



AMANI CLINICAL SERVICES DUE PROCESS & GRIEVANCE PROCEDURE

WE HAVE IDENTIFIED A PROBLEM IN THE FUNCTIONING OF THE INTERN THAT NEEDS TO BE RECTIFIED: DUE PROCESS PROCEDURES

Due Process Procedures

Due Process Procedures are implemented in situations in which a supervisor or member of the team brings a concern to the attention of the Supervisory Team about the functioning of a trainee. AMANI Clinical Training's response is **pre-planned and stepwise**, which means that levels of intervention increase as a problem increases in constancy, level of disruption to the training program, or complexity.

Rights & Responsibilities

Our procedures protect the rights of both the pre-doctoral intern and AMANI Clinical Services Pre-Doctoral Internship Program while also delineating the responsibilities of both parties.

Pre-Doctoral Intern

The **intern has the right** to every reasonable opportunity to remediate problems and grow from struggle. These procedures are not intended to punish but to provide a structured opportunity for the intern to receive support and guidance in order to adequately address the concerns of the team and ultimately grow and develop. The intern has the right to be treated respectfully, professionally, and ethically. The intern has the right to participate in the Due Process procedures. We will listen to the intern's perspective at each step in the process. The intern has the right to appeal decisions with which the intern disagrees, within the limits of our policies and procedures.

The **intern is responsible** to engage with the training program and AMANI Clinical Services in a manner that is respectful, professional, and ethical. The intern is responsible to make every reasonable attempt to remediate behavioral and competency concerns. The intern is responsible to pursue to fulfill the objectives and goals of the program.

AMANI Clinical Services Training Program

AMANI Clinical Services has the right to initiate Due Process procedures when a problem arises, as noted later in this document. AMANI Clinical Services staff have the right to be treated respectfully, professionally, and ethically. AMANI Clinical Services maintains the right to make decisions related to remediation for an intern, including probation, suspension and termination.

AMANI Clinical Services is responsible to include engaging with the trainee in a manner that is respectful, professional, and ethical, making every reasonable attempt to support trainees in remediating behavioral and competency concerns, and supporting trainees to the extent possible in successfully completing the training program.

PROBLEM, DEFINED

For the purposes of the AMANI Clinical Services Clinical Training Program, a **problem is defined as an interference in professional functioning and this interference in professional functioning** is observed in one or more of the following ways:

1. *an inability and/or unwillingness to achieve, master and integrate professional standards into one's professional behavior and/or attitudes*



2. *an inability and/or unwillingness to acquire clinical and/or professional skills in order to reach an acceptable level of competency*
3. *an inability and/or unwillingness to manage personal stress, personal responsibilities and obligations, psychological dysfunctions, and/or excessive emotional reactions which interfere with professional functioning*

The professional judgment of staff determines when an issue becomes a problem that requires remediation. Issues typically become identified as problems that require remediation when they include one or more of the following attributes:

1. *a disproportionate amount of attention, support, and/or warnings by the supervisor team or other members of the team is required*
2. *the intern's behavior does not change as a function of feedback, time invested by supervisor team or other members of the team, support, and/or direction*
3. *the problematic behavior may result in ethical or legal ramifications if not addressed*
4. *the problematic behavior negatively impacts any team member or other trainee*
5. *the problematic behavior interferes with the ability of other team members to complete their professional duties and responsibilities*
6. *the intern's behavior negatively impacts the public view of AMANI Clinical Services*
7. *the problem is not restricted to one area of professional functioning*
8. *the intern does not acknowledge, understand, or independently address the problem when it is identified*
9. *the problem is not simply related to a skill deficit which can be properly remedied by the scheduled sequence of clinical training and planned learning experiences*
10. *the quality of services delivered by the intern is negatively affected*
11. *the problematic behavior potentially causes harm to a patient or the patient's family*
12. *the problematic behavior disrupts appropriate and professional interpersonal communication with any member of the team.*

INFORMAL REVIEW

When any supervisor or other team member believes that the intern's behavior is becoming problematic or that an intern is struggling to consistently demonstrate an expected level of competence, the following steps will be taken:

1. Our first step to address the issue will be to discuss the issue with the intern directly and as soon as possible in an attempt to informally resolve the issue. Steps to informally resolve the issue may include increased supervision, didactic training, scheduling time to address the issue, and/or structured readings. The supervisor team will then monitor the outcome of these interventions.

