MEETING MATTERS

Therapy & Counseling Clinic

HR & Training Handbook

(2024-2025)

1. INTRODUCTION

In a rich cultured society like Pakistan where ancestors have enforced long standing traditions and superstitions, the importance of mental health has played little role. However, over the years, the advancement of technology, medicine and the massive awareness of the western ways of dealing with psychological disorders has made it's way into the developing country – Pakistan. The scaring stigma regarding psychological care has now been clouded due to the growing number of mental health issues present in the society. Meeting Matters, a therapeutic and counselling clinic aims to play its role in targeting individuals with mental health distress, create therapeutic interventions and reduce the stingy stigma that still exists among many.

Meeting Matters was founded in 2010 by Mr. Muhammad Naushad Anjum (CEO) who is also a senior psychologist and counsellor at Meeting Matters clinic. He is a member of the British Psychological society (BPS), American Psychological association (APA) and Pakistan Psychological Association (PPA). He believes in a scientific approach towards therapy which shapes his style of practice. Meeting Matters consists of foreign qualified, clinical and counselling psychologists, therapists and positive motivational interviewers. Such a team is trained in providing and applying effective approaches such as cognitive behavioural therapy (CBT), psychodynamic therapy, humanistic therapy and cognitive therapy to reach an individual's treatment goal. CBT has been proven to be effective for depression and the full range of anxiety disorders whereas psychodynamic therapy can help with longer standing issues such as addictions and borderline personality disorder. Cognitive therapy or psychotherapy will deal with a client's present cognition, behaviour and communication. Humanistic Therapy on the other hand will involve a non-directive approach to deliver therapy and counselling in a way that fulfils and guides a client toward a positive perception of life.

The purpose of this policy and procedure manual is to provide a detailed

description of policies and functions of the Meeting Matters Clinic and the roles and responsibilities of the clinical staff which includes the practitioners as well as the employees. The handbook states the rules and regulations, general information regarding the role of clinic, client- practitioner relationship and specific details on the roles of the administration.

2. MISSION

The Meeting Matters Psychology Clinic is a free-standing, private mental health clinic dedicated to provide high quality counselling and therapy to individuals and families suffering from mental distress and disorders. The Clinic consists of a team trained in responding to a wide spectrum of mental health problems; however, the main focus is to develop a therapeutic client relationship which enables clients to deal with mental distress, blockages and frustrations caused by years of difficult situational, cultural and biological factors. Treatment or management of these unaware or guarded clients is conducted using traditional service models at the Meeting Matters clinic.

The Clinic's top most priority is to invest in their client's psychological development, to create a warm, non- judgmental atmosphere allowing clients to feel comfortable to talk about their issues and being able to reach to a mutual understanding with the therapist for a positive and better cognitive indulgence on life. The Clinic strongly believes that there is always a path to recovery and it is an integral part of the collective clinician's team at Meeting Matters. Meeting Matters takes great pride in creating a rich experience for their clients, assisting them towards a positive regard toward life and enable them to show them that path.

3. SERVICES PROVIDED

Marital/ Relationship counselling

Cognitive Behavioral Therapy (CBT)

Psychodynamic Psychotherapy

Child/Adolescent Therapy

Dialectical Behavior Therapy

Mindfulness

Online Counselling

3.1 Educational Services

Psychotherapy Clinical Supervision

Internee and new hire training

What these services entail:

Assessment:

Psychological evaluation and consultation for individuals (children, adolescents, and adults) and groups (couples and families). The Clinic has the resources and expertise to provide wide range of assessment and testing services, including intellectual evaluations, cognitive strengths and weaknesses, academic achievement and learning difficulties. The clinic also provides different diagnostic assessments for personality evaluations, ADHD testing, and identifying cognitive, behavior and emotional needs. We do not provide neuropsychological assessment for issues related to an organic brain disorder. The Clinic provides non-medication psychological services to the community.

Intervention:

Our therapists and psychologists possess the knowledge of wide range of intervention strategies directed towards various types of issues. These interventions are performed to bring about positive change with the help of evidence-based are performed to bring about positive change with the help of evidence based psychotherapy. Intervention also includes providing different techniques as homework to clients to further facilitate them according to their comfort in their home environment.

Training:

The clinic provides educational opportunities for every new hire in the form of trainings which include workshops, educational seminars and scientific research of clinical problems. Once this academic training is completed, new hires and students go through role playing and enactment of scenario's which provides them with training. Furthermore, students and trainees also attend supervised observations of induction sessions with the consent of our clients which allows them to experience the realities of the issues present in individuals and the society. Upon request and contingent of resources the clinic will work to support mental health programs.

The clinic has a standard training schedule of two weeks for new psychology hires which includes general clinic administration training and extensive group training for new interns. The clinic requires each new hire to know all general administration rules and procedures. The standard training schedule is for two weeks, however due to the extensive academic and practical training it can be stretched to the required pace of the new internee/ new hires. This training schedule is provided at the end of this document in the appendix section.

