull the fire alarm in the hallway.
3. If the fire is small, the staff member should use the extinguisher and attempt to put out the fire. If unable to put out the fire or if the fire is too large, all staff members should immediately exit the building.

### In case of tornado

1. Staff will escort all clients to the main hallway away from any windows.

## EMERGENCY SITUATIONS

If it is a life-threatening emergency, contact 911. Explain the situation without giving unnecessary information about your client. If Emergency Services are in route contact Campus Security at (423) 614-4444 and they can assist in guiding EMS to your location. You are NOT responsible for keeping the client at the FTC. You should not physically restrain a client or tell them that they cannot leave. You can encourage them to stay until help arrives. If the client does leave, you can release their contact information to the police, including address, phone numbers, and emergency contact. Under no circumstances should you personally transport the client.

### Suicidal Behavior

If your client is suicidal, you should immediately do a full suicide assessment (Columbia Suicide Rating Scale) and carefully document this in their record. You should then create a safety plan that they should be willing to sign. If they will not sign the plan or if you are not convinced of their safety, you should persuade them go to the nearest emergency room. If they will not agree to this, you should call 911. Attempt to contact a supervisor either during or immediately after you have taken these actions.

### Suicide Assessment

An assessment should contain:

- Place where client is residing
  - Specific nature of threat or thoughts
  - Intent (e.g., immediate)
  - Planned method of self-injury
  - Accessibility to the planned methods (e.g., pills, gun)
  - Contact information for client and family
  - Available resources for the client (e.g., family, friends)
-

### **Danger to Others**

If your client presents a potential danger to others, you should immediately do a full risk assessment. If you believe they represent a threat to others, you will be required to warn those people or the police, or the client needs to be hospitalized (review Tarasoff Law for more information). You should immediately contact a supervisor.

### **Student Safety**

At no time should you place your own safety at risk. If you are concerned about your safety at any time, please immediately take actions to get to safety and call Campus Security at 614-4444. Please inform your supervisor and FTC director of this event.

### **Restrictive Procedures Policy**

At no time should you attempt to restrain an adult. Physical restraint is allowed only in situations where a child is at risk of self-injury or the injury of another person. The preferred method is to ask the parent to hold their child. A clinician who is trained in therapeutic holds may give instruction to the parent about the best way to hold their child. If the parent is unavailable or cannot successfully restrain their child, the clinician trained in therapeutic holds will use the least restrictive hold possible for the shortest amount of time to ensure the safety of the child and others. Physical restraint will be the last option attempted after verbal attempts have failed. All occasions of required use of physical restraint shall be documented in the progress notes and reported immediately to a supervisor.

## **MANDATED REPORTS**

### **Procedures**

Unless it is a life threatening emergency requiring immediate action, contact your supervisor or one of the other faculty supervisors prior to breaking confidentiality and making a mandated report. Your supervisor will discuss what type of report will be necessary. Carefully document the event as a note in TherapyNotes. You **MUST** show that note to your supervisor during supervision. Notate the date and time of the report, the method of reporting (hotline or web portal), and the reference number.

### **The Family Therapy Center Policy**

All staff will fully comply with all state requirements regarding mandatory reporting. This includes reports due to child abuse or neglect, dependent adult abuse or neglect, any threats of physical harm to an identified individual, and danger to self.

---

If any staff member believes that mandated reporting is required, they should immediately contact licensed clinical supervisors prior to making the report unless there is intermediate risk of physical harm in which case the staff member should call 911 and then contact licensed clinical staff. The guardian to the child should be made aware of the mandated reporting and be given a chance to be part of the process, unless it is clear that involvement of the parent may be contraindicated due to safety issues.

While the staff should cooperate fully with any mandated reporting agency, we must also protect our clients' right to privacy. Only information relevant and necessary regarding the event plus the identification and location of the appropriate persons should be provided. It is important to use client language, i.e. "client reported" instead of reporting your own opinion or perception of events. State facts and client reports, not your own opinion or conjecture.

Calls regarding child sexual or physical abuse should be directed to the child protective services of the county of residence of the child. If a threat of physical harm is made, attention be made to contact the individual threatened and the appropriate police department. Any dependent adult abuse or neglect should be reported to the state adult protective services. The report number and case manager for DCS or APS must be documented in the digital record as well as any action taken by the therapist to do due diligence in reporting.

