Complete this form IN ADDITION to the Evaluation Form, Clinical Hours Summary, and Feedback Form.

**PART 1: Completed by STUDENT TRAINEE**

<table>
<thead>
<tr>
<th>Info</th>
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<tbody>
<tr>
<td>Student Trainee LAST Name</td>
<td>Student FIRST Name (Given)</td>
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<tr>
<td>Internship Site Name</td>
<td>Accreditation</td>
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**PART 2: Completed by CLINICAL SUPERVISOR**

Rate the student trainee compared to others at their level of training

<table>
<thead>
<tr>
<th>WORK EVALUATION</th>
<th>Inadequate 5%</th>
<th>Poor 15%</th>
<th>Average 30%</th>
<th>Good 30%</th>
<th>Very Good 15%</th>
<th>Outstanding 5%</th>
<th>Not Observed</th>
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<tbody>
<tr>
<td>1) Test Administration</td>
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<td>3) Test Interpretation</td>
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<td>4) Individual Cog Behavior Therapy</td>
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<td>8) Family / Couple Therapy</td>
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<td>9) Program Development / Evaluation</td>
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<td>10) Ability to Supervise</td>
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<td>12) Sensitivity/Skill with Cultural Diversity</td>
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<td>PERSONAL APPRAISAL</td>
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<td>13) Social / Emotional Maturity</td>
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<td>15) Interpersonal Relationships</td>
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<td>16) Tact and Judgment</td>
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<td>21) Professional Attitude</td>
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How familiar are you with this intern’s work performance and personal characteristics?

What suggestions would you make to this intern regarding his/her future clinical training?

How would you rate this intern’s performance during internship?
(Compared to that expected at this level of training?)

<table>
<thead>
<tr>
<th>Intern Rating</th>
<th>Inadequate</th>
<th>Below Average</th>
<th>Average</th>
<th>Very Good</th>
<th>Excellent</th>
<th>Exceptional</th>
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### PART 3: Completed by STUDENT TRAINEE

#### What suggestions would you make to this internship setting and/or specific supervisors to improve the internship experience?

#### How well did your background clinical training prepare you for your full-year internship?

#### Were there any areas for which you were not adequately prepared, that you think a general clinical doctoral program should have provided for you?

#### Any other areas that you were not adequately prepared for, specific to your internship setting?

#### Internship Training – Additional Comments

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**Clinical Supervisor Name**

**Clinical Supervisor Signature**

**Date**

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**Student Trainee Name**

**Student Trainee Signature**

**Date**

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Send HARDCOPY ONLY:
Concordia University
Applied Psychology Centre, Attn: DPaC
7141 Sherbrooke Street West, PY146
Montreal, QC H4B 1R6
APPENDIX A
Policies and Procedures For Assessing Inadequate Performance by Interns, Supervisors, or the Rotation Group and Grievance Procedures

PROCEDURES FOR ADDRESSING INADEQUATE INTERN PERFORMANCE
The procedures for addressing inadequate intern performance entail three components:
1) delineation of performance standards;
2) methods for dealing with inadequate intern performance; and
3) appeal procedures

Performance Standards
During the orientation to the internship program, interns are provided with a copy of the criteria and procedures for evaluating intern performance. The Chair of the CUPIP Training Committee (DPaC) and the appropriate Rotation Group Director reviews these procedures with the interns. This material includes:
1. curriculum summary of the internship program;
   goals and objectives as well as minimum standards for successful completion of the internship program;
2. copies of all evaluation forms

Program Procedures for Addressing Inadequate Intern Performance
1. When a supervisor is concerned about intern performance, it is the supervisor’s responsibility to address the matter with the intern directly and to facilitate discussion concerning a course of remedial action. Remedial actions will include documented and specific performance objectives and a time frame for meeting those objectives.

2. The Rotation Group Director meets with the supervisor at the middle of each module to review intern progress and, where necessary, to review remedial actions requested of the intern. The Rotation Group Director will consider the stage of the internship when consulting with supervisors about remedial action; i.e., inadequate performance at the beginning of the internship might require different action than inadequate performance at the end of the internship.

3. If the intern’s performance fails to improve to the agreed upon standard within the agreed upon time, the supervisor communicates this information to the student, to the Rotation Group Director, and to DPaC in writing. If the Rotation Group Director is the supervisor, then a member of the CUPIP Training Committee is appointed to act in that capacity. The Rotation Group Director will then meet with both the supervisor and the intern to discuss the matter and to develop a formal Remediation Plan. The Rotation Group Director may contact DPaC at any point during the year in order to obtain collateral information or to seek advice concerning corrective action but will inform the intern when doing so. The Rotation Group Director and/or the supervisor will also consult DPaC in the preparation of the formal Remediation Plan. The Rotation Group Director may also seek collateral information or advice from other in-house supervisors.

