CRIMINAL JUSTICE TECHNOLOGY
UNDERGRADUATE INTERNSHIP PROGRAM
CCJ-2940

2007-2008

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INTERNERNSHIP PROGRAM GUIDE

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INTERNERSHIP INSTRUCTOR

Dr. Michael T. Reichard
Professor and Program Manager
Criminal Justice Technology Undergraduate Studies Program

Ybor Campus
Public Services Technology Building Room 140
(813) 253-7787
mreichard@hccfl.edu
INTERNSHIP COURSE

All Criminal Justice Majors seeking an A.S. Degree are required to register and successfully complete CCJ 2940 – Criminal Justice Internship prior to graduation. All Criminal Justice Majors seeking an A.A.S. Degree may take CCJ 2940 as an elective. This course is limited to Criminal Justice Majors.

Students should take the Internship course only after completing most of their criminal justice required courses. Permission of the Instructor is required prior to registering for this course.

INTERNSHIP COURSE PROCEDURES

Internship courses involve students being assigned by Hillsborough Community College to affiliate sites and having contact with the persons under the auspices of that agency to receive on site training.

1. Students interested in registering for the Internship Course must first read this Internship Manual.

2. Students interested in registering for the Internship Course must complete an Application for Internship Form and turn it in to the HCC Internship Instructor (Dr. Michael Reichard) for approval.

3. Once approved, the student should register for CCJ 2940 Criminal Justice Internship.

4. Once approved, the student must complete the Sign-Off Form For Internship Manual acknowledging that they have read the manual and will comply with its terms.

5. Once approved, the student must sign an Internship Release and Hold Harmless Form and return it directly to the HCC Internship instructor.

6. The HCC Internship Instructor will give the student the information necessary to contact the site to schedule the interview and the interview must be completed within a specific time frame. The Internship Instructor will advise the student who to contact to schedule the interview and will give the student a Letter of Referral to the Affiliate Site. Additional instructions may be given depending on the Affiliate Site policies.
7. Once approved, the student should contact the individual listed on the letter of referral to set a time for an interview. Most agencies will require you to complete an employment application prior to/at the time of the interview. It is very important that you contact the agency immediately. There are a limited number of internship positions available. Therefore, the sooner you make contact the better chances you have at obtaining your position. Also, most agencies will require a background check which can take between three to eight weeks before you begin working with them. You also need to bring your Driver’s License and Social Security card.

8. The Affiliate Site will conduct an interview of the student. You are to take the letter of referral and the Interview Verification Form with you to the interview. The Interviewer shall complete an Interview Verification Form which shall be provided to the Interviewer by the Student. The student shall be responsible to return this Form to the HCC Internship Instructor immediately following the interview.

9. The student should inform the Internship Instructor by E-Mail (mreichard@hccfl.edu) as soon as an interview has been scheduled.

10. The student should inform the Internship Instructor by E-Mail if you have been accepted, when you will be starting and who your on-site supervisor will be. If you are unable to gain an internship placement at the agency, you need to inform the Internship Instructor by E-Mail immediately.

11. The Affiliate Site will provide any information about expected dress codes, general facility rules and if possible, conduct a brief tour of the site where the student will be assigned during the internship. Any pre-internship site requirements, background checks, physical tests, or paperwork, must be discussed, coordinated and completed prior to the first day of classes.

**INTERNSHIP COURSE AFFILIATE PROCEDURES**

A designated On Site Supervisor will be assigned to the student by the affiliate agency. This person is integral to the learning experiences that the student will have in the internship. The On Site Supervisor must meet with the student individually for at least 15 minutes each day the student is scheduled to be at the agency. The purpose of this contact will be to develop a daily schedule, and to allow the student to ask questions, get clarification and help build the learning relationship necessary. By guiding the student, especially in the early internship experience, the On Site Supervisor serves as a mentor, role model, and guide for the student. When that On Site Supervisor is absent, the affiliate site will designate a substitute Supervisor to monitor the student and be available as a resource. In such cases, the HCC Internship instructor should be informed.

