

A large, stylized wireframe map of the Americas, composed of a network of black dots connected by thin lines, set against a dark blue background. The map covers the entire width of the page, with the left side fading into a lighter blue vertical band.

ST. CATHERINE UNIVERSITY
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Advancing Healthcare Interpreting Excellence

PIE PROFESSIONAL
INTERPRETING
ENTERPRISE



MHIT-Q Practicum

December 2024

PARTICIPANT HANDBOOK

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About the Handbook

Welcome to PIE!

At Professional Interpreting Enterprise (hereafter, PIE or “the company”), we work together as a team. Your input, participation, and cooperation are solicited, expected and appreciated.

We are aware that our greatest asset is a well-informed MHIT-Q Practicum Participant. Accordingly, this handbook has been prepared to provide you with information about our company and the benefits available to you. This handbook provides a general overview of what the company expects from you and what you can expect from the company.

PIE has the responsibility to develop and administer policies and procedures to maintain a well-run organization. This handbook is intended to be an overview of these policies. We believe that the policies and procedures, as described in our MHIT-Q Practicum Participant handbook, are reasonable. However, the contents of this handbook are presented to you as guidelines and for your information only. The policies, procedures and benefits will be applied to each particular situation and interpreted by the company at its sole discretion subject to applicable state and federal laws. Although we have attempted to include existing policies, it is possible that certain policies may not appear in this document.

We recognize that people are individuals, and we want to retain the flexibility to respond to you as an individual. We intend to maintain and reinforce the atmosphere of mutual respect that exists among us. As you can see, these handbook policies are being presented in an easily amenable format to reinforce our philosophy that, while these policies are current, they may change. We have used simple and clear language to avoid misunderstandings. If you have any questions, please bring them to the attention of the QMHI-Practicum Manager. We reserve the right to modify, revoke, suspend, terminate, or change any or all plans, policies or procedures, in whole or in part, at any time, with or without notice. The language used in this handbook is not intended to create a contract, or evidence of a contract, between the company and any one, or all, of our MHIT-Q Practicum Participants. Only the company president or the QMHI-Supervisor has the authority to enter into any such agreements. Any such agreements must be in writing and signed by the company president or the QMHI-Supervisor and the MHIT-Q Practicum Participant.

This handbook supersedes all previous written or verbal policies.

We are asking that you read this handbook. If there are items you do not understand, feel free to ask the QMHI-Supervisor for further clarification.

Requests for information should be addressed to:

Professional Interpreting Enterprise
6510 W. Layton Avenue
Greenfield, WI 53220

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All contents of this handbook may be used for their intended purposes through disbursement of the CATIE Center at St. Catherine's University. The contents of this handbook were developed under a grant from the Department of Education to St. Catherine University, Award #H160D160003. However, these contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal government.

This manual is in accordance with the Office of Deaf Services, Alabama Department of Mental Health's practicum partnership with Professional Interpreting Enterprise. This manual locates and navigates the practicum expectations and demands through the completion of the MHIT-Q Practicum through Professional Interpreting Enterprise. The Alabama Mental Health Interpreting Project shares a creative commons license for information shared with Professional Interpreting Enterprise and the CATIE Center at the Department of Education to St. Catherine University for the development of this handbook.

January 2025

For more information, visit www.pieinc-wi.com.

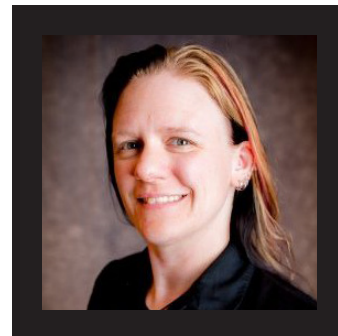
Remote Q Staff

QUALIFIED MENTAL HEALTH INTERPRETER SUPERVISOR (QMHI-S)

Kate Block

block1sign@gmail.com

Kate Block serves as a Wisconsin QMHI-Supervisor for practicum hours. Being a QMHI-interpreter herself, she brings many years of experience to the mental health field of interpreting. Kate began her role as a QMHI-Supervisor in Wisconsin in 2016, and has since overseen the successful completion of the Q practicum for each candidate under her supervision. Questions or concerns referenced and specific to the QMHI-Supervisor in this handbook should be directed to Kate or Maria. Kate's list of credentials include: MBA, MM, CI/CT, QMHI-S, SC:L and Certificate in Healthcare Interpreting.

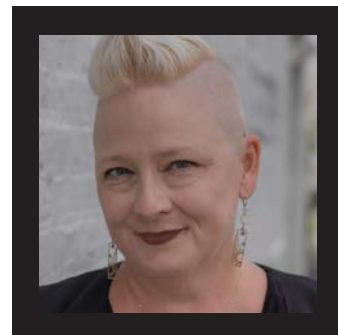


QUALIFIED MENTAL HEALTH INTERPRETER SUPERVISOR (QMHI-S)

Maria Kielma

mkielma@gmail.com

Maria Kielma holds a Bachelor of Science in Exceptional Education with an Emphasis in Interpreting from the University of Wisconsin-Milwaukee's interpreter training program. She maintains a Certificate of Interpretation, Certificate of Transliteration and Specialty Certificate: Legal from RID. She is also a Qualified Mental Health Interpreter- Supervisor (QMHI-S) from the Alabama Department of Mental Health. She has been certified to work in legal settings since 2010, and since then she has experienced interpreting in a wide variety of legal settings. Maria loves adventure and travel. She is a Reiki master and in her free time enjoys being magical, spending time with her grown children and grand dogs.

