

# TWCCC

# Therapist / Counselor

# Handbook

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# Section A

## **Rules / Code of Conduct**

## Dress Code

The dress code of the clinic is Business casual. With that in mind, you may want to join client's children who sit on the floor during their session. Make sure you wear something appropriate such as Dress pants, Comfortable Polo Shirt are options for that session. Low-cut blouses, anything made with blue jean material, or shorts will not be permitted otherwise.

## Rooms

Therapy rooms will be kept clean and orderly. There will be at least one pillow, clipboard, tissue box, and clock in each room. If you or your client use the last of an item in a room, please advise the person at the front desk or leave a note to order more items.

If your client makes a mess, it is your responsibility to clean up before the next session.

Workrooms and classrooms will be kept clean also. You may eat in these rooms, but clean up your area. If you spill something, cleaning supplies are located in the kitchen cabinets.

## Ordering Materials

If you run out of any item(s) send Scott or Nick an email to order more. Any item additional items you think are needed; just let us know this as well.

## Front Desk

While at the Front Desk, be mindful of what you say. When talking about a client issue make sure, the window is closed and talk at a low level.

You will have to sign up for a minimum of 4 hours to work the front desk each semester. Please See the Section "Front Desk" for additional info. In the drawer with the receipts, there is a commonly asked questions and directions paper.

We cannot transport clients nor travel to meet students on campus. Students must be accompanied by Faculty members or friends of the student.

## Being on Time

Please be on time for all sessions. If you are going to be late, call or text the person at the front desk or call Scott.

In addition, sessions are 45-50 minutes long. Going overtime leaves no time to do notes. Being on time with your appointments stops the need to come in early on days off to do work.

If you are sick, email, call, or text Nick as soon as possible. If you feel you will not make the next day either, call your client(s) a day before. **DO NOT TEXT** them. Only Call from the phones at the Clinic! If sessions are later in the evening or early in the morning, contact Nick so he may come in early to call your clients before they leave their home in the morning.

# Section B

# Procedures

## **FRONT DESK**

The main duty of the front desk position is to greet clients and have them fill out appropriate paperwork.

We have English paperwork, Spanish paperwork and minor paperwork

If this is a reoccurring client, let that therapist know of their client's arrival.

You will also be required to answer the phone, take a message, and if they want an appointment, record the following:

Name, phone number, Individual / Family / Couple / Good days/times

If the message is for a therapist, leave a message in TheraNest in the chat/IM feature.

Watch for alarms to sound and help with crisis clients.

When a button is pressed, an alarm is sounded. You will then need to check the room to see if the therapist needs security, MHMR, or if it is a false alarm.

If MHMR is needed, there is an auto button for that as well as Campus Security.

You will also take payments and help with rescheduling the client. You must write the clients first name and last initial, or client's last name. DO NOT put parent's name if the parent is not the client.

If an emergency happens in the front or we get a call for a lock down or severe weather:

Turn the emergency lights on with the devices in the money drawer.

Escort the people in the front office to the Workroom.

Go from room to room escorting people to classroom or the workroom.

If it is a false alarm, turn off the lights to let the therapists know it is safe.

For a fire alarm:

Have people in waiting room go outside and down to the corner of Wesleyan/Rosedale

All other rooms have notices what exit to use.

Make sure everyone has made it out and notify security if anyone is missing.

## **MENTORING / SUPERVISION**

### **Mentoring**

**Every** Pre-Practicum student must have at least one Mentor and will need to fill out the “Mentor Form”.

Not every mentor will have a Mentee depending on how many pre-practicum students are enrolled.

### **Supervision**

If you are seeing clients at the TWUCCC, you will need to attend supervision weekly.

Supervision is held 4 times a week with Dr. Crook. You may also see Scott for case supervision.

Class does not count as part of weekly supervision.

If in Pre-Prac and you join a session, you must also attend Supervision for that week.

### **PhD Supervision**

Doctoral students are required to hold supervision as part of their class requirements.

You may be asked to be part of their learning experience as well. Typically, they will post information in the workroom with their contact information in order to find people who work with their schedules in fulfilling the supervision roll of their class. These hours do not substitute for weekly supervision with Dr. Crook, but do count towards your overall supervision hours in order to graduate.

Doctoral Students may also observe your sessions and confer with you about that particular session.

