



“We are a community that commits itself to diversity and sustainability as dimensions of a just society”  
- *Mission Statement, Lewis & Clark College*

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## MCFT 582-01 Internship in Marriage, Couple, and Family Therapy FALL 2019

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Time & Day: 2:00 – 8:00 pm Mondays (Plus additional hours to total at least 8)  
Location: L&C Community Counseling Center  
4445 SW Barbur Blvd., Portland, OR 97239

Instructor: Paula Emerick, LMFT  
Office Hours: by appointment  
Phone: 503-867-2105  
Email: [pemerick@lclark.edu](mailto:pemerick@lclark.edu)

### CATALOG DESCRIPTION

Supervised practicum bridging theoretical and practical topics; students apply their emerging skills and understanding of family therapy models to their work with individuals, couples, families, and groups; overview of basic family therapy concepts and skills, including skill development through role-playing and simulated family therapy experiences.

**Credits:** 4 semester hours.

### MCFT STUDENT LEARNING OUTCOMES

SLO 1.3 Students apply systems/relational theories to clinical case conceptualization.

SLO 2.1 Students self-reflect on the implications of own and others' social location in clinical practice.

SLO 2.2 Students' practice demonstrates attention to social justice and cultural democracy.

SLO 3.2 Students draw on the research literature relevant to family therapy in case planning.

SLO 4.1 Students apply ethical decision-making process to clinical dilemmas.

SLO 4.2 Students provide competent service according to the AAMFT code of ethics and core competencies.

SLO 4.3 Students demonstrate integration of family therapy theory, equity, and social location issues in clinical practice.

**REQUIRED TEXT:**

(optional, I'm still checking this out) Gehart, D. (2016). *Theory and treatment planning in family therapy: A competency-based approach*. Boston, MA: Cengage Learning.

Johnson, S.M. (2004). *The practice of emotionally focused couple therapy. 2<sup>nd</sup> ed.* New York, NY: Brunner-Routledge

**SUGGESTED READING:**

Anzaldúa, G. (2012). *Borderlands/La Frontera: The new mestizo*. San Francisco, CA. Aunt Lute Nonprofit Publishing.

Bechdel, A. (2012). *Are you my mother?: A comic drama*. New York, NY: Houghton Mifflin Publishing Company.

Bechdel, A. (2006). *Fun home: A family tragicomic*. New York, NY: Houghton Mifflin Publishing Company.

Fadiman, A. (1997). *The spirit catches you and you fall down: A Hmong child, her american doctors, and the collision of two cultures*. New York, NY: Farrar, Straus, and Giroux.

Forney, E. (2012). *Marbles: Mania, depression, Michelangelo, and me: A graphic memoir*. New York, NY: Gotham Books.

hooks, b. (2000). *All about love: New visions*. New York, NY. HarperCollins.

Kubler-Ross, E. (1969). *On death and dying: What the dying have to teach doctors, nurses, clergy and their own families*. New York, NY: Scribner.

Kubler-Ross, E. (1997). *The wheel of life: A memoir of living and dying*. New York, NY: Touchstone

Loorde, A. (1982). *Zami: A new spelling of my name – A biomythography*. New York, NY: Random House.

Sheff, D. (2008). *Beautiful boy: A father's journey through his son's addiction*. New York, NY: Houghton Mifflin Harcourt Publishing Company.

Torres, J. (2011). *We the animals*. New York, NY: Houghton Mifflin Harcourt Publishing Company.

van Dernoot Lipsky, L. (2009). *Trauma stewardship: An everyday guide to caring for self while caring for others*. San Francisco, CA: Berrett-Koehler Publishers.

van der Kolk, B. (2015). *The body keeps the score: Brain, mind, and body in the healing of trauma*. New York, NY: Penguin Books.

**COURSE DESCRIPTION**

This course includes:

- Eight hours weekly at the LC clinic—includes two hours in addition to scheduled class time for reviewing your videos, completing treatment plans & case notes, etc. Students are expected to participate in case observation when not in session themselves.
- 2-3 days at an externship site—includes supervision, client contact, and engagement in all responsibilities expected at your placement

This internship provides experience in applying family therapy theory to clinical practice in our departmental clinical training facility, the L&C Community Counseling Center, while

concurrently beginning an externship in a community agency. Through live supervision and team consultation, students will have the opportunity to apply a variety of systemic ideas and practices reflective in social justice based Marriage and Family Therapy approaches. Throughout your clinical practice, you will participate in group and individual supervision. You may be asked to meet with your supervisor alone or with one other MFT trainee in the program. Individual supervision is defined as no more than two supervisees meeting with a supervisor face to face. Depending on your location, you will also meet as a group with up to 10 other MFT students who are working at various sites. This group supervision will be led by an AAMFT Approved Supervisor or AAMFT Approved Supervisor candidate.