1. The student should provide an Internship Orientation Checklist Form to the On Site Supervisor. The Form must be completed by the on-site supervisor and returned by the student to the HCC Internship instructor. The checklist is done during the early part of the internship and should be turned into the HCC Internship instructor immediately after it has been signed.

2. The On Site Supervisor will attempt to include the student (as an observer or participant) in as many activities as possible. Also, the On Site Supervisor should guide the student in selecting appropriate activities.
3. The On Site Supervisor will complete two competency based evaluations during the semester for each intern utilizing the **Internship Evaluation Form** that will be provided by the intern and should be returned to the HCC Internship instructor by the Supervisor. One evaluation should occur at the midpoint of the semester, and the other at the end of the internship. The evaluations should be accomplished both by direct feedback and discussion. As many specific examples of how the student is doing well and how the student can improve make this evaluation more than just arriving at a score.

4. The On Site Supervisor will provide direct feedback on an ongoing basis to let the student know how he/she is doing in his/her adaptation to the site, and will acknowledge the student’s progress as well as providing feedback in areas where improvement can occur. The On Site Supervisor should ask to see all written work the student has completed for assignments, including the student’s log of activities.

5. The student shall keep accurate records of all their internship related activities. The student shall complete an **Internship Daily Activities Form** for each day they are involved in internship related activities and a **Student Schedule For Internship Form (Weekly Schedule)** for each week of their internship. These shall be turned into the HCC Internship Instructor at the conclusion of each week.

6. The student will complete an **On Site Supervisor Evaluation Form** which the student shall provide to the HCC Internship instructor prior to the end of the semester.

**INTERNERSHIP POLICIES**

Internship courses involve students being assigned by Hillsborough Community College at affiliate sites and having contact with the persons under the auspices of that agency. In these on site training settings, it is imperative that the student has full recognition and acceptance of affiliate site’s legal, ethical and formal codes of responsibility. Those codes and the general codes regarding appropriate student behavior with the clients are necessary for the student to know and practice at all times. Affiliate sites have clientele with situational, psychological, emotional, developmental, physical or legal concerns under the care of that agency.

Students should also be aware that even after clients are discharged or released from the care of the affiliate site, the student is not free to violate legal, ethical or formal codes regarding these individuals. It is necessary that students see themselves as under the direction of their HCC instructor and, when on site, also under the direction of the affiliate supervisor and that students remain aware that there are accepted codes for appropriate professional behavior that cross all sites and all recipients of services in those affiliate sites.

The remainder of this section will delineate many accepted ethical and professional practices. Each student is responsible for understanding and complying with the course requirements.

The last page of this section is a signoff sheet requesting that each student acknowledge receiving this manual with their signature, the current date, and their social security number. The completed sheet will remain in the student’s file. Failure to receive the signoff sheet from a potential internship student, will result in the College’s inability to assure the student a placement in an affiliate site.


**Attendance**

There are NO excused absences in the internship. Should you become ill and miss a day of internship, it must be made up before the end of the semester. If you become ill and cannot attend internship, by 8 a.m. of that day, you must, by telephone contact your agency supervisors and inform them that you will be absent. When you are absent, you must obtain permission from both your on site supervisor completing the required paperwork.

At the beginning of the internship, you will be required to develop a schedule of the days and times that you will be at the internship site. You cannot be on the affiliate site at any other time, unless you are making up internship time that has been pre-approved. Should you wish to volunteer at the site or should you become employed at the site, all of those times must occur independently of the internship. Please note that the time you volunteer or work as a paid employee at the affiliate site is not part of the affiliate agreement between the College and the affiliate site.

Lateness and leaving early are not appropriate professional behaviors and will result in having to make up the time. These issues will be discussed directly, as well as in the evaluation process and if they continue to occur, finally through grade reduction. In some affiliate sites chronic lateness will result in the site requesting the College to remove the student from the internship, and the student will receive a failing grade for their inability to complete the course.

**Dress**

During your pre-internship interviews, you should ask directly what the dress codes are and you should follow them. If you have any questions about the appropriateness of dress, raise them with your supervisors before wearing the items that you question.