4. HIERARCHY WISE ROLE DESCRIPTIONS

3.1 CHIEF EXECUTIVE OFFICER (CEO)

Mr. Muhammad Naushad Anjum is the chief executive officer, director and lead Psychologist of Meeting Matters Counseling and Therapy clinic. He is a qualified counsellor and psychologist with special interests in Personality Development, Academic Motivation, Emotional Intelligence, Child development and Family and Marital Counselling. Furthermore, Mr. Naushad Anjum has a diligent background and experience with aviation sciences which enables him to present relatable examples to his clients. Due to the nature of his work, he has interacted with individuals from every culture and societal class which provides him with an edge in the field of psychology and therapy.

He has completed his education in Psychology and English Language & Literature from which he develops his profound knowledge and curiosity of the human mind. He is a member of various organisations such as the European Association of Aviation Psychology (EAAP), Human factors and Ergonomics Society (USA), Member of the Royal Aeronautical Society (UK) and a member of the International society of air crash safety investigators (ISASI). Mr. Muhammad Naushad Anjum has also taken up several courses and trainings such as

motivational interviewing in psychotherapy (British Psychological society, UK), lead auditor – Quality Management system (ISO9001-2008) IRCA UK.

3.2 **CLINIC DIRECTOR**

The Clinic Director oversees the clinical and administrative activities of the clinic. Clinic director works under the direction of the *CEO*. Specific duties include:

- Managing day to day operations of the clinic.
- Monitoring clinic policies and procedures
- Evaluating and improving clinic procedures
- Supervising billing and collection fees
- Completing clinic paperwork to maintain standards of APA accreditation.
- Implementing the procedures to get obtain clinic insurance panels.
- Supervising the implementation and maintenance of electronic data to improve efficiency and compliance.
- Working with training program for new hires and interns.
- Supervision of assistants assigned to the clinic.

3.3 **BUSINESS DEVELOPMENT MANAGER (BDM)**

The Business Development Manager works under the direction of the *CEO*. It is crucial for the BDM to be loyal and dedicated to the clinic and its team. The major responsibility of the Business Development Manager is to collaborate with the rest of the administration team (i.e., Accounts Manager, Administrative Manager, IT Manager & HR Manager) and create a synchronised system for the team to further implement it.

Some of the major duties of the BDM include:

- Priority Management:
  - Treat tasks assigned by the CEO as paramount, ensuring they are diligently recorded and promptly executed.
- Leadership and Loyalty:
  - Exhibit unwavering loyalty and dedication towards the clinic, its mission, the team, and the clients served. Foster a positive, respectful, and professional work environment.
- Team Coordination:
  - Conduct regular briefings with the administrative team to gauge daily operations, tasks, and address any immediate needs or concerns. Ensure a harmonious and efficient work environment.
- Policy Implementation:
  - Uphold and ensure the adherence to the clinic's established rules, regulations, and procedures, as outlined in the policy handbook, to maintain operational excellence.
- Strategic Planning:
  - Actively monitor, revise, and implement the business development plan, aligning it with the clinic's growth objectives and market opportunities.
- Franchise Development:
  - Lead initiatives to explore and establish franchise opportunities,

extending the clinic's reach and brand presence.

- Resource Management:
  - Efficiently assess and identify the clinic's needs, prepare demand sheets, secure funding, and manage resources to meet these needs without compromising on quality.
- Team Building:
  - Ensure a collaborative environment that encourages teamwork, growth, and the professional development of all team members.
- Market Analysis:
  - Keep abreast of client needs, employee feedback, market trends, and strategic opportunities to steer the clinic in a direction that ensures growth and client satisfaction.
- Expertise and Networking:
  - Demonstrate comprehensive knowledge and skills across Sales, Finance, Marketing, Mergers and Acquisitions, Legal, and Strategic Management. Establish and maintain valuable relationships with suppliers, technology providers, government entities, legal experts, and industry professionals.
- Quality Assurance:
  - Regularly review client feedback and response forms to continuously improve the clinic's services, maintaining the highest standards of quality and clinic reputation.
- Supply Chain Efficiency:
  - Manage the clinic's demand and supply chain with an emphasis on cost-effectiveness, ensuring no compromise on the quality of goods or services provided.
- Training and Development:
  - Take an active role in the training and mentoring of new hires and interns, particularly in administrative functions, to build a capable and efficient administrative team.