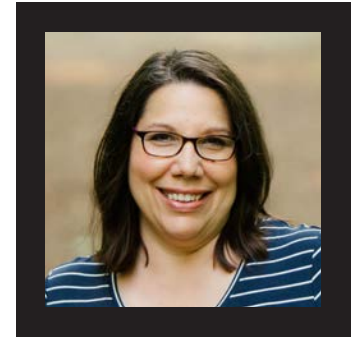


CHIEF OPERATIONS OFFICER & CO-OWNER

Amy Fryman
amyfryman@pieinc-wi.com

Amy Fryman joined the PIE team in 1999. Amy is known among her colleagues as a forward thinker, utilizing her foresight and conceptualization skills to look towards and create a brighter future. When starting as a PIE Interpreter Coordinator in the beginning of her career, Amy honed the principles of listening and empathy – actively attending to the needs of customers, employees and clients. with colleagues, customers and the communities. During that time she demonstrated her commitment to the growth of others by welcoming and supporting new team members to the company and the field.

In her current position as Chief Operations Officer, Amy continues to focus on use and develop the skills she has attained thus far and strives to pay forward the time, energy and compassion others shared with her. The ability to foster relationships with those around her brings her the greatest joy. Looking ahead, Amy is committed to continued development of self and the PIE team as it works to build relationships with each other and the greater community, and supporting PIE in evolving to its full potential. Amy’s main focus is on the daily operations of the company and being a liaison for our customers and staff.

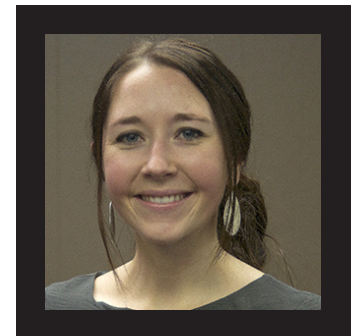


MHIT-Q PRACTICUM COORDINATOR

Krista Meulemans
qpracticum@pieinc-wi.com

Krista Meulemans will serve alongside Leia Sparks as your Wisconsin MHIT-Q Practicum Coordinator to set your practicum observation schedule. She has partnered with Kate and Maria to coordinate the completion of MHIT-Q Practicum Participants who have completed their practicum in Wisconsin since 2016. She will work in collaboration with the QMHI-Supervisor from start to finish to make sure all mandatory paperwork, observations, and any additional demands of practicum are met. Questions or concerns referenced and specific to the MHIT-Q Practicum Coordinator in the handbook should be directed to Krista or Leia.

She started in the field as an agency schedule coordinator while later adding on her partnership with QMHI practicum scheduling in 2016. She has worked with Professional Interpreting Enterprise as their Office Lead since January 2022. She has experience in community and post-secondary interpreting, K-12 interpreting, and speech-to-text. Her credentials include BS, BEI-Basic, EIPA, Speech-to-Text Provider, and PIE Office Lead. She resides in Southeast Wisconsin with her husband and two little ones.



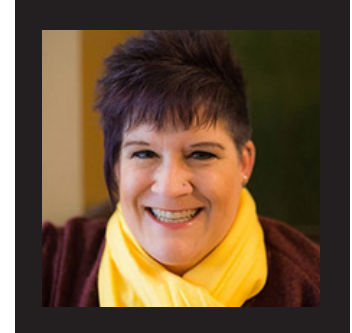
MHIT-Q PRACTICUM COORDINATOR

Leia Sparks

lsparks@pieinc-wi.com

Leia will serve alongside Krista Meulemans as your Wisconsin MHIT-Q Practicum Coordinator to set your practicum observation schedule. She will work in collaboration with the QMHI-Supervisors from start to finish to make sure all mandatory paperwork, observations, and any additional demands of practicum are met. Questions or concerns referenced and specific to the MHIT-Q Practicum Coordinator in the handbook should be directed to Leia or Krista.

Leia Sparks (she, her, hers) is the Director of Interpreter Professional Development at Professional Interpreting Enterprise (PIE), with more than 25 years of experience in a wide array of interpreting and supervising settings. Leia holds NIC Master, BEI Master, EIPA 4.7 EI and Qualified Mental Health Interpreting, with the state of Alabama as well as a master's degree from WMC in Deaf Education. Leia had a total of seven years combined teaching experience in Deaf Education. This took Leia from Iowa to New Mexico, Michigan and finally to Milwaukee, WI where she lives with her wife of 20 years and their fur babies. In addition to her role with PIE, she teaches in the ITP on the University of Wisconsin-Milwaukee campus, freelance interprets, works in VRS and post-secondary settings. She obtained her QMHI credentials in 2017 and has worked in legal settings since 2006. Leia has cruise platform, theater, and stage/music interpreting experience that totals 20 years. She held the position of Secretary with Wisconsin Registry of Interpreters for the Deaf (WisRID) and was newly appointed Vice President of WisRID. Leia is a mentor to up-and-coming interpreters. Leia received the Wisconsin Registry of Interpreters for the Deaf Distinguished Service Award for 2017. Leia has developed and provided workshops and mentoring over 19 years.