Generally, it is a good idea to wear a minimum of jewelry, specifically long earrings that could by pulled from pierced ears. Make a point to use professional Judgment in knowing the difference between social clothing and professional dress. Scarves or any items that could be used to restrict your movement are best not worn in most environments. Shoes should be flats or very low heeled in restrictive environments. You will not be required nor expected to be involved in any physical takedowns, aggression management, or procedures that require you to manage out-of-control individuals. However, you should be in the habit of dressing defensively and with professional sense as you progress through the internship.

Many affiliate sites dealing the children and adolescents ask that you dress quite informally, other sites may request that you dress more formally. Be prepared to comply with dress codes that may differ. Both male and female students should be aware of not wearing clothing, makeup, or any items that could be viewed as provocative or that draw attention to the student in a way that distracts the focus of the business of the affiliate site.

**Confidentiality**

Confidentiality means not disclosing to inappropriate persons, verbally or in writing, any client/agency or staff information that you have knowledge of at an affiliate site while you are on the site OR after you leave it.

When you begin internship, family and friends will want to know what you are experiencing, and what it is like for you. What you can discuss are your own reactions about what you are learning, and how you see yourself in that learning situation. But you cannot discuss specific information, client identification data, or anything that would compromise the
affiliate site or the clients receiving service from that site. This general rule of confidentiality applies no matter what the nature of the affiliate site, whether a closed agency, or whether it is a community agency where clients come and go freely.

Information from charts, files, team meetings, and shift reports is to be discussed only with appropriate persons like your on site supervisor, other staff that are designated by your on site supervisor, and with your HCC instructor. This information is never provided to anyone else—the client, the client’s family, telephone inquiries about the client, staff members from other parts of the agency or anyone else... unless you have cleared this directly with your on site supervisor BEFORE the information is provided. When in doubt, do nothing except say that you are a student and you cannot provide any information. Follow up immediately by checking with your on site supervisor about the appropriate course of action and who should take the action required. When you are preparing written assignments, or any written confidential material, be aware of the necessity of protecting confidential information about the client. Develop good professional behavior by keeping your written work secure and managing it professionally in the bounds of confidentiality.

You are in an affiliate site providing services to people who may be experiencing a variety of life difficulties and who often may be sensitive to how they are treated. Remember to be respectful and to be aware of what you say, where you say it, and who might overhear you. This means being especially sensitive in public areas where clients, families or others may overhear you.

If you have any questions about how to deal with situations involving confidentiality or anything else, ask your on site supervisor about the professional response that should be used. Also remember that you will see some behaviors that are not necessarily what you will want to model in your own professional growth. It will become evident to you fairly quickly what effective professional behavior looks like and how you can begin to include it in your own develop as an intern.

Do not bring friends, family members or anyone else to the internship site to show them what you are doing. Do not contact the site when you are not there on internship unless you have cleared that with the HCC instructor and your on site supervisor.

Again, you cannot discuss any information about the affiliate site’s clients or their status or even if they are or are not a client with anyone outside the internship. An important aspect of criminal justice work is learning to isolate confidential information and protect the affiliate site’s clients from violation of confidentiality.

During your internship, should you encounter anyone that you know personally and who is also a client in an affiliate site, first, make this known immediately to your on site supervisor and devise a plan with your supervisor for dealing with this. Secondly, discuss this during your next meeting with your HCC instructor. See your on site supervisor before you have any interaction with the client. If the client sees you first and approaches you, acknowledge them very briefly and excuse yourself, then find your supervisor before you have any other interactions with that client. This is not an uncommon experience and can be dealt with effectively by talking with supervisors about the most effective response.

If you encounter clients or former clients from an affiliate site that you have known from your assignment to that site, outside the facility, do not engage them socially in conversation. Say hello if that person speaks to you and keep moving, and do not violate the person’s confidentiality by introducing them to others. If the client or former client chooses to bring up where you have met them, that is their prerogative. This brings up the issues of duality. Duality means that you cannot engage with a client or former client in a relationship that in any way brings you into conflict with the codes of ethical conduct and confidentiality that bound the relationship. The professional relationships you build with affiliate clients are
not personal/social contacts; they exist in the context of ethical and legal boundaries. These ethical boundaries exist to protect clients from unscrupulous and manipulative workers who use their power over clients to engage in sexual, personal, financial, or illegal activities with clients. These unprofessional, and in some cases illegal relationships, are at cross-purposes to the reasons for which the client has become involved with the agency.