4. The outcome of the preceding meeting will be documented in a written Formal Remediation Plan. Formal Remediation plans must include at a minimum:
a) an outline of the specific skills or knowledge which is judged to be deficient;
b) specific goals for the remediation process;
c) a defined mechanism whereby the intern's progress in redressing the deficits will be evaluated. This mechanism will include a date by which the intern will be re-evaluated with respect to these deficits;
d) specific steps to be taken by the intern, and a statement about who is responsible for assisting the intern in carrying out the remediation plan.

The status of the remediation will be reviewed no later than the next formal evaluation period and communicated in writing to the intern and DPaC. The written document will then be co-signed by the Rotation Group Director, supervisor, intern, and DPaC.

5. Should the intern contest the outcome of the preceding meeting or should inadequate performance persist after the agreed-upon time frame for its remediation, the Rotation Group Director will convene a special meeting of the CUPIP Training Committee. In the event that one of the CUPIP Training Committee members initiated the complaint, that member will withdraw from the meeting. The Committee will collectively develop a written recommendation which will be forwarded to the intern and to the Chief Psychologist of the psychology unit (Department/Service) concerned.

6. The Rotation Group Director may consult the hospital Human Resources Department for advice on procedures/risk management at any point in the process.

7. The ultimate decision concerning corrective action is made by the Chief Psychologist (in consultation with the Rotation Group Director and DPaC), who will communicate that decision concerning the CUPIP Training Committee’s recommendations in writing to both the intern and the CUPIP Training Committee.

8. Certain breaches of the Criminal Code of Canada, the CPA Code of Ethics and Professional Conduct, the OPQ Code of Ethics, or the policies of the MUHC may be cause for immediate dismissal from the program. Examples of such activities may include alcohol or drug use at work, theft from the hospital, or engaging in sexual intimacies with a patient.

9. Remedial options open to the program include, but are not limited to:
   a) modifying the curriculum, e.g., assigning additional readings;
   b) increased supervision;
   c) shifting the focus of supervision;
   d) modifying the format of the supervision, e.g., more direct observation;
   e) reduction of clinical load;
   f) requiring academic assignments;
   g) assigning a different supervisor;
   h) recommendation for personal therapy;
   i) leave of absence;
   j) limited endorsement at graduation from program;
   k) recommendation for a second internship;
   l) termination from the program

Termination/Failure Policy
The decision to fail an intern may be made on the basis of either gross unprofessionalism or failure to meet the standards set for successful completion of the internship. This decision may be made
during the course of the internship year, in which case the intern's training will be terminated and the intern failed at that point. The decision to fail may also be made at the end of the internship training year.

The decision to fail the intern will be made by the Chief Psychologist in consultation with the appropriate Rotation Group Director and DPaC. Such a decision would be made only when the issues involved are judged as sufficiently serious and unresponsive to remediation attempts. The rationale for making such a decision will be fully documented and a written copy will be provided to the Rotation Group Director, the intern, and DPaC. The intern has the right to appeal a decision to fail.

**Appeal Procedures**

The intern has the right to appeal individual supervisor's evaluations, end of module evaluations, decisions related to remediation, and decisions to fail.

A. Appeal of individual supervisor's evaluation
   
   In the event that an intern does not agree with the evaluation of an individual supervisor within a module, the matter should be discussed informally between the intern and supervisor. If it cannot be resolved satisfactorily at that level, the matter will be referred in writing to the Rotation Group Director. The Rotation Group Director will make a decision in consultation with the intern, the supervisor, the CUPIP Training Committee, and DPaC. This judgment will be in writing, and will be given to the intern, the supervisor, and the CUPIP Training Committee members. This decision is final.

B. Appeal of the mid/end of rotation evaluation
   
   This evaluation is written by the Rotation Group Director on the basis of the evaluations filled out by all supervisors involved in the rotation. In the event that an intern does not agree with the evaluation, the intern may refer the matter in writing to the Chief Psychologist with a copy to the Rotation Group Director outlining the reasons for disagreeing with the evaluation. The Chief Psychologist will make a judgment in consultation with the Rotation Group Director, the CUPIP Training Committee, and the supervisors.

C. Appeal and Remediation Plan
   
   The Remediation Plan is developed for the purposes of remediating a competence area which is seen as being deficient. The intern may appeal this plan in writing to the CUPIP Training Committee. A subcommittee of CUPIP Training Committee members who have not been active in the development of the Remediation Plan will choose a chairperson from among their members, and this subcommittee will review the Remediation Plan, making a judgment in writing. This decision is final.

D. Appeal of a termination/failure decision
   
   The decision to terminate the training of an intern is made by the Chief Psychologist in consultation with the appropriate Rotation Group Director and DPaC. Should the intern choose to appeal this decision, an Appeal Committee will be struck, chaired by an individual designated by DPaC. Any individual so designated must be a licensed psychologist who has undergone a pre-doctoral internship. The chairperson will appoint a committee consisting of three psychologists who are designated as approved clinical supervisors by CUPIP and who have not been involved in the training of the intern. The following guidelines are suggested in comprising the committee: One psychologist nominated by the Rotation Group Director; one psychologist nominated by the intern; and one psychologist nominated by DPaC. This
committee will make a judgment which will be in writing, and this judgment shall be final and binding.