The majority of supervision (at least 50%) must be based on raw data (i.e., live observation/video-tapes of sessions with clients or co-therapy with your supervisor). These arrangements must be maintained during academic breaks when you are not actually enrolled in the course but are seeing clients through your affiliation with Lewis and Clark College. This syllabus serves as a contract between you, the program, and your individual faculty supervisor. Before you graduate, you must complete 500 hours of direct client contact (200 relational) and 100 hours of supervision as detailed in the MCFT Clinical Training Handbook.

## **COURSE OBJECTIVES**

As a result of this course students will:

1. Apply their developing skills and understanding of systemic clinical processes to treatment planning and practice of marriage, couple, and family therapy.
2. Engage in self-reflection and supervision practices that facilitate development of clinical skills.
3. Integrate family therapy theory, equity, and social location issues in clinical practice.
4. Demonstrate ethical clinical judgment in consultation with supervisor and practicum group.

Throughout your clinical experience and supervision, you will be working on numerous areas of your clinical work. Areas that will be included in your evaluation at the end of the semester are outlined at the end of this document. Please review them.

## **COURSE REQUIREMENTS**

### **1. Attendance, participation, disposition and dress code**

- Timely attendance and active participation in all activities is expected.
- Participate in supporting the personal and professional development of all class members.
- Keep your supervisor informed regarding the status of all of your cases.
- Contact your supervisor immediately should you encounter a clinical emergency or suspect the need to report abuse or neglect.
- *Dress code: business casual. How you dress always conveys a social message, even if none is intended. Avoid short skirts and low cut chest exposing shirts. (We can discuss dress/presentation/professionalism further and how this interacts with therapist/client dynamics)*
- Learn how to use the recording equipment and computer related technology.

- Clean up after yourself and keeping the clinic space neat and clean.

## 2) Ethics

Practice according to the American Association for Marriage and Family Therapy (AAMFT) code of ethics and the Oregon State Laws. Inform your individual supervisor, CPSY 582 instructor/group supervisor, and/or the program clinical coordinator of any potential ethical or legal infractions you may be involved in or know about.

## 3) Documentation—REQUIRED TO RECEIVE CREDIT FOR THE SEMESTER

- HOUR LOGS. Document your clinical contact and supervisor hours on monthly summaries and have your supervisors sign them each month.
- SUPERVISEE EVALUATION AND SIGNATURE FORM. Approximately one month before the end of the term (mid-November, arrange for each of your supervisors to complete an electronic supervisee evaluation *and* print you a copy. (They will be sent a link from the program). Then meet with each of your supervisors to review it and complete the signature and goals form.
- BEFORE DECEMBER 6:
  - Submit copies of your August-November monthly hour summaries to Ayshia in the CPYS office. [amoua@lclark.edu](mailto:amoua@lclark.edu).
  - On Taskstream, upload a copy of each of your supervisor's evaluations of your clinical development with the signed Signature and Goal statement.
  - On Taskstream, complete a confidential evaluation of each of your supervisors.

**Each of the above MUST be completed before your instructor can give you your grade for the semester.**

## 4) Supervision

- Let your supervisor know about any situations that might limit your ability to perform your clinical role. Inform your L&C supervisor and Jessica Thomas (clinical director) of any problems you experience in your off-site placement
- Let your supervisor when supervision is and isn't "working" for you so that you can maintain a positive working relationship.
- Be involved and offer input about all cases presented during supervision, even if you are not directly seeing the clients.
- Maintain contact and respond in a timely manner to clients and other professionals.
- Complete any additional requirements agreed on by you and your supervisor(s)

## 5) Review Clinical Work

- Review video of your clinical work on a weekly basis.
- Complete all assignments as outlined below.

## 6). Professional Practice

- Adhere to all policies, procedures, and expectations at each clinical site.
- Maintain complete and timely case notes.
- Maintain professional image and relationships.