**ALL MANDATED REPORTS MUST BE MADE WITHIN 24 HOURS OF KNOWLEDGE OF THE ABUSE, NEGLECT, OR THREAT.**

## MFT INTERN CONTRACT

### Obligations of All Student Clinicians

- Attend all required supervision meetings.
  - Respond to all client contact attempts within 24 hours.
  - Protect the confidentiality of their clients to the full extent of state law and AAMFT ethical guidelines.
  - Follow all ethical guidelines of the American Association for Marriage and Family Therapy.
  - Keep a log of client hours and supervision hours that will be reviewed weekly.
  - Will receive supervision every week that they see clients.
  - Will receive one hour of supervision for every five hours of client contact.
  - Keep all paperwork up to date with notes completed within 24 hours of contact.
  - Conduct themselves in a professional manner at all times in regards to appearance, language, and personal behavior.
  - Report all critical incidents in a timely manner.
-

- Follow state law regarding mandatory reporting.
- No child will be left unsupervised at any time.

Any failure in following these requirements will result in a formal reprimand and reinstruction in the appropriate rules and regulations or dismissal from the FTC depending on the severity of the lapse. Failure to modify behavior after a formal reprimand will also result of dismissal from the FTC and the MFT program.

## POLICY ON CLIENT PRIVACY AND RESPONSIBILITIES

- The client must not be required to make public statements which acknowledge gratitude to the licensee or for the licensee's facility services.
- The client must not be required to perform in public gatherings.
- Identifiable photographs of the client must not be used without the written and signed consent of the client or the client's guardian.
- Clients are prohibited from any of the following responsibilities:
  - 1 - Responsibility for the care of other clients.
  - 2 - Responsibility for the supervision of other clients.
  - 3 - Responsibilities requiring access to confidential information.

## CONFIDENTIALITY PROCEDURE

Client information will not be released to any party without client consent unless mandated by state law and AAMFT ethical guidelines. All clients will be informed of the limits of confidentiality prior to the intake.

In emergency situations, the clinician will release the minimum amount of information for safety issues (e.g., name, location, nature of crisis). If it is not an emergency situation, all release of information whether through client consent or mandated by state law will first be approved by licensed supervisors.

Client paperwork will not be allowed outside of the FTC.

A written consent for the release of information is required before any records can be provided to the client, the client's agents or outside professionals.

Only HIPAA (Health Insurance Portability and Accountability Act)-compliant and approved forms of communication are to be used for records requests. Email does not meet privacy guidelines according to federal, state and AAMFT guidelines. HIPAA complaint fax services provided by the FTC or provision of a paper copy directly to clients does meet confidentiality guidelines.

---

## QUALITY ASSURANCE PROCEDURES

- All MFT Interns will be in the second year of their graduate training and be enrolled in a practicum or internship class.
- All MFT Interns will receive an average of 2.5 hours of supervision per week for a case load average of 12 client hours per week.
- All MFT Interns will complete a required criminal background check.
- All cases shall be reviewed by a licensed clinical supervisor on a weekly basis.
- All MFT Interns will present cases including video segments in both individual and group supervision.
- All MFT Interns will continue to take the coursework improving their skills and techniques.
- The FTC director and faculty will meet on a regular basis to discuss ways to improve services offered to clients.

## THE FAMILY THERAPY CENTER HOURS AND STAFFING

### Official Hours

The FTC is officially open Monday through Friday, 8am to 9pm. We are officially closed on days when the university is closed, which does NOT coincide with days the students are off. Notification of any other closure dates will occur as needed via electronic communication.

### Staffing

Although you are welcome to see clients during any of the official hours that the FTC is open, you must always schedule clients at a time when at least one other therapist will be in the same pod with you, but not necessarily the same room. This policy can be waived at your option if you are working with a couple or a family.

### Locks and Keys

If you are leaving a pod, regardless of the time of day, if no one else is in the pod, you need to make sure that the pod door is locked. When you unlock a pod door, ALWAYS put the key back in the lock box on the door handle. It is too easy to lock yourself or others outside of the pods doors if you do not immediately replace the keys. MFT interns must have a valid student ID issued by Campus Security to gain building access. Your student keycard will grant access from 7AM to 9PM Monday-Friday. If the main doors to Mayfield are not open and your keycard is not permitting access, contact Campus Security and let them know you are a graduate student that needs access to the FTC. (Campus Security: 614-4444).

