

Calm Pittsburgh Internship

Fall 2022

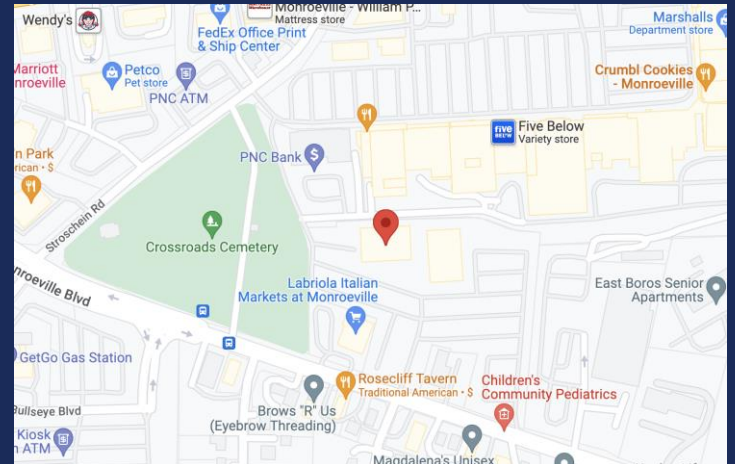


I've learned so much at Calm, and it is an opportunity I will forever be grateful for!

Where?

Calm Pittsburgh has two locations:

- Lawrenceville, PA
 - Initial location, 5 offices
 - Reception office for admin work
 - Conference table and tv near kitchen
- Monroeville, PA
 - New location, 7 offices
 - Nook for admin work and conference room
- Most clinicians also do plenty of virtual sessions



Clinicians

Dana Kirkpatrick

Nanelle Florence

Josh Bechdel

Dr. Melody Caldwell

Kesedria Carter

Erica Cavill

Amy Protho

Abby Ritter

* I bolded and underlined the clinicians I worked with in at least some capacity

Charmaine Ensinger

Sarah Forrest

Emily Franke

Elise Glad

Cheyenne Holyfield

Dr. Kate Hostetler

Anneke Shuster

Julia Yost

Lynde Rozier

Alexander Pepper

- They each have their own specialties and styles
- They may use art therapy, EMDR, CBT, and much more!
- Some provide counseling to children and adolescents, others provide to adults, and a few provide to all ages!
- Dana is also the owner and director
- Nanelle is also the clinical manager

Staff

Chiara Orsini– prior Practice Manager, now part-time Business Manager

Tonya Blackwell- new Practice Manager (started in mid-November)

Jennifer McNulty– Brand/Experience Designer

Maxine Ausbrooks– Office Assistant (used to be an intern from RMU)

* I worked with all of these people, especially Maxine!

I mainly worked with...



Dana Kirkpatrick
Owner/Director



Maxine Ausbrooks
Office Assistant

Calm is a safe and inclusive space!



Calm is very LGBTQ+ friendly!

The Space

Jen, the designer, worked hard with Dana to find products and an aesthetic that works with Calm and to bring the atmosphere they want for clients as well as to be efficient for the clinicians and staff.

How to Find Each Office



Lawrenceville office (3rd floor)



Monroeville office (4th floor)

Lawrenceville Offices



Each office has a desk for the clinician and at least one couch for clients to sit

Each office also has some sort of coffee table for clients to put their items. There are also wipes, coasters, and tissues on them. Here, I have my consent form for a client sitting on the table before their session.



This office has a corner for children to play and write on the board during their sessions

Lawrenceville Library



Lawrenceville has a wonderful library section for clients and clinicians to use. We have plenty of books, puzzles, card games, and fidget toys to use for sessions. This is also where the fish are.



Monroeville Offices



While Lawrenceville has 5 offices, Monroeville has 7.

Monroeville Offices Cont.



Each office was put together by Calm's wonderful designer, Jen.

Each room has some sort of fidget toys for both clients and clinicians to use during sessions.

Clients of any age are able to color a part of this poster. I colored the leaf near the top left corner.



Each room is unique in its own ways. This room utilizes the style of the pillows on the couch.

The Little Things



Here is the dishwasher at Lawrenceville with a magnet to determine if the dishes inside are dirty.

This picture is one of the many “finishing touches” that helps create the friendly vibe of Calm.



The seating area in the lobby featured a table with magazines for clients and their families to look at while waiting. Many of these are mental health-related.

My Duties

As an intern at Calm, I was responsible for certain tasks, but generally, I was able to do what benefited me.