The people you want with the skills you need.

Our Why

PIE exists to cultivate and nurture secure relationships that lead to authentic connection and have a positive impact for the common good.

Our Services

Secure relationships are the foundation as we bridge communication between deaf and hearing individuals through professional, ethical, and innovative sign language interpreting and speech-to-text services.

Our Guiding Principles

- P** Put others before self
- I** Inspire others to be the change they want to see
- E** Expect positive outcomes

Our Values

Belonging
Commitment
Excellence

Giving Back
Good Order
Grace

Gratitude
Growth
Optimism

Stability
Trust
Well-Being/Self-Care

Company History

1996-1999

Professional Interpreting Enterprise (PIE) was established **June 1, 1996** in cooperation with the local interpreting community and predicated on the founding vision of Debra Gorra Barash and Stephanie Kerkvliet. Their driving vision was to provide excellence in interpreting services to all consumers. This came to fruition as a one-room, part-time, home-based business but quickly evolved into a full-time dedicated effort. **By 1999** PIE moved to its current location and was firmly established as a full scale agency providing job opportunities for Deaf and Hearing staff and mentoring opportunities to budding professionals. PIE continued to grow in an attempt to help meet growing needs and raise professional standards so that excellence in service could truly be achieved.

Since its inception PIE has worked towards excellence by working with the community and leveraging advances in our industry. The establishment of the Deaf Advisory Board, the Apprenticeship and ASL Mentoring Programs, and staff participation in advocating for state licensure are just a few examples of PIE's passion for coming together as a community to improve services. In addition to on-site sign language interpreting, PIE's services have expanded through the years to include Video Remote Interpreting (VRI) and speech-to-text captioning services.

June 1, 2005 – June 1, 2021

PIE was under the direction of Steve Smart, former Staff Interpreter and Business Development Coordinator. Steve remained committed to the organization's first and primary goal – excellence in all areas of service. Steve's vision for PIE as an outward focused agency in which service to others before self is of greatest importance. His charge to all team members was to be open, live with deep respect for others and move forward with the intention that you will leave each situation and person encountered better than they were found.

On **June 1, 2021**, Hollie Barnes and Amy Fryman purchased PIE from Steve Smart. They became the next female owners of the company, while Hollie became the first Deaf wonder in PIE's history. Amy Fryman celebrated her 22nd year with PIE at the same time she became a co-owner. Hollie and Amy work in partnership to continue the mission and values of PIE. They also carry on the legacy of the previous owners.

January 2022 – Present

Hollie and Amy recognized that PIE coordinators needed more targeted support to continue with the values of providing excellent customer service and building strong relationships with our communities. In **January of 2022**, Krista Meulemans was hired full time to be the Office Lead in the PIE office to provide direct support and training to the coordination office. She has been with the company since 2013, starting as a coordinator and eventually became an interpreter and captionist.

In **Fall 2022**, Hollie and Amy expanded the company to include a pilot educational interpreter program under PIE to meet the widening gap between graduating interpreters and obtaining their community interpreting certification. This started with a group of 10 educational interpreters to provide services in several school districts within the southeastern part of the state. This has evolved into the Stepping Stones program under PIE.

About PIE

Also **in 2023**, Leia Sparks started her new full time position of Director of Interpreter Development within PIE. Her arrival at PIE in April started many exciting new projects and endeavors for the company. Leia hit the ground running with mentoring for several of our interpreters who had been struggling with the new BEI test for certification. With her many years of experience, she has helped several interpreters advance in their career with their certification/licensure.

In the **Fall of 2023**, PIE became the first state-approved Apprenticeship site for sign language interpreting in Wisconsin. With Leia's hard work and relationship with the Department of Workforce Development (DWD), PIE developed a robust apprenticeship program that focuses on supporting an interpreter who does not have their certification with hands-on time in the community with experienced PIE interpreters. Interviews and screening of candidates took place in the **Spring of 2024**. PIE's very first apprentice is Maiah Broesch. She started in August of 2024.

It is with deep sadness that we announce the passing of our CEO, Hollie Barnes, on August 30, 2024. Hollie was a remarkable leader, visionary, and compassionate individual whose passion and dedication left an indelible mark on PIE and everyone she encountered. Though Hollie is no longer with us, her spirit, values, and vision remain deeply woven into the fabric of PIE. We honor her memory by continuing her mission to inspire and support all those we serve.

Amy Fryman remains and continues operation of PIE while honoring the legacy of our shared values and history.

Sponsorship and Achievements

PIE values innovation and strives to implement best practices. Our staff engages in professional development activities on both a local and national level. PIE offers learning opportunities by hosting training. We are proud to have several staff members who have presented on various topics here at home and around the U.S. PIE also has many staff members who show their commitment to our field and community by participating on committees, boards, task forces, and other work groups.

