



Child Life Intern Grievance Guidelines

The accreditation of child life internship programs helps to ensure minimum standards and requirements are adhered to in order to provide child life interns with high quality experiential learning. Any person(s) who observes or experiences a situation that interferes with a child life intern's ability to build and grow their child life skill set and/or represents an infringement on an intern's rights, privileges and responsibilities has the right to file a grievance with the Internship Accreditation Oversight Committee. All child life interns are expected to conduct themselves in a professional manner and it is recommended that a first attempt to resolve issues occurs before submitting a formal grievance. When informal resolution is not possible or does not meet the expectations of the individual raising the concern, a [Clinical Internship Accreditation Grievance](#) form should be completed to report an accredited internship program that is in violation of minimum standards set forth by the Internship Accreditation Oversight Committee (IAOC) and the Association of Child Life Professionals (ACLP).

For a detailed list of accreditation minimum standards for internship programs, you can review the [Internship Accreditation Application](#). Examples of behaviour and events that constitute a formal grievance include but are not limited to:

Actionable Concern	Example(s)	Relation to Minimum Standards
Mandatory Requirements -failure to uphold the mandatory requirements as listed in sub-section A: Clinical Internship Coordinator and Clinical Rotation Supervisor; and in sub-section B: Applicant Requirements and Internship Structure [see Application, Sub-Section A and B].	<p><i>The intern has been assigned to a clinical rotation supervisor who they know personally outside of the organization.</i></p> <p><i>The intern is regularly alone on the unit without the supervision of their clinical preceptor/supervisor</i></p> <p><i>The intern is not provided with a completed evaluation tool showing their progress/areas for growth during their internship</i></p> <p><i>The intern has been given a schedule that rotates through different areas of the hospital each week throughout a 15-week placement</i></p>	<p>Clinical rotation supervisors are not to have any dual relationships with their intern</p> <p>A mandatory expectation is that the child life intern and clinical rotation supervisor have daily contact, working 80% of the same hours</p> <p>Accredited child life internship programs must have a systematic evaluation process including criteria for scoring evaluation</p> <p>Minimum standards require the internship program to provide a minimum of 600 hours of training with two 6-week rotations totalling 480 hours and the remaining 120 hours (3 weeks) in whatever format suits the program.</p>
Additional Standards -failure to train or educate students on one or more of the following items	<p><i>The intern is discouraged from communicating with the multidisciplinary team and does</i></p>	<p>Accredited programs should provide opportunity for interns to gather relevant information</p>

<p>listed in sub-section C: Domains 1, 2 or 3 [see Application, Sub-Section C, Domain 1, 2 and 3]</p>	<p><i>not have access to patient's medical records.</i> <i>The clinical rotation supervisor requests that all assessment information about patients be provided by/through her.</i></p>	<p>from multiple sources such as the medical record, other healthcare professionals, patients and families.</p>
<p>Discrimination -failure to abide by the nondiscrimination code – does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in the choosing and teaching of interns.</p>	<p><i>A CCLS is making inappropriate comments of a sexual nature or unwelcome advances towards the intern</i></p> <p><i>An intern feels they are not being provided with equal opportunities in comparison to other interns based on their race, religion, culture, gender, etc.</i></p> <p><i>An intern feels intimidated and bullied by their clinical supervisor/preceptor</i></p>	<p>CCLS is violating the ACLP Professional Code of Conduct</p> <p>Program is violating the ACLP Professional Code of Conduct</p> <p>CCLS is violating the ACLP Professional Code of Conduct</p>
<p>Privacy -failure to protect a student's educational records (including but not limited to: social security number, grades, transcript, student financial information, and student disciplinary files).</p>	<p><i>The intern finds their evaluation on the coffee table in the child life staff lounge.</i></p>	<p>Staff from accredited programs should take care to protect and keep confidential all intern evaluations and personal information.</p>
<p>Emergency Procedures for Students -failure to educate student regarding safety and emergency procedures (within hospital/during scheduled time) [see Application, Sub-Section C, Domain 1, Standard 1, Criteria A – orientation to hospital policy and procedure].</p>	<p><i>The intern is injured at placement and does not follow hospital procedures as they were not provided with an orientation to hospital and departmental regulations, policies and procedures including safety and emergency procedures.</i></p>	<p>As per sub-section C, domain 1 (professional responsibility), accredited programs should provide interns with an orientation to the hospital/organization.</p>

If a child life intern would like to speak to the Internship Accreditation Oversight Committee about a potential grievance, please email internshipaccreditation@childlife.org