Daily Tasks

- At Lawrenceville, there were some things I did as soon as I came in:
 - Fed the fish
 - Took out trash and recycling from full cans
 - Washed/dried/put out dishes
 - Watered plants
 - Filled Keurig with water and stocked pods
 - Organized and stocked the coffee station for the clients and clinicians
 - Fluffed and reset pillows
 - Checked stock of masks and business cards
 - Cleaned surfaces (counters, tables)
 - Bathroom maintenance (toilet paper, soap, trash)
- Then, I'd talk to Dana and/or Max and check my Calm emails

Coffee Area and Lobby



I was in charge of making sure the coffee area was stocked and the lobby looked nice. On the counter, there are usually cups, the Keurig, sugar, tea, and coffee pods.

Important Links

This is a tab I always had open at Calm with most of the links I often needed

The screenshot shows a Google Docs interface with a document titled "Important Links". The document is organized into two columns of hyperlinks. The left column is titled "Important Calm Internship Links" and the right column is titled "Personal Internship Links".

Important Calm Internship Links	Personal Internship Links
Internship Drive	Personal Internship Drive
Intern Work Folder	Hours Log
Internship Email	Internship Journal
Intern Projects	Book Summaries
Lawrenceville Maintenance	Toolkits I've Worked On
Sample Request Email	Presentation
Sample Inquiries	Current Toolkits
Toolkits	General Sleep
Toolkits List	Trichotillomania
Please Buy List Lawrenceville	Dermatillomania
Please Buy List Monroeville	Open Relationship
Office Schedule	Miscarriage
Max- Therapy Dog Prep	Neurodivergence
Consent Form	Survivor of Suicide
Naraces Conference	

Toolkits

- One of my main jobs at Calm was to create and add to what we call “toolkits” in the Google Drive
- This was the main thing that I would work on if I didn’t have any active tasks to do or if I was working from home
- There is a vast list of toolkits that I added to
- I also created a few
 - Including: Open Relationships, Paranoid Personality Disorder, Trichotillomania, Dermatillomania, General Sleep

Example Toolkit

Agoraphobia Toolkit

Suicide Prevention Hotline: [Dial 988](tel:988)

Diagnostic Information

- To be formally diagnosed with an Anxiety Disorder, a mental health professional or doctor will likely:
 - Do a **physical exam** to rule out other problems or check for related complications
 - Do a **psychiatric evaluation**, checking mental status by observing appearance and demeanor and asking about thoughts, moods, substance abuse, potential for violence or suicide, etc. This will also include a discussion of family and personal history.
 - Use the criteria in the American Psychiatric Association's **Diagnostic and Statistical Manual of Mental Disorders** (DSM-5)

Local Experts

- [Cognitive Behavior Institute: Agoraphobia](#)
- [The Center for OCD and Anxiety](#)
- [Rooted in Sound](#)
- [Float Victory](#)

Resources

- [NHS: Agoraphobia Treatment](#)
- [Counseling Wellness PGH: Agoraphobia](#)
- [The Recovery Village: How to Overcome Agoraphobia](#)

Groups

- [ADAA: Support Groups](#)
- [Psychology Today: Anxiety Support Groups in Pittsburgh PA](#)

Information for Caregivers

- [Banyan Mental Health: How to Help Someone with Agoraphobia](#)
- [The Recovery Village: 7 Ways to Help a Friend with Agoraphobia](#)
- [Supporting a Family Member with Serious Mental Illness](#)
- [How to Cope When a Loved One Has a Serious Mental Illness](#)
- [How to Help Someone with Panic Disorder or Agoraphobia](#)

Videos

- [What is Agoraphobia?](#)
- [Agoraphobia, Causes, Signs and Symptoms, Diagnosis and Treatment.](#)
- [Dr. Ali Mattu Explains the Basics of Agoraphobia](#)
- [Agoraphobia: The Fear of Fear | Linda Bussey | TEDxYellowknifeWomen](#)
- [Coping with agoraphobia during 'lockdown'](#)