---



## Housekeeping

While the rooms will be regularly vacuumed and the trash will be emptied by housekeeping, it is important for everyone to work together to keep the environment clean. Please keep the rooms neat and organized. If there is a need to involve housekeeping or maintenance, please inform the assistant director as soon as possible.

## Scheduling Appointments

All appointments should be scheduled at least one week ahead of time by room using TherapyNotes. You must check to make sure the room is available before you create the appointment. Do not make recurrent appointments in the calendar to avoid artificially booking rooms when a cancellation occurs, schedule changes or academic break occurs.

## After Hours - Numbers Provided to Clients

At the first session, you should give the clients a contact number (e.g., your cell or Google Voice number) that they can use to contact you regarding their appointments. When they call that number, there should be a message that states that if this is a life-threatening emergency, they should hang-up and dial 911. You should always try to return their phone calls within 24 hours. They should not use the FTC number as a way to contact you; that number is reserved for intakes.

# FEES

## Amount

The standard fee for all sessions is \$20, whether the session is either 60 or 90 minutes, individual or family. At the discretion of the MFT intern the fee can be reduced if the client is unable to afford this amount. The agreed on amount must be clearly recorded in the intake note. If the client is unable to afford to pay any amount for therapy, the MFT intern can discuss this with their faculty supervisor to potentially waive the entire amount. Do not be shy about charging people that can afford this amount. The money is directly spent on improving the facilities, buying tissues, supplies, coffee, etc.

## Handling Money

There is a safe box with a slot located in the staff room. There are envelopes on top of the box. Please place the money in the envelope and write on the envelope your name, the client initials, date of service, and the amount. You can put multiple payments from different clients in the same envelope. PLEASE DO NOT ACCEPT CHECKS. Checks frequently bounce - the return fees are expensive. Receipts may be provided if requested.

## Good Faith Estimate

Under Section 2799B-6 of the Public Health Service Act, health care providers and health care facilities are required to provide a "Good Faith Estimate" explaining how much a client's medical and mental health care will

---

cost. Under the law, health care providers need to give patients who don't have insurance or who are not using insurance an estimate of the expected charges for medical services, including psychotherapy services. Clients have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency healthcare services, including psychotherapy services. Clients can ask their health care provider, and any other provider they choose, for a Good Faith Estimate both orally and in writing before they schedule a service. If a client receives a bill that is at least \$400 more than their Good Faith Estimate, they can dispute the bill. Clients should be encouraged to save a copy or picture of their Good Faith Estimate. For questions or more information about client's rights to a Good Faith Estimate, visit [www.cms.gov/nosurprises](http://www.cms.gov/nosurprises) or call (800) 985-3059.

A Good Faith Estimate covering the intake session will be completed by the Intake Coordinator. When the MFT intern meets with the client to complete the intake session, a Good Faith Estimate will be determined that covers a 12-month estimate. Every 90 days on treatment plan reviews, the Good Faith Estimate will be reviewed to determine that the estimate has not been exceeded or need to be redrafted. At the end of 12 months, a new Good Faith Estimate must be completed. If the amount estimated is close to exceed \$400, a new 12-month estimate should be completed. Good Faith Estimates should be scanned and uploaded into TherapyNotes. MFT interns will encourage clients to take a photo of the completed estimate for their own reference. The paper copy should be shredded once uploaded into TherapyNotes. Blank copies of the Good Faith Estimate are provided in the FTC staff room.

## THERAPYNOTES

### Paperless Office

We are officially a paperless office. All notes will be entered online through TherapyNotes. **The FTC director should be informed of any technical problems with TherapyNotes (including forgotten passwords). Do not contact TherapyNotes Support directly.** Any records received regarding treatment will be scanned and either returned to the client (if obtained directly from the client) or shredded. Any documentation that is digitally scanned then uploaded into therapy notes should be shredded and also any digital copies that exist outside of TherapyNotes should be promptly deleted.