## TheraNest / VALT

Please see supporting Handbooks for these

### Scanning

When scanning and entering documents into TheraNest make sure the scanner is turned on. Open the control center program located in the “Start” menu or in “All Programs” in the “Brother” folder. **\*\*\*Some computers show Control Center and some show Brother Utilities\*\*\***



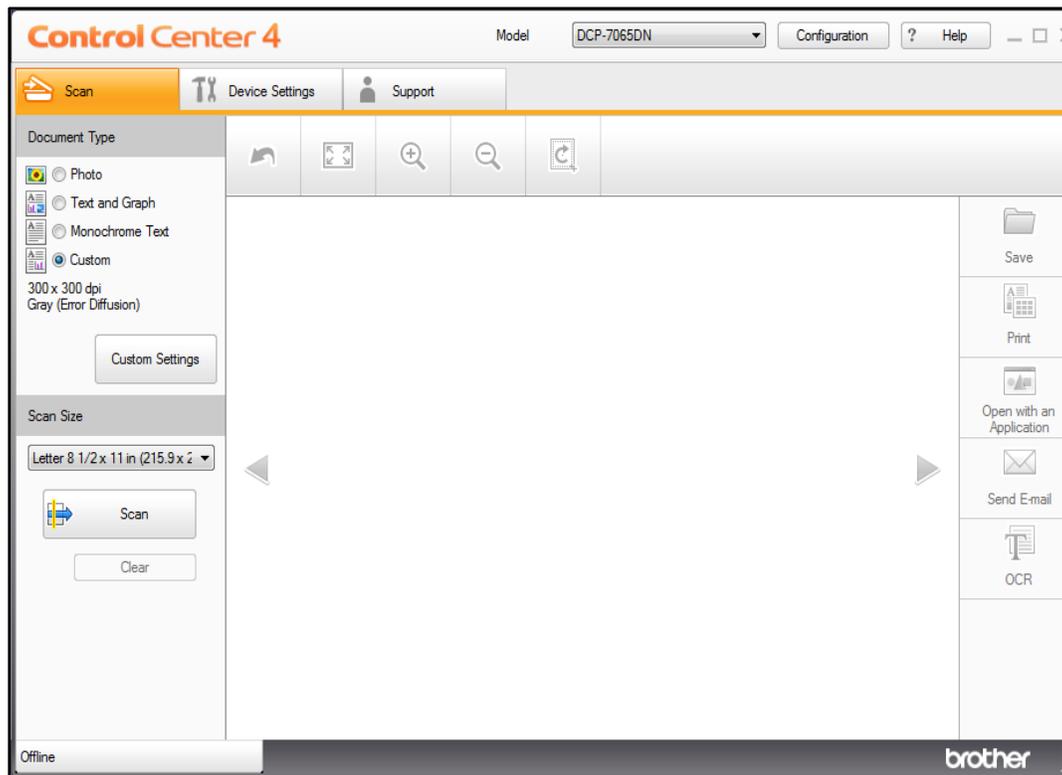
Place document(s) facing up and the holes facing where they are to enter the machine.

**NOTE:** only scan 10 pages at a time since there is a 10MB limit per scan that can be uploaded.

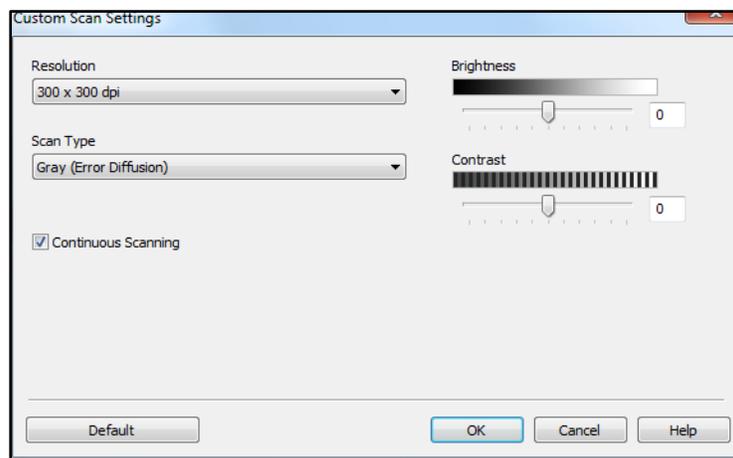
Once your papers are loaded in the scanner you will need to customize the scan so it will scan all the pages not one at a time.