PIE is an organizational member of the Registry of Interpreters for the Deaf, Wisconsin Association of the Deaf (WAD), Wisconsin Registry of Interpreters for the Deaf (WisRID), and the National Association of Judiciary Interpreters and Translators (NAJIT). On **October 9, 1999**, PIE received the **Boyce L. Williams Award** from WisRID in recognition of Meritorious Services for fostering the development of professional interpreters. On **October 27, 2010**, PIE was honored by the Southeastern Wisconsin Deaf Senior Citizens with a **Volunteer Service Award**.

PIE is dedicated to giving back to and developing strong ties through community partnerships. On **June 21, 2015**, PIE was awarded the **Outstanding WAD Affiliate Award** by the Wisconsin Association of the Deaf. We are honored to be recognized and hope to be a valued partner in the years ahead.

PIE Q Practicum History

In 2008, Kate Block went through her first MHIT training and from there received her “Q” in early 2009. She was given the “S”, for QMHI-Supervision, in 2013 in the first Supervisor training offered by the Office of Deaf Services, Alabama Department of Mental Health (along with Jamie Garrison, former PIE employee). **In 2017**, Kate had her first participant, Leia Sparks, complete the entirety of her practicum supervision in Wisconsin. During that time, she gained support from Amy Fryman, Director of PIE, and Steve Smart, President of PIE, to partner with PIE for additional observation opportunities. Shortly after, PIE office coordinator Krista Meulemans joined forces with Kate to assist with the coordination process of observations. From there, Wisconsin has encouraged many other interpreters to pursue the “Q” to improve the quality of mental health interpreting service for the Deaf, Hard of Hearing, and Deafblind community within the state and beyond.

PIE was given a wonderful opportunity in **2018** to receive a grant from the CATIE Center at St. Catherine’s University to continue with practicum remotely in Wisconsin. Shortly after, Krista transitioned out of the PIE office so this enabled PIE to keep her on the team as the MHIT-Q Practicum Coordinator to continue with setting the observation schedule for MHIT-Q Practicum Participants. Steve Smart also joined forces as the QMHI-Practicum Manager to oversee the ins and outs of the practicum and to provide additional support as needed.

Our goal is to establish a sustainable program to benefit the Deaf community for years to come by making sure as interpreters we are providing the most qualified mental health interpreting services as possible. Ongoing efforts will be made to increase and strengthen relationships with stakeholders and partners.

**Please note the underlying goal in the creation of this handbook is to assist others to become an established partner with Alabama Department of Mental Health, and, in no way, shape or form to capitalize on their previously established program.*

Problem-Solving Procedure

We have an open communication policy at PIE to encourage feedback from you about your practicum.

However, as a MHIT-Q Practicum Participant, you may have questions or concerns regarding your practicum, your performance, and other practicum matters. In most instances, those concerns or questions should be handled through a simple inquiry to the QMHI-Supervisor. If they do not know the answer, they will get the answer and respond to you promptly. If you are not comfortable addressing the matter with the QMHI-Practicum Supervisor, arrangements will be made so you will be able to address any matter in a safe and respectful environment with QMHI-Practicum Manager. If you believe the situation requires a more formal response, or if you are not satisfied with the answer which you receive, you may utilize the following problem-solving procedure:

- 1. Put your concern in writing.** If you want a formal meeting, forward that request in writing to the QMHI-Supervisor. An appointment will be scheduled for you to discuss the problem. They will give you a prompt response.
- 2. If you are not satisfied with the response, you may request that the matter be reviewed again** with the QMHI-Supervisor and QMHI-Practicum Manager. A time will be set up for you to present your concern, which may involve having other individuals present to describe the facts. After this meeting, you will receive a prompt response, which may be in writing. The decision of the company will be final.
- 3. If you are not satisfied with the response, you may contact the MHIT Practicum Project Coordinator, Steve Hamerdinger, for further follow up and support.**

Please approach each “problem” as an opportunity and include ideas on possible solutions when presenting your situation to the management team.

Open Communication

Communication is a joint responsibility shared by the company and you. If you have any questions about the information contained in this handbook or about any other aspect of your job, we welcome your questions.

Your opinions, suggestions, questions, and grievances are important to us. Feel free to talk to any member of the Q management about issues during your practicum which concern you. We will attempt to provide you with honest, straightforward responses to your questions and comments.

Generally, if you are having a problem with an individual, we encourage you to approach that person first and attempt to resolve the conflict. If that does not resolve the problem, contact the QMHI-Supervisor. In some cases, you or your QMHI-Supervisor may decide to refer the problem to the next higher level of management. A facilitator or mediator can be provided during meetings if it will help resolve the issue at hand.

Policies and Procedures

Q Practicum Training

In order to make you feel at home and help you get to know us, the company has set up a MHIT-Q Practicum Participant website and handbook. This handbook and website have been designed to give you important information so that you may quickly become familiar with the overall practicum operation and know our company's policies and procedures as you continue with your practicum experience. The website link and handbook will be provided to you before you come to Wisconsin for your practicum to help you become familiar with the practicum policies and procedures before you arrive. Any questions regarding the website, application, and forms or handbook for your training can be referred to the MHIT-Q Practicum Coordinator.