### Timeliness of Notes

All notes (e.g., intakes, treatment plans, progress notes) **MUST** be entered no later than 24 hours after the session; this is an ethical violation if the notes are not completed on a timely basis. TherapyNotes will be regularly checked by the clinical director to ensure that your records are up to date. The first time it is discovered that your notes are behind, you will be required to meet with the program director. The second time will result in a meeting with the program committee. The third time will result in an F in the practicum and internship and possible dismissal from the program. You put yourself and your supervisors at legal risk unless you are consistent with both the quality and timeliness of your paperwork.

---

## Required Information

### Intake

- Name of client(s)
- Gender of client(s)
- Date of birth
- Address
- Telephone numbers
- Agreed fee amount
- Source of referral to the FTC (self-referral is fine, but should be noted)
- Name, address, and telephone number of emergency contact

### Treatment Plan

- Client(s) name
- Date of Treatment Plan
- Client's problems, goals, and planned interventions
- Documentation of client participation (and client's guardian(s) if a child) in the tx planning process (VERY IMPORTANT)
- Diagnosis
- Planned frequency of contacts
- Treatment plans must be updated at least once every 90 days

## WALK AND TALK THERAPY

Some adult clients may benefit from Walk and Talk Therapy, an option to walk through the campus while engaging in psychotherapy.

- Your faculty supervisor must approve of walk and talk therapy.
- Consent form must be signed by client.
- The client must verify that there are no medical conditions that would exclude them from participation in Walk and Talk Therapy.
- Clients must be 18 or older to participate in Walk and Talk Therapy.
- All traffic laws must be followed as a pedestrian.
- Utilize crosswalks when available.
- Clients have the right to discontinue walk and talk therapy at any time and request a traditional setting for therapy.

**General Information for Intern Therapists:**

---

- If the client does not agree to all of the aspects of the Walk and Talk consent form, then offer traditional in-room therapy but do not proceed with Walk and Talk Therapy.
- Please note that there is no way to maintain confidentiality in a public setting. There is the possibility that conversations will be overheard, that persons will be encountered that have a pre-existing relationship with the client or the therapist, etc. If a client encounters someone they know, intern therapists will follow the client's lead in the encounter (do not offer that you are their therapist or that you are engaging in a therapy session). If you encounter someone that you know, maintain confidentiality at all times.
- All sessions must begin and end at the FTC. i.e., you cannot agree to meet at Schimmels Park.
- Use good judgement. If you have a client that has intrusive thoughts of self-harm or suicide, then Walk and Talk Therapy is probably not a good fit for them at that time. If you feel unsafe for any reason with a client, do not offer Walk and Talk Therapy to them and discuss the safety concerns with a supervisor.
- If there is an injury, depending on the extent of the injury, seek emergency services / medical treatment as needed. Contact faculty supervisor when appropriate and Campus Security if needed at 423-303-4444. After the immediacy of any medical issue has been resolved the FTC director must be made aware of the incident.

## TELEHEALTH THERAPY

Telehealth therapy is a growing venue for therapeutic work. Some therapeutic skills transfer easily to telehealth, some further skills are also required for successful telehealth work. It is important to experience the strengths, benefits and challenges of various venues of therapeutic work in your development as a marriage and family therapy intern.

Telehealth therapy must occur through HIPAA-compliant telehealth platforms, in compliance with state laws and AAMFT ethical guidelines. The FTC permits the use of telehealth through the electronic medical record platform TherapyNotes.com. Faculty supervisors must approve telehealth for clients that are unable to travel to the FTC for in-person therapy.

## PROFESSIONALISM

### **Dress**

A minimum dress code of "office professional" should be followed when meeting with clients. Shorts and revealing clothing are not acceptable. Jeans without holes or visible wear are acceptable. One study suggests that clients associate the formal attire of a therapist with expertise, knowledge, credibility, organization, trustworthiness, sympathy, and friendliness (Dacy & Brodsky, 1992).

---

## Punctuality

It is critical to start and stop sessions on time in respect of both your clients and your fellow therapists. It is also important to be on time for all meetings and supervision sessions. In the case of absences, which should be extremely rare, you should have access to the needed telephone numbers to reschedule appointments. Problems with punctuality and absences can result in termination from the program.

## Attitude

As you will be working with people with mental illness, relationship problems and boundary issues, it is important that you always treat clients with respect, even if they do not seem deserving of that respect at that moment. It is important to develop strong working relationships with your supervisors, allowing for interactions that include constructive criticism.