Further, boundaries in client relationships are necessary because some clients can be highly manipulative and will attempt to use any way possible to circumvent their situation, even to the extent of drawing a staff member into an inappropriate relationship. Often, clients will ask your questions about yourself that could compromise you, as well as the information itself not being appropriate to give a client at any time. This means learning to not respond socially like you do normally in non-professional environments. If a client asks for your home phone number, or address, or other information not relevant to the professional relationship, you must be cognizant of your professional obligations.

Staff members who use such inappropriate relationships to meet some personal need or who allow themselves to be drawn into such relationships by a client, are committing a very serious and grievous error that will lead to dismissal from the affiliate site and failure of the internship course.

If any affiliate client or former client attempts to contact you inappropriately inside or outside the context of the internship, you must contact your HCC instructor and your on site supervisor immediately. Do not speak with the client further or allow yourself to be engaged in meeting the person under any circumstances while you and your supervisor work out a professional course of action. Additionally, do not allow a client to give you conditional information that is based on your not divulging that information to your supervisor or other appropriate staff members. Any information that a client gives you regarding any suicidal content, any abuse content, or any homicidal content, must be discussed with the on site supervisor immediately.

Professional Behavior on Affiliate Internship Site

Please remember that you are in an affiliate site by their permission and invitation. You are there to learn from the agency staff, not to critique their behavior. Your job is to develop a good learning relationship with your on site supervisor, and through observation and direct action, begin to develop the competency that will be your professional building blocks. You need to be both polite and responsive to your supervisor remembering that they have a full-time job to do in addition to working with you. The College does not reimburse on site supervisors in any way, and affiliates do not increase their pay. Most people do supervision because they want to and because they truly enjoy working with students. Make it part of your entry with your on site supervisor to ask to meet with them on a regular basis, ask for feedback, and remember to realize that it takes two people to make this learning relationship work.

Sometimes, when you ask questions, your on site supervisor may be too busy to answer at that time. Get in the habit of writing down your question on a small spiral notebook. Then you can remember the question later when the on site supervisor has time to answer. Do not expect your on site supervisor to be a mind reader. Communicate clearly with them and see that communication process as part of your training and part of your responsibility in the building of an effective supervisory relationship.

You may not transport clients in your personal vehicle and you should not be involved in the agency transport of clients without another staff member with you under the affiliate sites auspices. Affiliate vehicles can only be driven by staff with appropriate certification and not by interns. Clients of affiliate sites are the responsibility of that site.
Keep in mind that internship is not a time to nap, leave the site to run errands, or do homework from other classes. Any work you do should be on assignments directly related to the internship. Information gathering and some writing for assignments can occur on site, but remember you are there to be actively involved. Also remember to show your internship assignments to your on-site supervisor, and ALWAYS clear any observations, or access to written files or other materials. Complete assignments on time, and show them to your on-site supervisor as well. In many of the affiliate sites, you will have to gather information and compile it at home like you do other class assignments so you do not miss activities or learning experiences on the site.

It is necessary to separate all personal business from your affiliate site. If you need to make a personal call, do that on your break and do not receive personal calls unless it is an emergency. Refrain from discussing your personal business with affiliate clients or with staff members. When you are on site, your primary focus should be what is happening at the site and what you are observing and learning. Should you have an emergency or a crisis that occurs when you are not on the internship site, and that will necessitate you missing internship, you should contact your HCC instructor prior to discussing it with your on-site supervisor. Remember you are assigned to the affiliate site and that your HCC instructor is in charge of the relationship between the College and the affiliate site.

Stay clear of office politics that penetrate all workplaces. Whatever likes and dislikes people have of one another is an issue for them, not an issue for you to become involved in. Remain objective and begin to practice the skills of staying focused on why you are there. Also, remain on the outside of agency gossip or whatever issues that staff may have with their agency.