FORMAL REVIEW

If an intern's problematic behavior continues following an attempt to resolve the issue informally, or if an intern receives a rating below a "readiness for internship" on any competency-based or supervisory evaluation, the following process will be begin:

Notification

The intern will be notified in writing, within 10 days of an attempt to resolve the issue informally, that the problem has been raised to a formal level of review, and that a Hearing will be held.



Hearing

The supervisor will hold a Hearing with the Review Committee (RC) (consisting of the Supervisory Team, Director of Clinical Training, the intern's primary supervisor raising the issue, and the intern) within 10 working days of issuing a Notification of Formal Review to discuss the problem and decide what action needs to be taken to adequately remediate the problem. If the intern's primary supervisor initiates the formal review process, another Clinical Psychologist member of the Supervisory Team who works directly with the trainee will provide perspective at the Hearing and/or provide a written statement related to the problem.

Outcome & Next Steps

The **result of the Hearing** will be any of the following options, to be determined by the RC. This outcome will be communicated to the trainee in writing within 5 working days of the Hearing:

1. Issue an "**Acknowledgement Notice**" which formally acknowledges:
 - that the staff are aware of, and concerned with, the problem
 - that the problem has been formally brought to the attention of the intern
 - that staff will work with the intern to specify the steps required to remediate the problem or
 - address skill deficits noted in the inadequate evaluation rating
 - that the **problem is not significant enough** to warrant further remedial action at this time.

2. Place the intern on a "**Remediation Plan**" which indicates that the RC will actively and systematically monitor, for a specific length of time, the degree to which the intern addresses, changes and/or otherwise improves the problematic behavior or skill deficit. The implementation of a **Remediation Plan will represent a probationary status for the intern**. The length of the probation period will depend upon the nature of the problem and will be determined by the RC. A written Remediation Plan will also be shared with the trainee and the trainee's academic doctoral program and will include:
 - the actual behaviors or skills associated with the problem
 - the specific action plan to remediate the problem
 - the time frame during which the problem is expected to be ameliorated
 - the procedures designed to assess whether the problem has been appropriately remediated.

At the end of this remediation period as specified above, the RC will provide a written statement indicating whether or not the problem has been remediated. This statement will become part of the intern's permanent file and will be shared with the intern's academic doctoral program. If the problem has not been remediated, the **RC may choose to move to Suspension below or may choose to extend the Remediation Plan**. The extended Remediation Plan will include all of the information mentioned above and the extended time frame will be specified.

3. Place the trainee on **Suspension**. Suspension which includes removing the intern from delivery of all direct clinical services for a specified period of time, during which the program may support the intern in obtaining additional training, close mentorship, or engage some other method of remediation. The length



of the suspension period will depend upon the nature of the problem and will be determined by the RC. A written “**Suspension Plan**” will be shared with the trainee and the trainee’s academic doctoral program and will include:

- the actual behaviors or skills associated with the problem
- the specific actions to be taken for rectifying the problem
- the time frame during which the problem is expected to adequately remediated
- the procedures designed to ascertain whether the problem has been adequately remediated.

At the end of this suspension period as specified above, the RC will provide the intern and the intern’s academic doctoral program a written statement indicating whether the problem has been remediated to a degree that suspension of clinical activities can be lifted. The statement may include a recommendation to place the trainee on a probationary status with a Remediation Plan. If the RC determines that a Remediation Plan is the best course of action, the process labeled #2 above would be followed. This statement will become part of the intern’s permanent file.