One-on-One Meetings

The QMHI-Supervisor will arrange for one-on-one meetings with each Q Practicum candidate to discuss goals, performance, training, case studies, and other topics. These meetings will take place either in person or virtual. The goal will be to have a minimum of four check-in meetings, via face-to-face or phone, throughout the practicum. This includes both the practicum hours done here in Wisconsin as well as any observations you independently complete before coming. MHIT-Q Practicum Participants qualifying for time exemptions will be expected to have additional meetings due to extended length in time.

Standards of Conduct

PIE expects business-like, professional conduct from our MHIT-Q Practicum Participants. In general, this means that we expect MHIT-Q Practicum Participants to maintain the following non-exhaustive examples of appropriate conduct:

- **Prompt and regular attendance.** Arriving late more than 3 times to an observation may result in discharge from the practicum.
- **Complete attention and efforts to practicum matters** during your scheduled practicum time.
- **Acceptable standards of work quality and quantity.**
- **Compliance with and support of our safety and housekeeping rules.**
- **Willingness to accept last minute observations** that come up during your scheduled practicum time with prior notice.
- **Individual integrity** (e.g., MHIT-Q Practicum Participants will not falsify records including: time observed, misrepresent reasons for absence, or misrepresent reasons for tardiness).
- **MHIT-Q Practicum Participants will conduct themselves in a manner consistent with the rules of society and good, courteous business practices.**
- **MHIT-Q Practicum Participants will not engage in any workplace violence, threats of violence, fighting, horse-play, malicious pranks, profanity, or conduct.** This includes possession or use of weapons or explosives on company premises or any venue while on company time.
- **MHIT-Q Practicum Participants will not engage in any forms of gambling** on company premises or any venue while on company time.
- **MHIT-Q Practicum Participants will comply with and support our published policies and procedures** on discrimination, harassment, and alcohol and drugs.

Professional Interpreting codes of conduct and confidentiality are expected to be adhered to in any setting by MHIT-Q Practicum Participants in other roles such as observing or interpreting.

Dress Code

This policy is intended as a guideline for appropriate attire but is not a replacement for good judgment and taste. Management personnel have the authority and obligation to send MHIT-Q Practicum Participants home if their appearance is not acceptable or safe. Anyone with questions regarding appropriate dress should contact the QMHI-Supervisor.

Safety is a priority and concern each MHIT-Q Practicum Participant should keep in mind when entering mental health environments. Please be aware that you will need to pack a variety of clothing such as clothing that contains no metal within any part of the attire (including metal clasps on pants). Certain environments you enter will have strict dress code policies that will not allow you to enter if you do not adhere to this policy. If carrying your ID badge, make sure to have a lanyard that detaches around the neck if you choose to wear it in that fashion.

Good personal appearance is important when working with the public and other people. Good taste is always good business. MHIT-Q Practicum Participant's dress should be consistent with acceptable business decorum at all times. When PIE MHIT-Q Practicum Participants are working in the field on assignments, NO JEANS are allowed. Jeans of any color (black, blue, green, red, etc.) are not allowed. Tennis shoes are also not allowed. If on the rare occasion, you are placed in an assignment in which jeans and tennis shoes are appropriate, it will be specified in your agenda. Our dress code is in no way intended to infringe upon the individuality of our MHIT-Q Practicum Participants, and it is intended to apply to both male and female MHIT-Q Practicum Participants. The personal appearance of our MHIT-Q Practicum Participants does reflect and influence the overall image of the company.

Appropriate attire should be worn according to the environment where you are working. Safety for our MHIT-Q Practicum Participants and customers is our first concern. Similarly, respect should always be taken into consideration so as not to adversely affect the performance of your job or image of the company.

Each individual has the right to their own political statements and views on controversial issues. However, because our business associates, consumers, visitors and fellow MHIT-Q Practicum Participants may have different views, we cannot permit the workplace to become a discussion forum on controversial issues. Therefore, MHIT-Q Practicum Participants are not permitted to wear political pins or to display controversial slogans on their clothing.

Management has the right to send MHIT-Q Practicum Participants home if they violate our dress code guidelines. If you have any questions regarding this dress code, please see the QMHI-Supervisor for clarification.

Confidentiality

Confidentiality and discretion are required in the business relationship PIE has with its MHIT-Q Practicum Participants and its customers. In order to protect the interests of PIE and its customers, it is required that, as a MHIT-Q Practicum Participant, you respect and maintain the confidentiality of information, including processes, machinery, product designs, inventions, customer lists, supplies, payroll, miscellaneous data from computer printouts, software, profits, costs and any other information not available to the public. These items listed above, for example, are considered confidential information, even if not specifically marked “CONFIDENTIAL.”

By given this agreement, you agree to the following protocol:

- I will not solicit confidential information from any source beyond what is necessary to perform my practicum demands and requirements.
- I will not discuss confidential information in any setting or form except when performing tasks directly related to my practicum demands and requirements.
- I will only discuss confidential information with authorized person in an area where privacy can be ensured. For example, confidential information will not be discussed in public or semi-public areas including hallways, waiting rooms, elevators, and restaurants.
- I will not distribute confidential information in any written or documentary or electronic format to anyone unless specifically authorized to do so, as appropriate, for purposes of performing my practicum demands and requirements.

