



Psychological Services and Counselling Training Centre

University of British Columbia, Faculty of Education, 1100 Scarfe, 2125 Main Mall, Vancouver, BC V6T 1Z4
Tel: (604) 822-5384 Fax: (604) 822-9097 <http://PSCTC.educ.ubc.ca/>

INFORMATION FOR USERS OF THE PSCTC CLIENT ROOMS

FACILITIES AVAILABLE

The Psychological Services and Counselling Training Centre (PSCTC) is a university-based setting for clinical training in the Faculty of Education. The PSCTC supports graduate training in psychological and educational assessment and intervention, and in counselling. Graduate students and faculty supervisors also provide counselling and other psychological services, in addition to the role of leadership in the professions and community through workshops, colloquia and institutes. The PSCTC maintains an up-to-date Test Library of psychological and educational assessment materials, as well as intervention, mental health, social and emotional development and vocational and counselling resources and related equipment. The PSCTC is a member of the Association of Psychology Training Clinics (APTC), the Canadian Council for Professional Psychology Programs (CCPPP) affiliated with CPA, and Association of Psychology Postdoctoral and Internship Centers (APPIC). The PSCTC upholds the professional and ethical standards of both the Canadian Psychological Association (CPA) and the College of Psychologists of British Columbia (CPBC). PSCTC materials and equipment can be borrowed by UBC faculty and students who are registered users with the centre. Qualified UBC students and faculty who are registered as users of the PSCTC can book and use facilities, materials, resources and equipment as part of their training and coursework. The PSCTC facilities include client, meeting and supervision rooms with video monitoring and recording capacity, and each supports videoconferencing. Client rooms can be monitored for teaching and supervision and users can schedule sessions to be recorded. Instructors may arrange for sets of rooms to be block-booked for their classes and users can make *ad hoc* bookings for individual sessions. Users can also book group meeting rooms, including a "family friendly" meeting room which features both adult and child furniture.

Use of the PSCTC facilities is limited to UBC faculty and students who have registered at the PSCTC.

Guidelines and procedures for use of the PSCTC facilities are available at the Centre.

PSCTC STAFF

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HOURS OF OPERATION

PSCTC Test Library and Client Rooms Monday and Wednesday: 10:30 a.m. to 7:00 p.m.
Tuesday and Thursday: 10:30 a.m. to 3:00 p.m.
Friday, Saturday, Closed
Sunday:

CONTACT

General Inquiries..... (604) 822-1364
GAA e-mail psctc.testlibrary@ubc.ca

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PSCTC CLIENT ROOMS AND EQUIPMENT: POLICIES AND PROCEDURES

Eligibility, Registration and Guidelines for Use of Client Rooms

The PSCTC houses 17 rooms which approved UBC students and faculty can reserve for clinical training and coursework: Mainfloor Rooms **1108 A, B, C, D, E, F, H, J, K, L, M, and P, and** Third Floor Rooms **306 B, C, D, E, F** . All client rooms include video monitoring and recording capacity and each room can be supervised from Rooms **1108N** and **1108G**, and **306A** for supervision purposes. Additional rooms are located on the third floor in the 306 area. Rooms **306B, 306C, 306D, 306E, and 306F**, are typically used for class groups or peer to peer practice (not permitted for use with clients).

The client rooms are in high demand, and subject to established guidelines which govern the use of these rooms. These guidelines are designed to allow for the maximum use of the client rooms and equipment by registered users of the PSCTC who are faculty and students in the Faculty of Education, and Affiliated UBC Faculty members.

Appropriate Use of Facilities

Students and faculty users must keep in mind that clinical training and the provision of psychological services and counselling are conducted on an ongoing basis within the PSCTC and should respect others right for a quiet work area and a reliable schedule of room availability. We therefore request that conversations and noise be kept to a minimum, especially in the reception area, and that users honor their scheduled time for room use.