To do this:

1. Click “Custom” then
2. Click “Custom Settings”

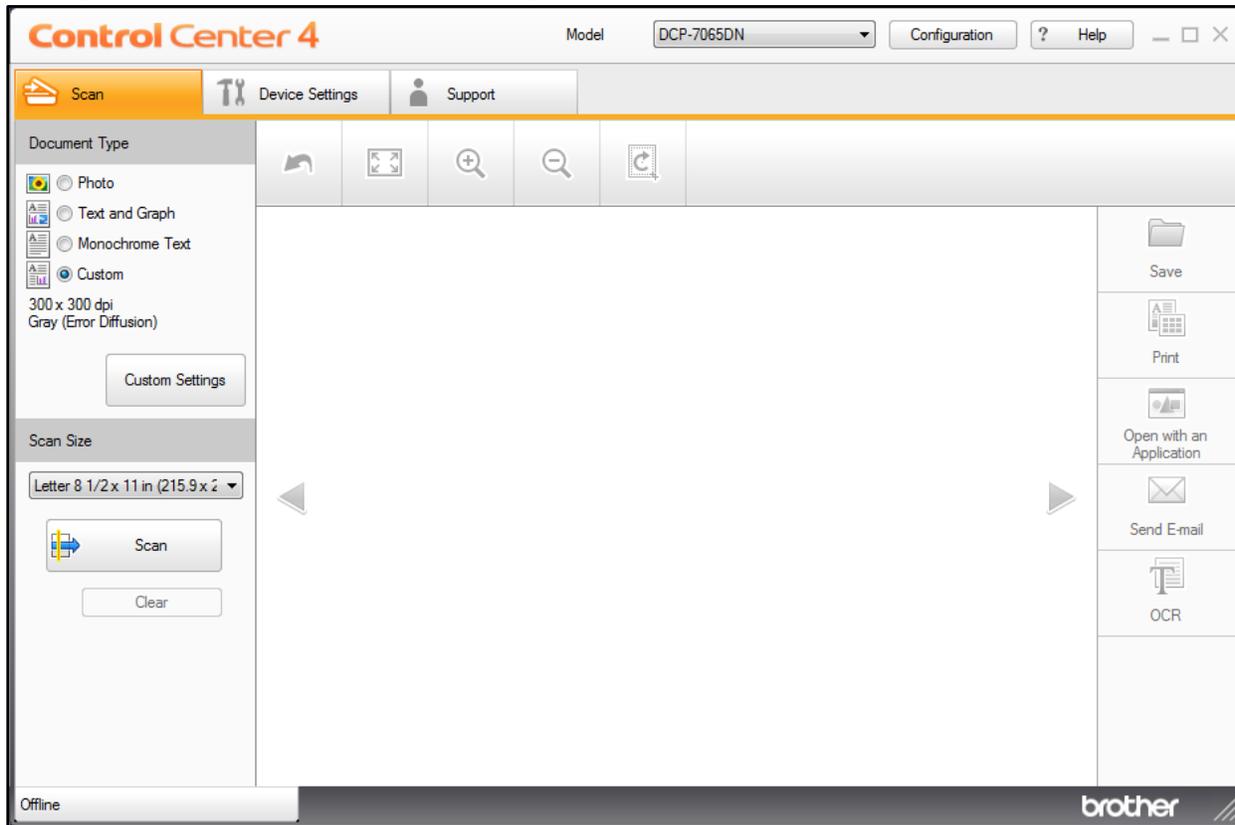


In the Custom Scan Settings screen select “Continuous Scanning” to scan multiple pages. Once the 10<sup>th</sup> page is scanned you will have the option to continue or finish. Click Finish if you are done scanning or click Continue if there are more items to be scanned.



When you have completed scanning click “Save” this will open up the “Scan” folder. From here you will drag and drop so keep the folder open. **NOTE:** Creating a short cut on the desktop is a good idea.