Keep in mind that you will have two evaluations for the semester. These evaluations will involve both your on-site supervisor and your HCC instructor, as well as you. The purpose of these evaluations is to provide you direct feedback in the areas that you are progressing well in and to help you develop more skills in the areas you need to strengthen.

All workers in the criminal justice system must be fully aware of the ethical responsibilities of their position and must strive constantly to live up to the highest possible standards of professional performance. Criminal justice professionals should uphold the integrity and ethics of the profession. Work in criminal justice is often multi-faceted with the professional finding her/himself in several different roles. The following standards are written in consideration of these roles.

The ethical guidelines presented are a set of standards of conduct, which the criminal justice professional should consider in ethical and professional decision making. Although ethical codes are not legal documents, they may be used to assist in the adjudication of issues related to ethical criminal justice behavior. It is hoped that these guidelines will be of assistance when the criminal justice professional is faced with a difficult ethical dilemma.

**ETHICAL AND PROFESSIONAL STANDARDS**

**Primary Responsibilities of a Criminal Justice Professional**

Criminal justice professionals often act as official representatives of government, or an entity contracted by the government. These professionals are required and trusted to work within the law. The fundamental duties of criminal justice professionals include serving the community; safeguarding lives and property; protecting the innocent; keeping the peace; and ensuring the rights of all to liberty, equality and justice.
Performance of the Duties of a Criminal Justice Professional

Criminal justice professionals shall perform all duties impartially, without favor or affection or ill will and without regard to status, sex, race, religion, political belief or aspiration. All citizens will be treated equally with courtesy, consideration and dignity.

Criminal justice professionals will never allow personal feelings, animosities or friendships to influence official conduct, and, while adhering to the law, will carry out their responsibilities and strive to obtain maximum cooperation from the public. They will conduct themselves in appearance and deportment in such a manner as to inspire confidence and respect for the position of trust they hold.

Discretion

Criminal justice professionals will use responsibly the discretion vested in their position and exercise it within the law. The principle of reasonableness will guide the professional’s determinations and will consider all surrounding circumstances in determining what action should be taken.

Consistent and wise use of discretion, based on professional competence, will do much to preserve good relationships and retain the confidence of the public.

Use of Force

Criminal justice professionals will never employ unnecessary force or violence and will use only such force in the discharge of duty, as authorized by position, and only as is reasonable in all circumstances.

Force should be used only with the greatest restraint and only after discussion, negotiation and persuasion have been found to be inappropriate or ineffective. While the use of force is occasionally unavoidable, the professional will refrain from applying the unnecessary infliction of pain or suffering and will never engage in cruel, degrading or inhumane treatment of any person.

Confidentiality

Whatever a criminal justice professional sees, hears or learns of, which is of a confidential nature, will be kept secret unless the performance of duty or legal provision requires otherwise. Members of the public have a right to security and privacy, and information obtained about them must not improperly divulged.

Integrity

Criminal justice professionals will not engage in acts of corruption or bribery. The public demands that the criminal justice professional be above reproach. Therefore, they must avoid any conduct that might compromise integrity and thus undercut the public confidence in the agencies of justice. Professionals will refuse to accept any gifts, presents, subscriptions, favors, gratuities or promises that could be interpreted as seeking to cause the professional to act in a manner that gives favor to the giver. Criminal justice professionals must not receive private or special advantage from their status. Respect from the public must be earned and cultivated, not bought.
Cooperation with Colleagues and Other Agencies

Criminal justice professionals will cooperate fully with all authorized agencies in the pursuit of justice. It is also imperative that professionals assist colleagues fully and completely with respect and consideration at all times.

Personal/Professional Capabilities

Criminal justice professionals are responsible for their own standard of professional performance and will take every reasonable opportunity to enhance and improve their level of knowledge and competence.

Through these pursuits, the criminal justice professional can acquire a high level of knowledge and competence that is essential for the efficient and effective performance of duty. Personal and professional development should be pursued constantly.