## **COURSE ASSIGNMENTS**

The following assignments are also required to receive course credit. Unprofessional behavior and/or failure to demonstrate appropriate clinical progress could also result in **No Credit** for the course.

**1. Participation** Our practicum works as a clinical team. It is important to arrive promptly for all class meetings and fully engage in all class and clinical activities.

**2. Readings:** Read the assigned readings before class and be prepared to discuss. One person will give a brief summary of each reading per week to begin the discussion.

### **3. Analysis of your own practice and self**

A. Review a video of your clinical work on a weekly basis and/or review your case notes to prepare for your presentation.

B. Contribute **TWO** case presentations for group discussion, one in each of the following focus areas:

1) **Getting Un-Stuck:** Please review your case notes and videos and bring a prepared clip to show the class for discussion (one session in which you would identify as “stuck”) Describe your process, lens, any theoretical approach, clinical formulation and treatment plan. Using the video clip, explain and show an area in which you or the client system is stuck. How did y’all get there? Did you miss anything? Explore how this is impacting you or them in any way. Or possibly not impacting!

2) **Clinical Formulation to Treatment Plan to Intervention:** (Expansion from last semester) Moving from individual definition of problems to a relational one and/or demonstrating work from a specific theory/approach, present a case (either video or verbal presentation) that shows the client system in a clinical formulation (whatever theory or lens you choose), share your treatment plan, and interventions.

For each analysis (see specific description above)

1) Review the session in advance of the class. Based on the focus of your analysis, identify what is happening moment by moment in the session.

2) What stands out to you?

3) Select a segment that was particularly informative to you (could be something that worked or something that didn’t)

4) Present a brief video section to the class (a few minutes is sufficient), explaining what is significant about the selected segment and questions raised for you that you’d like the class to discuss

## **CPSY DEPARTMENTAL ATTENDANCE POLICY**

Class attendance is expected and required. Any missed class time will be made up by completing extra assignments designed by the instructor. Missing more than ten percent of class time may result in failure to complete the class. This would be 4.5 hours of a 45 hour class (3 credits), 3.0 hours for a 30 hour class (2 credits) or 1.5 hours for a 15 hour class (1 credit.) In case of extreme hardship and also at the discretion of the instructor, a grade of incomplete may be given for an assignment or the entire course. In such cases, the work to be submitted in order to remove the incomplete must be documented appropriately and stated deadlines met. Students are expected to be on time to class and tardiness maybe seen as an absence that requires make-up work.

## **DISABILITY SERVICES STATEMENT**

If you have a disability that may impact your academic performance, you may request accommodations by submitting documentation to the Student Support Services Office in the Albany Quadrangle (503-768-7192). After you have submitted documentation and filled out paperwork there for the current semester requesting accommodations, staff in that office will notify me of the accommodations for which you are eligible.

## **NON-DISCRIMINATION POLICY**

Lewis & Clark College adheres to a nondiscriminatory policy with respect to employment, enrollment, and program. The College does not discriminate on the basis of race, color, creed, religion, sex, national origin, age, handicap or disability, sexual orientation, or marital status and has a firm commitment to promote the letter and spirit of all equal opportunity and civil rights laws.

## **DISCLOSURE OF PERSONAL INFORMATION**

The Commission on Accreditation for Marriage and Family Therapy Education (COAMFTE) requires the program to have “established policies for informing applicants and students regarding disclosure of their personal information” (COAMFTE Standard 140.02, 2003). Each student should decide for him/herself what information to disclose. Students are advised to be prudent when making self-disclosures. The program cannot guarantee confidentiality of student disclosures given the group environment, although personal comments should be considered private and confidential – and remain only in the classroom – unless an exception to confidentiality applies.

## **CELL PHONES**

Cell phones must be silenced and please be respectful about text messaging during class time. If there is an emergency you may exit the class to use your cell.

## **EVALUATION AND GRADING**

Grade is Credit/No Credit. To pass, students must complete all requirements and assignments as described, including submitting end-of-term evaluations of each supervisor and their evaluations of their supervisors uploaded on Taskstream. Failure to receive credit means that the student may not move forward into the next term of internship and administrative withdrawal from the

program. Your supervisors will evaluate your clinical progress based on the criteria attached at the end of this syllabus.