Discussing confidential information undermines the confidence the company has placed in our MHIT-Q Practicum Participants and the confidence clients have placed in PIE. Equally, PIE respects its MHIT-Q Practicum Participants and will not divulge under any circumstances to any person or company a MHIT-Q Practicum Participant’s home telephone number, cell phone number, home address, or email address without prior consent from the MHIT-Q Practicum Participant.

The information given to MHIT-Q Practicum Participant in the form of an agenda contains all the necessary information for the MHIT-Q Practicum Participant to do their observation. This information is highly confidential and should be protected. Once the MHIT-Q Practicum Participant receives the information, they are responsible for keeping that information confidential.

Any failure to respect and maintain confidentiality can be grounds for immediate dismissal or other disciplinary action.

Safety Policies and Rules

PIE strives to provide you with a safe place to work, but we need your cooperation to keep it safe. When you see something that does not look safe, report it to the QMHI-Supervisor IMMEDIATELY.

Safety is everyone's business, and everyone is responsible for investigating, correcting, and reducing unsafe and unhealthy working conditions or potential hazards.

MHIT-Q Practicum Participants are required to immediately report all on-the-job accidents or injuries. If safety is of concern and the Q practicum candidate and supervisor feel tennis shoes are best for an environment, please contact the PIE office for prior approval. All dress code violations will be addressed individually based on complaints received.

Criminal and Caregiver Background Checks

PIE will keep a record of your criminal and caregiver background check pursuant to Section 48.685 and 50.065 of the Wisconsin Statutes. Criminal and caregiver background checks may also be performed periodically per customer request. These background checks will be in addition to any other state or Alabama's background form that you have previously completed.

Injury and Illness during Practicum

All injuries that occur during practicum must be reported to the QMHI-Supervisor at once, regardless of the nature or severity of the injury. Injuries must also be recorded in writing. In case of serious injury, you will be transported for emergency medical care.

The company is required by law to maintain accurate and complete records concerning work-related injuries and illnesses, and the complete cooperation of each MHIT-Q Practicum Participant is expected. Therefore, it is necessary that all work-related injuries are reported immediately. All injuries must also be recorded in writing: A first report of injury (FROI) will be collected and filed.

MHIT-Q Practicum Participants are not considered PIE employees and, therefore, are not covered under our worker's compensation policy.

Equal Practicum Opportunity

PIE believes in equal practicum opportunity for all MHIT-Q Practicum Participants. We will not discriminate against a qualified applicant regardless of their race, creed, color, religion, sex, age, marital status, ancestry, sexual preference, national origin, disability, veteran status or any other characteristic protected by law. PIE's employees are expected to adhere to these policies as well and PIE will not tolerate those who choose to discriminate against a MHIT-Practicum Participant for any of the previously listed reasons.

Sexual and Other Harassment

We at PIE share a common belief that each of us should be able to work in an environment free from any form of harassment. To ensure that all of us enjoy a harassment-free workplace, PIE prohibits any offensive, physical, written, signed or spoken conduct of a sexual or derogatory nature. Anyone engaging in sexual or other harassment will be subject to discipline, up to and including discharge. Prohibited conduct may include, but is not limited to:

- Unwelcome requests or demands for sexual favors. This includes subtle or blatant expectations to engage in sexual relations and pressures for dates.
- Verbal abuse or unwelcome kidding of a sexual nature, such as telling “dirty jokes” and comments about body parts, appearance or clothing, where such comments go beyond mere courtesies.
- Insults, name calling, slurs, jokes or other remarks that are sexual or offensive in nature or demeaning to an individual’s protected characteristics.
- Unwelcome verbal or non-verbal conduct or visual displays of sexual, offensive or discriminating manner such as posters, calendars, photographs, cartoons, graffiti or other offensive graphic displays.
- Physical, verbal or psychological abuse based on an individual’s protected characteristics such as stereotyping, name calling, assaulting, sabotaging, segregating or threatening any individual in the workplace.
- Unwelcome or unwanted sexual advances, such as patting, pinching, brushing up against, hugging, cornering, kissing, fondling or any other similar contact.
- Making a submission to or rejection of harassment the basis of any employment decision.
- Creating a work environment that is intimidating, hostile, abusive or offensive because of the display or circulation of offensive written materials, unwelcome conversations, suggestions, requests, demands or physical contacts which are sexually oriented.

The very nature of harassment makes it difficult to detect unless the problem is reported. MHIT-Q Practicum Participants experiencing harassment, therefore, are strongly encouraged to file complaints. Complaints should be directed to the QMHI-Supervisor. Complaints will be treated as confidentially as possible in light of the company’s need to fully investigate the matter and take appropriate corrective action. In all cases, great care will be taken to preserve the dignity and privacy of the persons involved. MHIT-Q Practicum Participants who report harassment will not be subject to retaliation or reprisals of any kind.

Complaints will be promptly and thoroughly investigated. Depending on the nature of the alleged harassment, interim measures may be taken. These measures might include temporary reassignments or separating the alleged harasser and the MHIT-Q Practicum Participant alleging the harassment. If the investigation reveals that a MHIT-Q Practicum Participant has engaged in sexual or other harassment, that candidate will be subject to disciplinary action, up to and including discharge of practicum.