**GRIEVANCE PROCEDURES**

A. If conflicts arise between interns in the program, it is the responsibility of the aggrieved intern(s) to initiate communication with the other intern(s) and use conflict management and problem solving skills to resolve the conflict to the satisfaction of all involved. This means that aggrieved interns are first expected to resolve problems with other interns directly and not to solicit involvement of supervisors.

B. If a resolution appears to have been reached as a result of this initial contact and subsequently the aggrieved intern perceives the trigger situation to continue, then the aggrieved intern(s) should initiate a second contact with the other intern(s) of their concern and seek further resolution to the issue. That is, aggrieved interns are expected to persist in resolving problems with other interns directly, through a second effort, if at all possible.

C. Should this second effort fail to satisfy the aggrieved intern(s) or if the other intern(s) refuses to acknowledge the need to work toward resolution of the problem, then the aggrieved intern(s) may request that a supervisor act in the capacity of mediator (or arbitrator, if both interns agree) of the intern dispute. It is the responsibility of the aggrieved intern(s) to consult with the chosen supervisor/mediator and the other intern(s) in order to arrange for mediation sessions. (The supervisor will assume an advisory role only if it is clear that there has been a violation of policies or procedures, or breach of ethical standards.)

D. Conflicts between interns and supervisors should be dealt with as described above. If a neutral supervisor cannot successfully mediate the dispute, the Rotation Group Director may be asked to be the arbiter. In the latter case, if the Rotation Group Director is the supervisor involved in the dispute, DPaC may be asked to act as arbiter.

**PROCEDURES FOR ADDRESSING INADEQUATE SUPERVISOR PERFORMANCE**

Procedures for addressing inadequate supervisor performance entail three components:

1) delineation of standards for supervision;
2) methods for addressing inadequate performance by a supervisor; and
3) appeal procedures.

**Supervision Standards**

1. All supervisors are provided a copy of the evaluation form used by the interns to evaluate the process and content of supervision. Providing adequate supervision is a condition of employment and an ethical and professional requirement for licensed psychologists, as is outlined in the CPA and OPQ Codes of Ethical Conduct.

**Procedures for Addressing Inadequate Performance by a Supervisor**

1. When the intern is concerned about the quality of supervision they are receiving, they should first discuss the matter directly with the supervisor in question and explore possible ways of improving the supervision.

2. The intern is encouraged to utilize the support and advice of their Rotation Group Director in resolving supervision concerns. Interns are not obligated to consult the Rotation Group
Director, though they are encouraged to do so throughout this process so as to ensure that the issue of differential power between supervisor and intern does not intensify the problem.

3. If the intern is of the opinion that the supervisor is not responsive to such discussion, they should communicate the concerns directly to the Rotation Group Director. The Rotation Group Director will meet with both parties to discuss and agree on corrective action. The outcome of their meeting will be held in confidence.

4. Possible corrective actions include, but are not limited to:
   a) recommended reading on effective supervision;
   b) a period of supervision to further improve and evaluate supervisory skills. This is done by the Rotation Group Director or designate;
   c) attendance at supervision workshop at CPA or OPQ;
   d) removal of supervisory responsibilities or changing supervisors.

5. If the intern is dissatisfied with the outcome of the meeting with the Rotation Group Director, they may appeal the matter to the Chief Psychologist and/or DPaC.

6. Inadequate supervision performance reflecting inadequate work performance may be dealt with according to departmental and institutional policies on performance evaluation and discipline.

**PROCEDURES FOR ADDRESSING INADEQUATE PERFORMANCE BY THE ROTATION GROUP TRAINING COMMITTEE**

Addressing inadequate performance by the Rotation Group Training Committee entails two components:
1. delineation of the rotation group’s training mandate; and
2. procedures for dealing with the inadequate performance.

**Rotation Group Training Committee Mandate**

Staff and interns are provided an outline of the responsibilities of the Rotation Group.

**Procedure for Addressing Inadequate Performance**

1. When staff have any concerns about the in-house administration of the internship program, they should notify the Rotation Group Director or a member of the CUPIP Training Committee. Concerns will be brought forward at the next administrative meeting.

2. When interns have any concerns about the administration of the internship, they should take those concerns directly to the Rotation Group Director who will air the issues at the monthly meeting of the rotation group.

3. If members of the department or interns are dissatisfied with the proposed resolution of concerns arising from the administrative meeting, they may bring the matter first to the attention of the Rotation Group Director. If no satisfactory resolution is achieved through this action, staff or interns may appeal the matter to the appropriate Chief Psychologist and/or DPaC.