### DAILY COURSE SCHEDULE

2:00-2:15 Check-In

2:15-2:45 Reading Discussion and Case Consultation

2:45-3:45 Case Presentations/Group Supervision

3:45-4:00 Break and/or Grounding Activity

4:00-8:00 Live supervision & 1-on-1 Supervision/Check-Ins

Please let me know if you are still interested in guest speakers. So far I have 1 booked this semester to discuss folks who identify with Autism Spectrum Disorder.

\*Working with folks living with severe and persistent mental illness

\*Working with folks/families in addiction & recovery

\*Working with systems of DHS/legal/PIC/MH court/Guardianship/Involuntary Commitment

\*Working with folks who are diagnosed with Personality Disorders

\*Working with folks who have been displaced, separated by immigration, identify as refugees

| Date         | Presenter                                | Readings        |
|--------------|--|-----------------|
| September 9  |  |                 |
| September 16 |  | Chapter 1 _____ |
| September 23 | Paula Case Example                       | Chapter 2 _____ |
| September 30 | Case Presentation _____                  | Chapter 3 _____ |
| October 7    | (Chapter 4 might be a hearty discussion) | Chapter 4 _____ |
| October 14   | Case Presentation _____                  | Chapter 5 _____ |
| October 21   | Case Presentation _____                  | Chapter 6 _____ |

|             |                        |                       |
|-------------|------------------------|-----------------------|
|             |                        |                       |
| October 28  | Case Presentation_____ | Chapter 7_____        |
| November 4  | Case Presentation_____ | Chapter 8_____        |
| November 11 | Case Presentation_____ | Chapter 9_____        |
| November 18 | Case Presentation_____ | Chapter 10_____       |
| November 25 | Case Presentation_____ | Chapter 11_____       |
| December 2  | Case Presentation_____ | Chapter 12_____       |
| December 9  | Case Presentation_____ | Chapter<br>13/14_____ |
| December 16 |                        |                       |

Determine plan for seeing for clients during break.



## EXPECTED CLINICAL SKILLS

By the end of the term, you will be expected to demonstrate the skills listed as internship 1.

1. **Therapeutic Alliance** (convey respect to all clients; join and maintain relationship with all members of system; uses self of the therapist to promote working alliance, and attends to the impact of power on the therapeutic system) SLO 2.1, 4.2 & 4.3

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|---|---|---|--|
| <b>Internship 1.</b><br>Seeks to understand and empathize with each person's perspective. | <b>Internship 2.</b><br>Joins and maintains connection with all members in the relationship system, including those who may not be present. | <b>Internship 3.</b> Recognizes societal influences on therapeutic alliance and seeks to engage silenced or overlooked voices and perspectives. | <b>Internship 4.</b><br>Skillfully manages relationship with family members to counteract societal power imbalances and facilitate their engagement with each other. |
|---|---|---|--|

2. **Structuring and managing therapy** (explain practice setting rules, fees, rights, and responsibilities; determine who should attend therapy and in what configuration; establish and reviews goals; evaluate clients' outcomes for the need to continue, refer, or terminate therapy) SLO 4.2

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| <b>Internship 1.</b><br>Follows basic clinical and procedures, documents appropriately, and obtains measurable goals in collaboration with client. | <b>Internship 2.</b><br>Attends to impact of larger relational systems and considers who best to involve; Organizes flow of the session; goals are related to interventions. | <b>Internship 3.</b><br>Interventions regularly reflect a plan to attain goals; Works with clients to establish and review systemic goals and outcomes; Engages relevant systems & relationships. | <b>Internship 4.</b><br>Consistently manages progression of therapy toward attainment of systemic treatment goals. |
|--|--|---|--|

3. **Perceptual competency** (identify patterns of interaction; distinguish process from content; identify self as part of the system; develop hypotheses regarding relationship patterns & their bearing on the presenting problem; understand issues related to social justice, cultural democracy, and power) SLO 1.1, 1.2, & 4.2

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|---|---|--|--|
| <b>Internship 1.</b><br>Is developing a systemic lens to expand presenting issues and content to hypotheses regarding interaction patterns and relational and socio-contextual processes. | <b>Internship 2.</b><br>Able to distinguish process from content in session; Recognizes issues related to social justice and cultural democracy. Reflects on own role in the therapeutic process. | <b>Internship 3.</b><br>Regularly recognizes and focuses on patterns of interaction and considers how these relate to larger societal processes. Observes impact of self in the therapeutic process. | <b>Internship 4.</b><br>Consistently recognizes the interconnections among biological, psychological, and social systems, including the impact of power on the presenting issues and own role in the therapeutic system. |
|---|---|--|--|