# CONFIDENTIALITY

## Safety of Recordings

All videos must be stored and transported on electronic devices that are appropriately password protected. Videos should never be backup up on alternative media unless that media has been appropriate encrypted. Videos should be immediately erased after used for supervision purposes.

## Instructions for iPad Security

**iPad recommendations** - Any model of iPad made in the last two years will work fine. At least 32 gigabytes of space is recommended because it provides enough space to store the videos for the week.

- 1 – Students should not store videos longer than needed for supervision, which is usually the following week.
- 2 – Students should not load the videos into any type of editing software, as that software may store the video in a non-secure way.
- 3 – Students should not back up videos on their device, computers, or iCloud. If the device is backed up on the computer, it will download the videos and store them in an unencrypted way. Make sure to turn that option off.

### Setting up the iPad:

- 1– Click on Settings. Click on "Touch (or Face) ID and Passcode". Turn passcode on (you can use Touch or Face ID). Choose to require passcode immediately. Turn on the "erase data" setting on this page, which will erase all data after 10 failed passcode attempts.
  - 2 – Click on Settings. Click on your Name/Picture. Click on iCloud. Under apps using iCloud, turn OFF photos. There are three settings there - iCloud Photos, My Photo Stream, and Shared Albums - turn them all off.
-

- 3 – Never transfer videos off the iPad. This would include sending videos through Dropbox, YouTube, iMessage, E-mail, and Air-drop.

## **Records**

Clients records should not normally be transported. If transportation is necessary, permission from supervisors should be obtained prior to transportation. Records should never be out of your possession during transportation. Keeping records in a unoccupied locked car is never acceptable.

## **Group Supervision / Class Discussions**

During group supervision and class discussion, it is critical to remove all identifying information about the clients during case presentation. If someone realizes that they have a non-clinical relationship with a client whose case is being presented, the intern should immediately speak up and leave or the presentation should be immediately terminated and deferred to individual supervision.

# COMPLAINTS

## **Harassment and Discrimination**

At no time is it acceptable for faculty, supervisors, interns, or clients to harass or discriminate or be subjected to harassment and discrimination. Any inappropriate behaviors should be immediately reported to the program director, Dr. Kirstee Williams. If clients engage in harassing behavior toward an intern, the intern should discuss such behaviors with their supervisor to set boundaries or alter the situation (including adding a co-therapist, switching therapists, or transferring the client). At no time should a session continue if a therapist believes his or her safety is at risk or if the experience is degrading.

## **Student Complaint / Grievance Process:**

If a student has a complaint or grievance regarding the program, faculty, or fellow students, the student should submit a written complaint to the program director, unless the complaint is against the director, in which case the complaint should be given to the Behavioral and Social Sciences Department Chair. The complaint will be reviewed by the appropriate committee, usually the Marriage and Family Therapy Graduate Committee, depending on the nature of the complaint. The student may appear before the committee when the complaint is reviewed.

---

# EVALUATIONS

## Client Log Form

The client log form should be completed on a weekly basis and presented to the supervisor for their signature. The following should be indicated for EACH therapeutic hour:

- Low Socioeconomic Status
- Ethnic Minority
- Sexual Minority
- Physically Challenged

## Paperwork

It is an ethical violation to not complete your client notes in a timely matter. Failure to do so can result in an F in your practicum or internship and termination from the program. You put yourself and your supervisors at legal risk unless you are consistent with both the quality and timeliness of your paperwork.

## Remediation / Termination

If problems occur regarding your competency in the practicum and internship, the supervision team will meet with you to develop a remediation plan to help you improve. If that improvement does not occur within the specified length of time allotted, you may be terminated from the program. Certain serious ethical violations can result in immediate termination from the program.

## Final Project

In your final internship semester, you will complete a final project as listed in the syllabus of Family Therapy Course (MAFT 552)

## Approval

As mentioned earlier, students are expected to work as marriage and family therapists in training. Off-campus sites must allow for the provision of clinical services, which includes activities such as psychotherapy and psychoeducation. You should be able to complete at least some relational hours at the off-campus sites. All off-campus sites must be approved by the program director and supervisor. Off-campus supervisors must complete evaluation forms on your performance at least twice a semester.

---