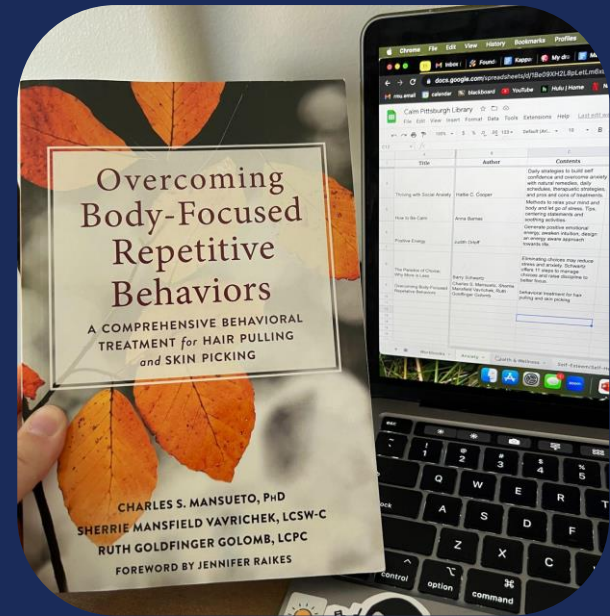
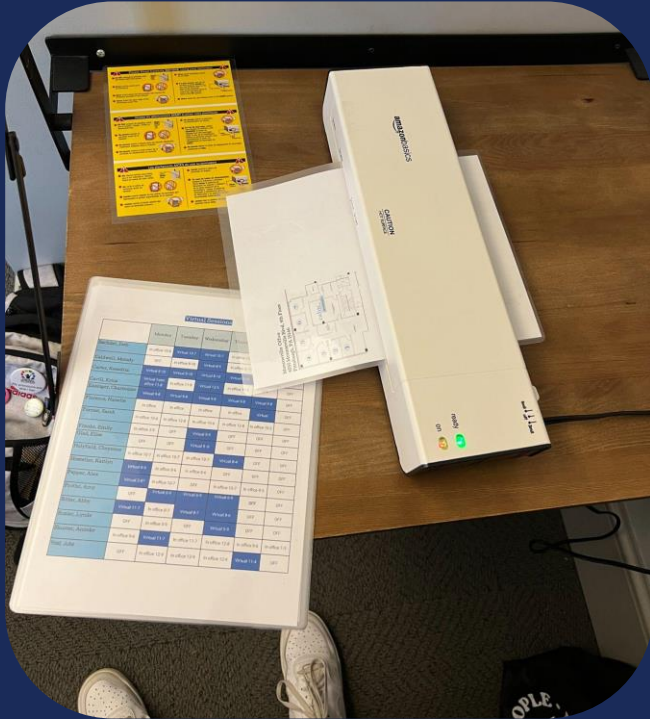
This is an example of a completed toolkit, which we have organized in a folder in our Google Drive. They vary, but they all at least have local experts, resources, groups, information for people in their lives, videos, and books. Most contain diagnostic information, as well.

Books

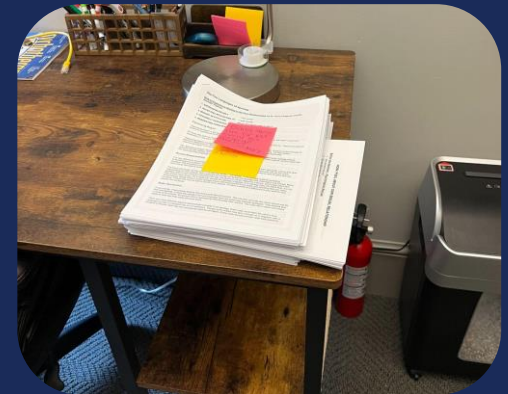
- [The Agoraphobia Workbook: A Comprehensive Program to End Your Fear of Symptom Attacks-- Elke Zuercher-White & C. Alec Pollard](#)
- [Un-Agoraphobic: Overcome Anxiety, Panic Attacks, and Agoraphobia for Good \(Retrain Your Brain to Overcome Phobias-- Hal Mathew](#)
- [Conquer Anxiety Workbook for Teens: Find Peace from Worry, Panic, Fear, and Phobias-- Tabatha Chansard, PhD](#)

This is one of the toolkits that I worked a bit on!

Organization and Fun Tasks



I got to do things like laminating, labeling and logging our new books, and printing out stuff for Dana.



The Lunches!



One of the amazing benefits about being an intern at Calm is that you get absolutely fantastic free lunches about once a week!

Final Takeaways

Did I like Calm? What do I wish went differently? Would I recommend this practicum to others?

What do I wish went differently?

- More observing sessions
 - I took every opportunity a clinician gave me
 - I wasn't in nearly as many sessions as I'd have liked
- More observing supervisions
 - I sat in on only one supervision
- I wish I could have attended the ADHD group
 - I was busy during the time of it
 - Max was the moderator for it
- Sex therapy sessions
 - I wanted to sit in on sex therapy sessions, although they have sensitive topics
 - I mainly only dealt with product outreach and organized the products after Dana took them to an event for people to look at

Would I recommend Calm to others?



Yes, yes, yes, 1-million times yes! I had such a great time while I was here. I was very sad to leave, which is a good thing! There is so much flexibility and everyone is so kind.

Here are the three different “business card-like” items that we give out and clients can take. The actual business cards are the most popular.