If the Problem is not Adequately Solved through processes defined above, or if the problem represents gross misconduct or ethical violations that have the potential to cause harm, the intern’s placement at AMANI Clinical Services may result in **Termination**. The decision to terminate an intern’s position would be made by the RC and would result in the intern ceasing participation in each and every aspect of the training program. The RC makes this determination during a meeting which occurs within 10 working days of the previous step completed in this process. The RC may decide to suspend an intern’s clinical activities during this period prior to a final decision being made, if warranted. AMANI Clinical Services will notify APPIC and the intern’s academic program of the decision.

All time limits mentioned above may be extended by mutual consent within a reasonable limit.

PROCESS OF APPEAL

If the intern desires to challenge a decision made at any step in the Due Process procedures, they may request an Appeals Hearing before the Manager. This request must be made in writing within 5 working days of notification regarding the decision with which the intern is dissatisfied. If requested, the Appeals Hearing will be conducted by a panel consisting of the AMANI Clinical Services Director of Clinical Training, the Supervisory Team, the Practice Manager. The Appeals Hearing will be held within 10 working days of the intern’s request. The Manager will review all written materials, may interview the parties involved, or member of the team with relevant information. The Manager may uphold the decisions that have been made as part of the Due Process Procedures or may modify them and has final discretion regarding outcome. Decisions made by the Practice Manager will be shared with the intern and the intern’s academic doctoral program.

THE INTERN HAS A CONCERN: GRIEVANCE PROCEDURES

Grievance Procedures may be initiated when an intern identifies and communicates a concern regarding a member of the Supervisory Team, other team member, another supervisee, or any component of the AMANI Clinical Services training program. Interns who initiate grievances in good faith will not experience any adverse professional consequences. The steps outlined below are to be followed if an intern would like to initiate a grievance about any member of the Supervisory Team, other team member, other supervisee, or the training program:



INFORMAL REVIEW

In accordance with our strict adherence to the APA's Ethical Principles of Psychologists & Code of Conduct, as the first course of action, the pre-doctoral intern is expected to identify and directly communicate their concern as soon as feasible with the involved member of the Supervisory Team, team member, other supervisee, or the Director of Clinical Training in an effort to resolve the problem informally.

FORMAL REVIEW

If the matter cannot be resolved using informal methods, the pre-doctoral intern may:

Submit a Formal Grievance in Writing: Notification

The pre-doctoral intern will submit a formal grievance, in writing, to the Director of Clinical Training (DCT).

If the DCT is the object of the grievance, the grievance should be submitted to the Practice Manager.

Next Steps

1. After receiving the formal grievance document, the **DCT or Practice Manager will meet with the intern and the individual being grieved within 10 working days.** In some cases, the DCT/Practice Manager may wish to meet with the pre-doctoral intern and the individual being grieved separately first.

In cases where the pre-doctoral intern's grievance is related to some aspect of the training program rather than an individual (e.g. issues with policies, curriculum, etc.), the DCT will meet with the pre-doctoral intern. The expressly stated goal of the meeting is to develop a plan of action to resolve the matter.

The **plan of action for any type of grievance meeting** as outlined above will include:

- defining the behavior/issue associated with the grievance
- the specific steps to resolve the problem
- procedures designed to ascertain whether the problem has been appropriately remediated

2. The DCT/Practice Manager will **document the process and outcome of the meeting.** The pre-doctoral intern and the individual being grieved, if applicable, will be asked to report back to the DCT/Practice Manager in writing within 10 working days and directly communicate whether the issue has been adequately and appropriately addressed.

If the Concern Is Not Adequately Remediated

If the concern is not adequately remediated, the DCT/Practice Manager will initiate a panel consisting of the DCT/Practice Manager and at least two other members of the staff within 10 working days. The panel will review all written materials and have an opportunity to interview the parties involved or any other individuals with relevant information. The panel has final discretion regarding outcome.

If the review panel determines that a grievance against a staff member cannot be resolved internally or is not appropriate to be resolved internally, then the issue will become the responsibility of the Owner of AMANI Clinical Services and the Practice Manager.



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