All managers and supervisors are responsible for the implementation of this policy and for ensuring that MHIT-Q Practicum Participants know and understand this policy. All MHIT-Q Practicum Participants will be held responsible and accountable for eliminating prohibited conduct.

Questions regarding this policy should be addressed directly to the QMHI-Supervisor, who has overall responsibility for investigating and resolving harassment complaints at PIE.

Q Required Documentation and Records

MHIT-Q Practicum Participants are required to complete required documentation before the start of their practicum with PIE. These forms will include PIE required documents for any individual working or observing through PIE as well as documents that outside business entities have requested of PIE. These forms can be found on the PIE website at www.pieinc-wi.com under their MHIT-Q training tab. Once placement is obtained with PIE, please promptly fill out these forms and upload them for the MHIT-Q Practicum Coordinator to file. If there are any technological issues with uploading the documents, please email the MHIT-Q Practicum Coordinator for assistance at: qpracticum@pieinc-wi.com.

Hours of Practicum

MHIT-Q Practicum Participants are expected to be available Monday through Friday, leaving their home at 7 a.m. and returning by 6 p.m. This will vary for each MHIT-Q Practicum Participant based on their specific situation. Because of the nature of the business and the complexities of interpreter or speech-to-text service provider schedules, your practicum hours may vary. The MHIT-Q Practicum Coordinator will make every effort to set the schedule as far in advance as possible, though this schedule may be changed if necessary to meet practicum demands.

Please note that practicum hours before 7 a.m. or after 6 p.m. may be necessary depending on current work demands. The MHIT-Q Practicum Coordinator will receive prior approval from the MHIT-Q Practicum Participant before adding observations outside of 7 a.m. – 6 p.m., Monday through Friday. Any weekend hours will be an ask first for MHIT-Q Practicum Participants meaning an observation will not be added to your schedule Saturday or Sunday without your prior approval.

Occasionally your practicum requires lengthy travel that will include overnight stays. You will be given as much advance notice as possible and asked for approval for these assignments. MHIT-Q Practicum Participants are expected to be available during these agreed upon hours unless prior arrangements have been made.

The Q Practicum requires a minimum of 40 observation hours under an Office of Deaf Services, Alabama Department of Mental Health approved practicum supervisor. Participants are expected to complete 10-15 hours of prior observations before completing the interpreting portion of their practicum for the additional 25-30 hours. It is the responsibility of the MHIT-Q Practicum Participant to arrange hearing-to-hearing observations but if the MHIT-Q Practicum Coordinator finds it in good faith that they have made their best efforts but are still short in observations hours, they are welcome to reach out to the MHIT-Q Practicum Coordinator for additional support in finding observations while in Wisconsin.

Attendance

REPORTING TO PRACTICUM LATE OR LEAVING EARLY

Similar to our attendance policy, we expect every MHIT-Q Practicum Participant to arrive to observations on time. The expectation is that MHIT-Q Practicum Participants arrive to their observation location 15 minutes prior to the start of the assignment. Tardiness is reporting to observation after your scheduled observation time has begun. When it is necessary for you to be late for an observation, you must notify the interpreter you are observing directly in addition to emailing the QMHI-Practicum Coordinator at: **qpracticum@pieinc-wi.com**. If you do not hear a response from the interpreter you are observing in a timely manner, please call the PIE general coordination office at **414-282-8115** to notify them of your tardiness and estimated time of arrival.

If it is necessary for you to leave an observation early, notification and approval must first be obtained with as much advance notice as possible with the interpreter you are observing in addition to your QMHI-Supervisor.

If a MHIT-Q Practicum Participant receives all pertinent information but fails to show up for their practicum observations, they will not be able to count the hours towards their practicum required hours in any category.

REPORTING ILLNESS ABSENCE, INJURY ABSENCE, OR TARDINESS

The success and efficiency to completing your practicum depends, to a large extent, on you being at observations on time and being ready to begin at the start of the entities requested start time. PIE expects you to maintain good attendance and to be present every day during your scheduled practicum hours. While MHIT-Q Practicum Participants are not given a specific number of days for which they are allowed to be absent, we have provided the following methods for reporting absences and tardiness:

- If you are not able to make it to an observation on a scheduled day or will be tardy, please contact the interpreter you are observing before the start of business day in addition to emailing the Q-Practicum Coordinator at: **qpracticum@pieinc-wi.com**. For any reason if they are not available, please notify the PIE general coordination office at **414-282-8115** or **414-412-5674** if after business hours. If for any reason absence needs to be discussed further, please contact your QMHI-Supervisor.
- Absences are to be reported daily. If you suspect absence will be two or more consecutive days in a row, please notify the Q-Practicum Coordinator as soon as possible at: **qpracticum@pieinc-wi.com**. Please note this email is checked only on case by case basis on the weekend so please contact your QMHI-Supervisor if you fall ill on Saturday or Sunday and will be needing days off the falling week. The QMHI-Supervisor will update the Q-Practicum Coordinator as needed.
- You are responsible for reporting your own absences and tardiness in a prompt manner. However, consideration may be given for extenuating circumstances that prevent you from giving timely notice.