Private Life

Criminal justice professionals will behave in a manner that does not bring discredit to their agencies or themselves. The professional’s character and conduct while off duty must always be exemplary, thus maintaining a position of respect in the community, in which he or she lives and serves. The criminal justice professional’s personal behavior must be beyond reproach.

Criminal Justice Professional’s Responsibilities to Clients

1. The integrity and welfare of the client by the criminal justice professional must be respected at all times; each person should be treated with humane regard.

2. The client has a right to confidentiality except when such confidentiality would cause harm to the person or others, when agency guidelines state otherwise, or under other stated conditions (e.g. local, state, or federal laws). From the beginning, clients should be informed of limitations on confidentiality.

3. If it is suspected that danger or harm may occur, the criminal justice professional has the responsibility to act in such manner as to prevent the harm. This may require seeking consultation with a supervisor; thus breaking the confidentiality.

4. Criminal justice professionals should avoid any dual relationship that might negatively impact the situation with the client. Sexual relationships with clients are unethical and prohibited.

5. The criminal justice professional has the responsibility to protect the integrity, safety, and security of clients’ records. With the exception of supervisory issues, any client information must not be shared with anyone without the client’s written consent.

Criminal Justice Professional’s Role in the Community and in Society

1. Criminal justice professionals should adhere to all local, state and federal laws.

2. Criminal justice professionals should be aware of multiculturalism in society and be responsive to the uniqueness of each person in regard to cultural heritage and/or personal belief system.
3. Criminal justice professionals should keep informed about current social issues as they affect the criminal justice community.

Criminal Justice Professional’s Responsibility to the Public

1. If it is suspected that danger or harm may occur to others as the result of client behavior, the criminal justice professional must act in an appropriate and professional manner to protect the safety of those individuals. If such actions conflict with confidentiality guidelines, the professional has an obligation to seek out supervision to decide on the best course of action.

2. Criminal justice professionals should not misrepresent their qualifications to the public.

3. Criminal justice professionals should not make exaggerated or fictitious statements about the effectiveness of programs or agency policies and procedures.

4. Criminal justice professionals should advocate for the rights of all members of society

Criminal Justice Professional’s Relationship with Colleagues

1. The criminal justice professional should be respectful, ethical and professional with colleagues.

2. If the criminal justice professional has a conflict with a colleague, he or she should first seek out that colleague in an attempt to resolve the problem. If the problem is not resolved in this manner, then the professional should seek mediation with a supervisor.

3. Criminal justice professionals have the responsibility to report any unethical behavior of a colleague: initially, talking to the colleague directly, and if no resolutions are forthcoming, then to the appropriate supervisor.

4. All consultations between colleagues should be kept confidential.

Responsibility as a Professional

1. Criminal justice professionals should know the limit and scope of their professional knowledge and seek consultation, supervision and/or referrals when appropriate.

2. As professionals, criminal justice workers should act with integrity, honesty, genuineness, and objectivity.

3. Criminal justice professionals should promote the cooperation among related disciplines (e.g. psychology, counseling, social work, etc.) in order to foster professional growth and interests within the various fields.

4. Criminal justice professionals should promote the continuing development of their professional growth by involving themselves in activities, which will enhance that growth.

Responsibility to Self

1. Criminal justice professionals should foster self-awareness and personal growth in order to prevent personal issues from interfering with their relationships with clients, colleagues, and the public.
2. In addition to personal growth and self-awareness, criminal justice professionals must become aware and practice behaviors, which promote the reduction of stress.

**Criminal Justice Professionals Relationship to Employer and Supervisor**

1. In order to assure job satisfaction and positive performance, employers and supervisors should present criminal justice workers with clear and concise job roles and functions.

2. Criminal justice professionals have a right to be evaluated for their job performance in an objective manner. Such evaluation should be viewed as an ongoing and open progress that encourages feedback and growth.

3. Criminal justice professionals have the right to be supervised by individuals who are knowledgeable and trained in appropriate supervisory techniques.

4. Criminal justice professionals and their supervisors have a responsibility to evaluate the effectiveness of the agency.

5. Although employers and supervisors have the right to all knowledge concerning the criminal justice professional and client interaction, they should attempt to respect the integrity of the confidential nature of that relationship.