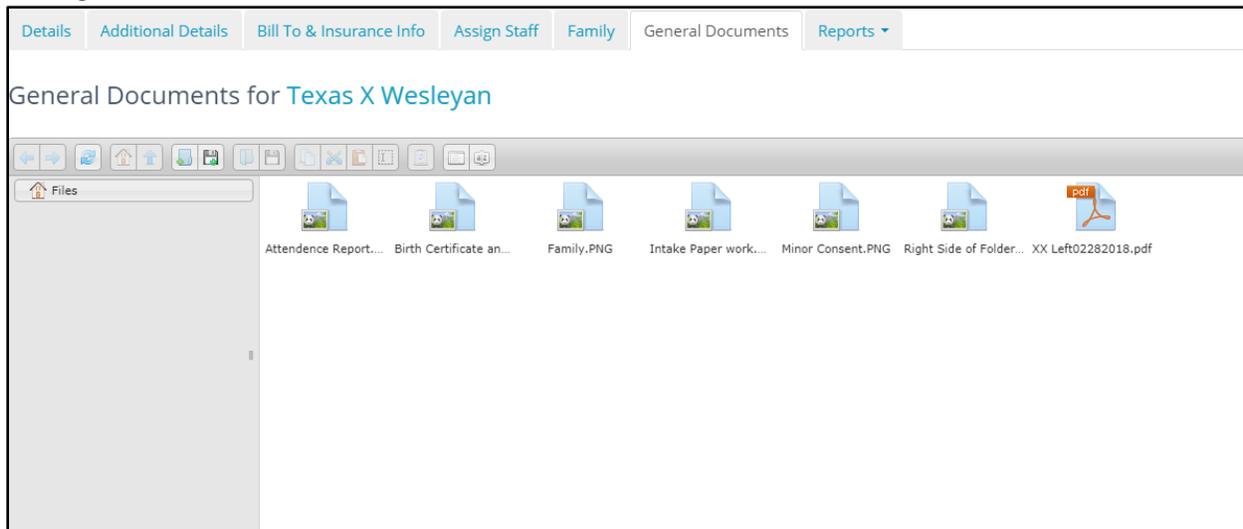
Once you have saved, click clear to scan your next document(s).



**NOTE:** The pages below need to be scanned separately!

If there are **Birth Certificates, Legal Documents, Minor Consents, Attendance Reports**, or other special papers, please scan them individually so it is easier to find and edit if needed. Make sure to label “Left” and “Right” Sides.

You can use client initials if you are scanning multiple clients folders so you can tell what scan belongs to whom.



From the “Scan” folder, drag and drop the document(s) into the clients' record in TheraNest under the “General Documents” tab found in the clients profile. You are finished uploading the document(s) when you see it in the folder. Be sure to delete and empty the trash can when you are finished.

# Section C

# Paperwork

## **Intakes**

All intake paperwork is filled out on the first session. We do have paperwork on the website so some clients may come in with it already filled out. You will want to make sure they have signed where they need. After you go over the paperwork, you will need to sign the paperwork before you scan it.

At the end of the session, you will need to scan the information into the computer and enter the demographic information. If there is someone at the front desk, they can help scan or input it in.

Once, scanned all information should go into the clients document area in TheraNest and be shredded.

**DO NOT TAKE THIS PAPERWORK OUT OF THE CLINIC**

Do not leave the clinic for the day without scanning the documents into TheraNest.

If there is a minor present, you will need them to fill out the Minor Consent Paperwork

## **Minor Consent Paperwork**

If there is an actively participating person under the age of 18 in the session, you will need the Parent/Guardian fill out the paperwork.

On the paperwork, it will tell the person what we need to support that document.

Both Parents living together – Birth Certificate and ID

Divorced Parents – Divorce Decree – IDs

Appointment of Agent

For every client YOU MUST have one of the supporting documents and ALWAYS get a copy of their ID.

## **Release of Information**

Before you can talk to anyone, that is not a student or professor in the program about a client you MUST have the client fill out a release.

If a client, wants his/her own chart, or an attendance report you will need to fill out a release for every document. You will only need ONE release for the attendance report. Just scan the attendance report in TheraNest and reuse every time the client needs one.

If an outside agency has requested information, typically they will send a release. If the information is faxed it will be scanned into the clinical documents section for the client.

If you are requesting information from a doctor or outside agency, the client will need to fill out the release and give you the phone/fax number. After both of you have signed you can fax it, with a cover sheet, to the person.

Never EVER let any information leave the center without the clients permission.

If a client draws a picture in session and wants to take it with them, they can. If you are adding it to part of the record (by scanning it in TheraNest), you will need a release for that. You simply put "SELF" for the agency name.

## **Fax**

We have a Fax cover sheet you will need to use.

Anything faxed will need a release of information documented in the file.

To use the fax:

Type in the number with a prefix of 9

You DO NOT need to type in 1

Document with Cover page need to be unstapled and faced down.

Press Start and it will dial and scan.

Wait about 5 min and you will get a confirmation page.

Everything you faxed with confirmation page will need to be scanned into the clients file.

## **Attendance Reports**

These are used mostly for clients who are students and need an “excuse” for school.

Make sure they sign a release (Only once is needed)

Must be scanned in after made and signed

Allows you to reuse it after each session

## **Time Limits on Paperwork**

### **Intake Paperwork**

Must be signed and scanned before you leave for the day

Demographic information must be entered into TheraNest as well

### **Initial Assessment**

Must be completed no later than 24 hours after appointment

### **Progress Notes**

Must be completed no later than 24 hours after session

### **Treatment Plans**

Must be completed by the 3<sup>rd</sup> session