In cases of illness, medical certification may be required at the company's discretion.

Unreported absences indicate a lack of respect for your practicum participation and the company. If you are absent for more than 1 day in a row without notification, you may be dismissed from the practicum per the QMHI-Supervisor's discretion. If you show up to more than 3 observations tardy, you will also face being dismissed from the Q practicum per the QMHI-Supervisor's discretion.

MHIT-Q Practicum Participants with questions about PIE's attendance policy are encouraged to ask the QMHI-Supervisor.

MHIT-Q Practicum Participants are expected to observe with PIE per the set hours under the guidance of their QMHI-Supervisor. If a MHIT-Q Practicum Participant chooses to call in ill or cancel an observation with PIE to accept another observation they directly set up, without prior approval from the QMHI-Supervisor, will face dismissal from practicum. Fees will only be refunded for dismissal with the Office of Deaf Services, Alabama Department of Mental Health's written approval.

Information Dissemination

PIE will disseminate information using one or more of the following methods:

- **Email**
- **Postal Service**
- **Face-to-Face**
- **Telephone/Videophone/Text Messaging**

It is important that all company information be received by each MHIT-Q Practicum Participant and understood.

If at any time you have questions about the information you have read, or, if you feel you have missed something, please do not hesitate to contact the QMHI-Supervisor.

Observation Information-Related Communication:

1. The **MHIT-Q Practicum Coordinator** will send out the observation schedule via email which will include the city, date, time, client, and any other information related to the general assignment.
2. The **MHIT-Q Practicum Participant** then responds to the email acknowledging receipt of the observation schedule.
3. Upon receipt of the observation information, the **MHIT-Q Practicum Participant** should review as soon as possible, and inform the **QMHI-Practicum Coordinator** of any conflicts. If, for any reason, an environment poses a concern, it is imperative that the **MHIT-Q Practicum Participant** inform the **MHIT-Q Practicum Coordinator** as soon as possible so that reasonable adjustments can be made to your schedule.
4. Once the **MHIT-Q Practicum Participant** reviews and approves the set schedule, it is the individual's responsibility to reach out to each interpreter they are observing before the day of assignment. The **MHIT-Q Practicum Participant** will be given the observed interpreter's personal contact information. This information may not be shared with anyone without prior consent from the interpreter, with the exception of the **QMHI-Supervisor**.

The schedule and observation-related information is similar. The **MHIT-Q Practicum Participant** will have a general schedule with PIE to populate with actual observations. Each assignment/situation/job observation will have details or an agenda (e.g., who, what, where, when, etc.) that is shared with the **MHIT-Q Practicum Participant** prior to the actual observation. At this point, should the **MHIT-Q Practicum Participant** find any reason not to observe, he or she should inform the **MHIT-Q Practicum Coordinator** so changes can be made.

Inclement Weather

PIE respects your need for safety. During rare occasions of inclement and severe weather, should the MHIT-Q Practicum Participant be unable to attend the assigned observation, they are approved to cancel under these circumstances. However, MHIT-Q Practicum Participants will not be able to count the hours towards their required practicum observation hours. In these situations, we ask that you please notify the interpreter you are observing, email your QMHI-Supervisor, and email the Q-Practicum Coordinator to note the absence.

Time Reporting/Case Studies

QMHI-Practicum Participants are expected to track their own practicum hours and complete case study assignments throughout their experience with PIE. These requirements must be completed prior to being approved to sit for the written exam.

Termination of Practicum

On the rare occasion that termination needs to occur, it may be due to, but not limited to, one of the following:

1. Unforeseen or extenuating circumstances on the QMHI-Supervisor's schedule that no longer enables them to oversee the MHIT-Q Practicum Participant.
2. MHIT-Q Practicum Participant fails to comply with the required demands and expectations laid out for them in the MHIT-Q Practicum Participant handbook. If further clarification is needed on any of the requirements and expectations, please speak directly with your QMHI-Supervisor.
3. Arriving tardy to three or more jobs without prior notice. Exemptions will be made on a case by case basis.
4. Harassment of any kind toward a fellow colleague, client, or company. Any complaints received will be investigated and discussed with the QMHI-Practicum Team to make sure any allegations hold true before dismissal.
5. Applicant determines they would like to discontinue the practicum.

Dismissal from the program will be determined after careful consideration from the QMHI-Supervisor, QMHI-Practicum Manager, and MHIT Practicum Coordinator (ODS), i.e. Steve Hamerdinger.

Refunds for practicum fees will only be given if Alabama gives consent to do so.

Re-admittance Policy

All readmittance will be determined by Steve Hamerdinger, Director of the Office of Deaf Services, Alabama Department of Mental Health. Please contact their department directly to seek approval before reaching out to PIE.



6510 W. Layton Avenue, Suite 2
Greenfield, WI 53220

PHONE
(414) 282-8115

FAX
(414) 282-8117

VIDEOPHONE
(414) 395-8261

GENERAL EMAIL
piecoordination@pieinc-wi.com

Q PRACTICUM EMAIL
qpracticum@pieinc-wi.com