4. **Intervention skills** (link interventions to theory; intervene intentionally and consistently throughout the therapeutic relationship; follow up on interventions; formulate and alter treatment plan as needed; match treatment modalities and techniques to clients' needs, goals, and values; Deliver interventions in a way that is sensitive to special needs of clients (e.g., gender, age, socioeconomic status, culture/race/ethnicity, sexual orientation, disability, personal history, larger systems issues of the client). SLO 2.2, 4.2, & 4.3

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|---|---|--|---|
| <b>Internship 1.</b><br>Applies techniques from at least one systemic therapy approach. | <b>Internship 2.</b><br>Uses a variety of clinical skills, and is beginning to connect them to a clear overall focus or systemic rationale. | <b>Internship 3.</b><br>Expanded intervention skill set; Emerging ability to link skills to overall systemic approach; recognizes larger context issues and applies appropriate interventions. | <b>Internship 4.</b> Uses a variety of skills to achieve specific systemic goals; consistently attuned to client's unique social location |
|---|---|--|---|

5. **Contextual awareness, knowledge and skill** (demonstrate of integration of family therapy theory, equity, and social location issues in clinical practice; recognize impact of interventions on wider system; apply systems/relational theories to clinical case conceptualization; recognize how different techniques may impact the treatment process and larger systems issues of justice and power. SLO 2.1, 2.2, & 4.2

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| <b>Internship 1.</b><br>Identifies own cultural biases and assesses relevant larger systems issues. | <b>Internship 2.</b><br>Recognizes issues of justice and power in session and attempts to respond to these in systemic treatment planning. | <b>Internship 3.</b><br>Sessions expand contextual awareness & counteract societal inequities; increased ability to integrate attention to larger systems issues with family therapy models. | <b>Internship 4.</b><br>Clinical practice regularly demonstrates integration of family therapy theory, equity, and social location issues. |
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6. **Assessment and diagnosis** (Consider physical/organic, social, psychological, and spiritual problems that can cause or exacerbate emotional/interpersonal symptoms; diagnose and assess client behavioral and relational health problems systemically and contextually; identify clients' strengths, resilience, and resources; evaluate level of risks; manage risks, crises, and emergencies; complete effective assessments and appropriately use the DSM V) SLO 1.3, 4.2, 4.3

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|---|---|--|---|
| <b>Internship 1.</b><br>Completes case assessments for each case that take into account multiple systemic levels; able to assess level of risk and seek help as needed. Routinely identifies areas of resilience. | <b>Internship 2.</b><br>Draws on observation and formal assessments to formulate systemic hypotheses that connect to goals, diagnoses, and intervention, including management of risks and crises and relevant DSM diagnoses. | <b>Internship 3.</b><br>Regularly Integrates multiple levels of analysis and theories in conceptualizing and managing a case (biological, sociological, interpersonal, spiritual, etc.), including areas of resilience and relevant DSM diagnoses. | <b>Internship 4.</b><br>Demonstrates integrated case conceptualization across multiple levels of analysis that guides in-session clinical decisions and case management |
|---|---|--|---|

5. **Multiple Systems** (understand and work along-side other recovery-oriented behavioral health services; develop and maintain collaborative working relationships with referral resources, other practitioners involved in the clients' care, and payers. Work collaboratively with other stakeholders, including family members, other significant persons, and professionals not present; respect multiple perspectives) SLO 4.2

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|--|--|---|--|
| <b>Internship 1.</b><br>Aware of scope of practice of MFTs and identifies other persons and professionals significant to the case. | <b>Internship 2.</b><br>Practices within scope of MFT, makes appropriate referrals, and attends to other stakeholders, whether or not present. | <b>Internship 3.</b><br>Recognizes own clinical contributions within an interdisciplinary system of care; engages family members and other significant persons. | <b>Internship 4.</b> Works collaboratively with other all other stakeholders as they intersect in client care. |
|--|--|---|--|

