

Orientation

Team Vision: The Team Vision for Growing Tree Counseling Center, PLLC (GTCC) is to support one another as a team for the purpose of increasing everyone's potential for success in professional development.

Contractors: A contractor provides services to other businesses, and is considered self-employed. Unlike an employee, you control how your job is accomplished. You maintain your company name which allows you to build your own reputation. You also are responsible for maintaining your own liability insurance(s), professional & business licenses, and taxes. GTCC is a co-operative (co-op) organization that provides space, wages, and support in exchange for services. GTCC directs only the results of such services.

Office Staff: For billing and scheduling purposes office staff may be provided. When staff is unavailable please assume any responsibilities to maintain your business as usual. This includes answering the phone, sending faxes, scheduling clients, and collecting fees.

Taxes: Contractors are subject to self-employment taxes, fill out a W9, and will receive a 1099-MISC by January 31 each year.

Keys: A single copy of keys will be provided. It is the contractor's responsibility to maintain their keys so they are neither lost nor stolen. In the case that such occurs the entire team must be notified to protect personal property. In addition, the contractor is responsible for any expenses to replace keys and/or locks. If you are the last person to leave it is very important to lock the staff office door and front entrance door upon exiting. Keys (including any copies) must be returned upon termination of services.

Thermostat / Lights / Radio: If you are the last person to leave please adjust or turn off thermostat, turn off radio, sound machines, and all lights.

Fax / Copy Machine: The fax/copy machine is provided for business purposes. Please ask GTCC President before using for personal purposes. Please insert paper when empty. Instruction on operation will be provided.

Credit Card Machine: The Credit card machine is provided for collecting fees from clients. In most cases our office staff will provide this assistance. However, at times when staff is not available it may be necessary to operate this machine yourself. Instruction on operation will be provided.

Calendar: How you schedule your clients is up to you. However, to better utilize our office staff it is recommended you set up a Google calendar for work. This will help you and our staff avoid most scheduling problems and give you access to your schedule from home or your smart phone.

Office Paperwork: How you maintain your case notes is up to you. GTCC can provide generic case notes as a courtesy to you. Some paperwork such as online applications, insurance forms, time sheets, fax cover sheets, and other administrative paperwork has been standardized to simplify the process of reporting to staff. Instruction on administrative paperwork will be provided.

Charts: How you maintain your charts is up to you. Some licensing boards (including AAMFT) require you maintain client charts indefinitely. At a minimum the state requires 7 years. Please be informed about the rules concerning transporting, content, and completing charts. To comply with HIPPA requirements, all aging charts (past 30 days) shall be closed or rescheduled. Please contact these clients to inform them of their options. GTCC can provide you with equipment to scan and shred closed charts. File cabinets are provided for all active charts to protect them and better assist you. Please file active charts alphabetically once completed.

Confidentiality: Your license board has strict requirements about maintaining confidentiality. This includes verbal and non verbal forms of communication (faxes, email, texting, Facebook, etc.). It is important to be informed and inform your clients of their rights concerning this.

Emergencies: The process for dealing with emergencies is determined by local laws and your licensing board. It is important to know and adhere to these ethical practices. Inform your clients what these are verbally, in your voice mail, and in your paperwork. Please make arrangements with other professionals in situations where you are unable to respond immediately to an emergency. You are liable for the safety of your clients

Personal File: Each contractor at GTCC is given a file slot to receive mail, charts, and other information. Please feel free to utilize this system should you have something you wish to leave for another contractor. Please check your file slot each time you arrive and collect any items to make space for future information.

Website: The website for our Co-op is www.grow-nc.com. To insure your information is posted here please provide a digital photo, brief description, and any important information you wish to have posted. Please familiarize yourself with our website. It is a valuable resource for you and your clients. It is important to direct all new clients to this site to schedule appointments, download paperwork, and submit insurance information for authorization. Directions and additional resources are also available. Please encourage clients to share positive feedback through the provided links. A brief tour of our site will be provided.

Peer Supervision / Team Encounters: GTCC offers various opportunities to grow and network with other professionals through Peer Supervision and organizations like CVACTION. You are welcome to participate as you wish. In addition, Team Encounters will be provided for members of GTCC. Here we brainstorm to develop creativity and broaden vision for the success of everyone on the team!