Maintenance of Centre Rooms and Equipment

All users are expected to help maintain the cleanliness and quality of the rooms and equipment of the PSCTC. No food or drinks are permitted in the PSCTC, either in the client rooms or in the waiting/reception area. As well, all users are expected to leave the room clean and return the furniture to its original position at the close of their sessions. If additional chairs are needed, these must be returned after the session is complete.

All video and computer equipment must be returned to its original state at the end of the session. The equipment located in the individual client rooms and/or Rooms 1108N/1008G/306A are to be used only according to the posted guidelines. Do not change any of the connections to the recorders or monitors. If there is any type of equipment trouble or failure, each user must report this to the PSCTC Staff immediately.

Faculty instructors are required to be present with students using the monitoring/seminar room 1108G/N or 306A, given the ethical implications of monitoring activity in any of the client rooms from room 1108G/N.

Registration for Use of PSCTC Room Facilities

PSCTC facilities and equipment are available for use by UBC students and faculty, with priority given to students whose instructors have registered with the PSCTC for clinical training activities. Students and faculty who are not involved in approved courses or research projects must obtain individual approval from the PSCTC Director.

Individuals who wish to use the PSCTC rooms must complete a Client Room registration form and be present for an orientation of the PSCTC policies and procedures conducted by a PSCTC Graduate Academic Assistant. The registration form provides identifying and contact information for current users, and verifies that all users understand and agree to comply with established guidelines for use of these facilities. Registration forms are available at the PSCTC test library and must be completed and approved in advance of use of any room.

Scheduling Client Rooms

Registered faculty and students can reserve PSCTC Client rooms during the times when the PSCTC is open.

To accommodate the high demand for use of these rooms, it is recommended that users book rooms for use one week in advance. Only registered users can book client rooms. Request for room booking can be made online: <https://forms.gle/vpzdXKTv4dBCAkfQ6>, or by telephone or in person to PSCTC Test Library staff. Users request a room booking and specify the needed date, time, and duration of their booking. PSCTC staff will confirm bookings or contact individual users if needed.

Due to COVID-19 conditions, all booking requests need to be placed online or over the phone (604-822-1364) during open hours. Changes in Block Bookings will allow PSCTC to update the whiteboard near the front of the clinic. If you need to cancel a booking, please inform a GAA at 604-822-6572 as soon as possible.

Individuals must not use a room other than the one which he/she has reserved. We also request that students and faculty members not schedule rooms for a greater amount of time than is necessary and that individuals honor the scheduled time periods, as other users have reserved the room for use in the following time slot. If individuals need to go beyond their scheduled time, they must check the time table prior to the end of their session to determine if a room is available during the subsequent time period and modify the time table appropriately.

Cancellations

In the event that a scheduled room is not going to be used (e.g., cancellations), it is the responsibility of the person who has reserved the room to inform PSCTC staff. Reserved rooms that are not occupied within the first 15 minutes of the booked time will be made available to other *ad hoc* users.

Procedures for "Block Booking" Client Rooms

As a courtesy to faculty members who have clinical training activities in the PSCTC on a regular (weekly) basis, we have established the option of advance reservations of several interview rooms. This "block booking" procedure is designed to maximize the availability of the PSCTC facilities to all users, while allowing instructors and their students some priority for sessions which require regular use of the PSCTC facilities. The following guidelines must be followed in establishing block bookings for courses and supervision sessions. Failure to follow these guidelines can result in termination of block booking privileges.

1. All "block booking" requests must be made in writing/email and submitted in advance (preferably prior to the start of the term).
2. Requested block bookings will be identified by the PSCTC staff on the weekly time table located in the reception area of the PSCTC. The "block booking" time tables specify the rooms available for the following two weeks. Once the time table is put out, individual users can schedule any remaining rooms on a case-by-case basis.
3. A maximum of 8 rooms can be block booked for any one-hour time period for any given course or supervision session. If additional rooms are needed, individual students may reserve them on an individual basis.

***** To maintain requested block bookings, individual student users from the course must sign up for a room within the time allotted for their class block booking. On the morning of the block booking, if rooms are not designated to specific student users, the undesignated rooms can be released for general use.*****