My Goodbye Email :(

I've never had a goodbye this bittersweet!

Good bye, for now!



Calm Intern <intern@calmpittsburgh.com>

11:50 AM (4 minutes ago)




to All ▾

Good afternoon, Calm!

Yesterday was my last in-person day as a Calm undergrad intern, and today is my last actual day as I'm finishing up some things virtually. I'll be starting graduate courses in the summer, and I will need another internship at some point, so I could potentially come back sometime in the next two years as a graduate intern!

I just want to thank all of you for this amazing opportunity. Every single one of you has impacted me in some way, whether it's through emails, in passing in the office, observing your sessions, or I worked with you often.

Being a Calm intern was an absolute blast. I've learned so much and I know for sure that I want to work at a place like Calm one day. All of you contribute to this amazing family and you truly care about what you do.

I'm sure I'll come to visit at some point, you can't get rid of me now! If you'd ever like to get ahold of me, my email is  Thank you so much and have a great Thanksgiving!

Mary (she/her)

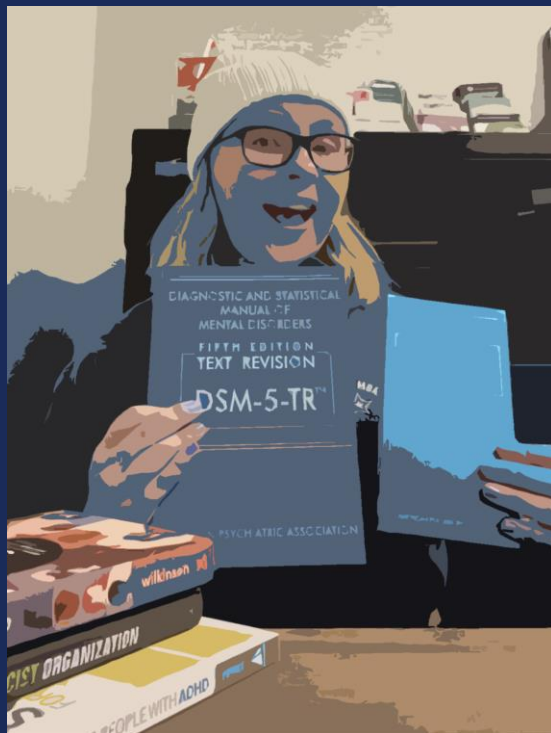
Calm Pittsburgh Intern

Goodbye Email Responses :)

Getting these responses made me feel really good about the work I did and the mark I made while at Calm.

The screenshot shows an email inbox interface. At the top, there is a search bar with the text "Search in mail" and a "mail" label on the left. To the right of the search bar are icons for filters, an "Active" status indicator, and a user profile icon with the letter "C". Below the search bar is a toolbar with icons for archive, info, delete, reply, forward, and a menu. The inbox list shows six email entries, each with the sender's name, the subject line, the body text, the time and date, and a star icon. The right sidebar contains icons for calendar, notifications, a checkmark, a person icon, and a plus sign.

Sender	Subject	Body Text	Time	Star
Melody Caldwell		Thank YOU sooo much!!!! Best of luck to you, and please come back!! Thanks!! CONFIDENTIALITY NOTICE: The information in this email is confidential and/or protect	Tue, Nov 22, 11:57 AM (22 hours ago)	☆
Elise Glad		Best wishes!!!!!! Elise C. Glad M.S. NCC, LPC Clinical Therapist Calm Pittsburgh Phone: (412) 785 - 0030 EXT. 405 She / Her/ Hers On Nov 22, 2022, at 11:50 AM,	Tue, Nov 22, 12:33 PM (21 hours ago)	☆
Anneke Shuster		Thank you Mary for all yo ur help!	Tue, Nov 22, 1:26 PM (20 hours ago)	☆
Chiara Orsini		Mary, I wish I had more time in the office with you. It was a bit crazy with us having two offices open while you were here. It was a pleasure getting to know y	Tue, Nov 22, 7:00 PM (15 hours ago)	☆
Kate Hostetler		Mary! You were such a delight! I know you are going to be a great addition to the field of psychology! -- Kate Hostetler, PsyD, LPC Therapist Calm Pittsburgh Sh	Tue, Nov 22, 9:40 PM (12 hours ago)	☆
Dana Kirkpatrick		Thank you Mary! Please stay in touch!	Tue, Nov 22, 11:19 PM (10 hours ago)	☆



Here's me being happy that we got our new DSMs for clinicians to use (copies in both offices!).

Calm Pittsburgh is truly an amazing place. Dana has truly enriched my life by allowing me into her practice this semester. I'm so thankful for all of this!