

As students progress through the Clinical Program, questions and/or challenges may come up in the completion of courses, clinical training, and/or thesis work. Such situations may leave students feeling stuck and unsure about how to proceed. The following are possible courses of action to consider:

1. The first step is always to **address questions or speak with the individual with whom a student is experiencing difficulties**, be it a course instructor, clinical supervisor, thesis supervisor, or student colleague. Because they are the most directly involved, they are best positioned to answer the question, understand the challenge and/or problem solve around a solution.
2. If speaking directly to the instructor, supervisor, or student colleague does not result in a solution to a student's satisfaction, they have the option to **contact a director**.
 - a. Clinical matters may be brought to the attention of the Coordinator of Practica and Internships (CPI), the Director of the Centre for Psychological Services and Research (CPSR), or the Interns Coordinator.
 - b. Matters related to courses and theses (as well as any other program-related matter including clinical training) may be brought to the attention of the Clinical Program Director.
 - c. Matters that are not specifically related to the Clinical Program, but are related broadly to the School of Psychology, may be brought to the attention of the School's Director or Assistant Director.
 - Note that the Director of the School should not be contacted until resources in the Clinical Program have been accessed and/or exhausted. If not, the Director is likely to send the student back to the Clinical Program to address the issue since individuals within the Clinical Program are best positioned to answer students questions or deal with challenges.
3. **Students may not always feel comfortable** reaching out to the individual with whom they are experiencing difficulties or to a director. In such cases, we encourage students to **reach out to any professor or supervisor** with whom they feel comfortable. Along with this individual, the student may explore ways to solve their difficulties and ways to communicate with the individual best suited to help the student address any questions or challenges they are encountering in the Clinical Program.
4. Students are encouraged to **familiarize themselves with the policies** of the Clinical Program at the following link: <https://www.uottawa.ca/faculty-social-sciences/psychology/graduate/clinical-psychology>
5. **If the above steps do not result in a solution** to a student's satisfaction, there are more formal options available to address program-related difficulties. Students are invited to familiarize themselves with the academic regulations and policies at the University of Ottawa at the following link: <https://www.uottawa.ca/about-us/policies-regulations/academic-regulations>

6. Students may also reach out to the **Graduate Association of Students in Psychology** (GASP) at gasp@uottawa.ca. GASP is an appropriate resource for providing support around student experience, engagement, and advocacy. The Clinical Student Representative is a member of GASP and may also be a helpful resource.
7. Students with concerns around a **human rights** violation may first reach out to the Program Director or CPI (depending on the nature of the concern) and then, if necessary, to the Human Rights Office at the University of Ottawa. The Human Rights Office offers a range of services, including mediation whereby a delegate can, for example, attend meetings with students for purposes of note taking and support. Here is the link: <https://www.uottawa.ca/about-us/respect>
8. Students may consider contacting the **Office of the Ombudsperson**, and this file provides information about the role of this Office (<https://www.uottawa.ca/about-us/sites/g/files/bhrskd336/files/2021-12/flow-chart-eng%20final.pdf>). The link for the Office of the Ombudsperson is here: <https://www.uottawa.ca/about-us/office-ombudsperson>.

Type of Concern or Question	Example	Contact Person After students have reviewed the information on the Clinical Program website at link: https://www.uottawa.ca/faculty-social-sciences/psychology/graduate/clinical-psychology
Course-related	a) I want to know which courses count as fulfilling a foundational bases credit and/or supplemental clinical credit b) I would like to take a course at another institution or in another department/faculty at uOttawa c) I need help planning which courses to take next	Clinical Program Director
	d) I do not agree with an evaluation/grade in my course	Course Instructor
Dissertation-related	a) My coursework is interfering with progress on my doctoral thesis research b) I am not sure whether my research is going well c) The expectations for my doctoral thesis are too high d) The demands for my research (thesis and other lab projects) are interfering with my performance in my courses	Research Supervisor
	e) I don't know when my program deadline is	Documentation from a student's previous annual review, then Clinical Program Director if needed
Clinical Training-related	a) I am having problems with the supervisor in my external placement	Clinical Supervisor, then CPI if needed
	b) I am having problems with the supervisor in my CPSR placement	CPSR Supervisor, then CPSR Director if needed
Human rights-related	a) I believe that a supervisor/instructor has treated me unfairly, or discriminated against me,	Clinical Program Director or CPI, then Human Rights Office if needed

	based on my gender/sex/race/ethnicity/ etc. b) I have experienced sexual harassment by a colleague/supervisor/instructor	
Program-related	a) I need a leave of absence for medical/mental health reasons	https://www.uottawa.ca/about-us/policies-regulations/academic-regulation-ii-3-graduate-enrolment https://www.uottawa.ca/graduate-studies/sites/www.uottawa.ca/graduate-studies/files/esup5222_e.pdf Clinical Program Director if needed

Director, School of Psychology - Dr. Christopher Fennell

Assistant Director, School of Psychology - Dr. Nafissa Ismail

Co-Director, Clinical Program - Dr. Allison Ouimet (students in Years 4+)

Co-Director, Clinical Program - Dr. Elisa Romano (students in Years 1-3)

Coordinator of Practica and Internships - Dr. Elke Reissing

Director of Centre for Psychological Services and Research - Dr. Andrea Ashbaugh

Interns Coordinator - Dr. Serena Corsini-Munt

GASP Clinical Student Representative – Allie Grady