8. **Research** (using knowledge of current MFT and other research and ability to critique qualitative and quantitative research to inform clinical practice; discern the implications of the sociopolitical context within which research is produced and applied; draw on the research literature relevant to family therapy in case planning, and seeks opportunities to participate in research and evaluate own practice. SLO 3.2 & 4.2

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|--|---|--|--|
| <b>Internship 1.</b><br>Shows interest in determining relevance of research to own practice. | <b>Internship 2.</b><br>Seeks opportunities to read and/or participate in research and begins to apply to own practice. | <b>Internship 3.</b><br>Critically evaluates research related to the family therapy and integrates into case planning. | <b>Internship 4.</b><br>Critically uses research to improve and evaluate own practice. |
|--|---|--|--|

9. **Self of the Therapist** (monitor attitudes, personal well-being, personal issues, and personal problems to insure they do not impact the therapy process adversely or create vulnerability for misconduct; monitor personal reactions to clients and treatment process; self-reflection on the implications of own and other's social location in clinical practice). SLO 2.1 & 4.2

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|--|---|---|---|
| <b>Internship 1.</b><br>Open to feedback from other students, clients, and supervisors and uses it positively. | <b>Internship 2.</b><br>Is aware of how own values, ideas, and social position influence therapy and seeks consultation to increase self-awareness. | <b>Internship 3.</b><br>Is aware of implications of own and other's social location during therapy sessions | <b>Internship 4.</b><br>Draws on consciousness of social context and self-awareness to flexibly respond to complex clinical issues. |
|--|---|---|---|

**10. Social Justice Advocacy** (demonstrate awareness and sensitivity to issues of power and privilege as they relate to therapist and client intersecting identities and social roles; maintain humility; use privilege to promote social equity; dedication to social justice and global citizenship) SLO 2.2, 4.2., & 4.3

| Internship 1.  | Internship 2.   | Internship 3.   | Internship 4.   |
|--|---|---|---|
| Articulates and applies systemic social justice principles in case planning and supervision. | Demonstrates cultural humility and emphasizes client strengths and choice in case conceptualization, treatment planning, and obtaining needed services. | Explores own use of power and privilege as they relate to therapist roles and development, intersect with client identities and roles, and foster global citizenship. | Uses privilege collaboratively with client(s), agencies, family members, and other systems to empower and promote social equity and client interests. |

**11. Legal/Ethical Practice** (know and follow the AAMFT Code of Ethics, standards of practice, and State Laws and regulations for the practice of marriage/couple and family therapy; understand the legal requirements and limitations, as well as case management issues, for working with vulnerable populations; provide competent service according to the AAMFT code of ethics and core competencies; understand and use appropriate processes for making ethical decisions; seek guidance from supervisors). SLO 4.1 & 4.2

| Internship 1.   | Internship 2.  | Internship 3.  | Internship 4.  |
|---|--|--|--|
| Knows legal, ethical, and professional standards of practice that apply to MFT. | Can apply ethical, legal, and professional standards of practice appropriately in therapy. | Expands ethical awareness and professional responsibility to include gender, culture, SES, power, and privilege. | Has developed a process for addressing ethical issues in case conceptualization/ management and professional responsibility. |

**12. Professionalism** (recognize when clinical supervision or consultation is necessary; consult with supervisors if personal issues, attitudes, or beliefs threaten to adversely impact clinical work; utilize supervision effectively; integrate supervisor/team communications into treatment; set appropriate boundaries, manage issues of triangulation, utilize time management skills, and develop collaborative working relationships; maintain complete, relevant case notes in a timely manner; complete all required paperwork, letters, contacts, etc. in a professional and timely manner; contact referral sources/other professionals involved in a timely manner and sharing relevant information; maintaining a professional image, professional boundaries, and positive relationships with colleagues). SLO 4.2

| Internship 1.   | Internship 2.   | Internship 3.  | Internship 4.   |
|---|---|--|---|
| Engages in professional manner within clinical setting; seeks and utilizes supervision. | Demonstrates initiative in carrying out professional responsibilities associated with role as therapist; identifies specific supervision needs; and maintains positive workplace relationships. | Appropriately utilizes consultation and communication with supervisor, treatment team, and other stakeholders into the treatment process; supports the professional development of colleagues. | Effectively engages with other stakeholders, family members, professionals, or significant persons in the treatment process and in the workplace. |