3.4 HUMAN RESOURCE (HR) MANAGER

The Human Resource Manager is responsible for maintaining clinic and staff decorum. They will also be in charge of hiring of new employees. Some of the responsibilities of the HR manager are:

- Planning, implementing and evaluating employee relations and human resources policies, programs and practices.
- Updating job requirements on the procedure manual and policy handbook.
- Responsible for updating the procedure manual and policy handbook.
- Ensure discipline is followed.
- Check decision-making and punctuality.
- Responsible for catering short and emergency leaves of staff members.
- Training and development of employees
- Benefits and relation of employees.
- Overlook Salary structure of staff.
- Ensure to maintain ethics.
- Making sure SOPs are adhered to by the clinical staff
- Understanding loopholes and gaps in the working of the clinic and making amends to bring more efficiency in the system
- Ensure the safety and health of the organisation.
- Overlook daily log and employee feedback.
- To maintain the quality and standard of clinic and staff performance.
- Responsible for recruitment and fulfilling staff positions.
    - Job Advertisement and approval
    - Recruitment process: Screening, interview and tests.
    - Signing of contract (Is also conducted by CEO)

3.5 **Training Manager (TM):**

- The Training Manager works under the direction of the CEO.
- He / She has to ensure the Training of all the employees, Training of Internees, Implementation Procedure Manual of Training, Checklist of Training, Course Content of the training, Performance Evaluation of Trainer's, and the Evaluation of the internees.
- His or Her duties include;

➔ **Designing, Implementing & Monitoring the Internships / Workshops:**

- Design the course of the topics & content approved by the CEO before the completion of the deadline.
- Design a Plan with the help of Operation Manager and Senior Trainers.
- Design a detailed course outline, syllabus, detailed checklist for Trainers & checklists for the trainers.
- Create a list of Logistical, IT & Accounts requirements which will be forwarded to the Operations Manager and further BDM for support.
- Create Content for Marketing, which contain Flyer, Broacher & Standees and is to be forwarded to Operations Manager and further BDM for designing, at least one month before the Orientation date of training.
- Should be in regular coordination with CRM. Should have a record of internship inquires in order to be aware of the needs of the internees.
- Should create and update an academic calendar.
- The Main course currently in practice are CBT level-1 & CBT level-2.

➔ **Designing, Implementing & Monitoring the Training of Trainers:**

- A trainer will be evaluated by senior psychologists via demo lecture. Each of the nominated psychologists as trainers of the clinic will prepare as instructed by Training Manager.
- Ensuring that every trainer is being well prepared for the lecture.
- Preparing the lecture before delivering it.
- Completing the assigned topics within the assigned time frame.
- Ensuring that every trainer has a list of topics to be delivered from every chapter/module of the training.
- No full module shall be delivered by only one trainer. In-case of shortage of psychologists the advice given by the CEO will be implemented immediately.
- Ensure Trainer's schedule and calendar is updated and followed with punctuality. CRM will support in this regard.
- Trainers course checklist is updated and ensured on time.
- Ensure the ethics and code of conduct are being followed by the Trainers as well as Interns.

➔ **Ensure & monitor the Training of Employees (Psychologists):**

Ensure & Monitor the Training of Employees (Psychologists).

- Make sure everyone psychologist, upon their joining of the clinic, has been introduced to the New Hire training program.
- Should ensure and verify their documentation submission to Admin & HR.
- Ensure Schedule, Syllabus outline, Checklist, Books & Policy & Procedure Manual Handbook are handed over to them.
- Ensure that they are well-known and well trained to the Learning Management System (LMS) of the Meeting Matters Clinic.
- Ensure Access to the CBT Audios are given to them.
- Ensure completion of 1 module per day with evaluation. (E.g. DEP- 1 audios to be completed on day 1 and Dep-2 to be completed on day 2 with evaluation)
- Ensure each Trainee makes and compiles notes and 4 MCQS per audio of each module in Doc format and to be emailed to the CEO and Operations Manager. (1 module has 6 audios which makes 24 MCQs from 1 module)
- Ensure that they have their personal books, material and handouts for the training.
- Evaluation are being done daily on time with no delay in their training examination shall be considered.
- Ensure daily evaluations are checked on daily basis and result of each daily evaluation is forwarded to the CEO & Operations Manager.

➔ **Ensure & Monitor the Evaluation of Employees and Internees**

- Evaluation shall be done upon completion of each module. (E.g., Evaluation after Dep-1 on day 1 and evaluation of Dep-2 on day 2)
- It is mandatory to get 90% marks in each evaluation otherwise the module shall be revised in order to get the certificate.
- Ethics and code of conduct shall be strictly followed during evaluation.
- Making sure the evaluation results are compiled and communicated on time.
- Make sure the trainee has got the certification upon the successful completion of the training.
- Ensure, Plan & schedule a evaluation to conducted by the Chief Psychologist.

➔ **Ensuring & reporting the Attendance of the Internees**

- Make sure the record of the attendance of all the trainees is maintained.
- Make sure the attendance sheet is available and is updated on time.

➔ **The Availability of Training Equipment**

- It is the responsibility of the Training manager to make sure the following equipment are available for the training
- Training room is pre-assigned and is cleaned with good hygienic status.
- Training stationary is available which may include but is not limited to white board, PowerPoint presenting tools, pens, pages and course handouts.
- Trainers' handbook is available and updated as per the need.
- Ensure all the trainers are present at least 15 minutes before time and upon

the absence of one trainer a substitute trainer is in backup.

➔ **Monitor the Training Branding**

- Make sure the advertisement of the training program is posted via different social media platforms and there aesthetes should be according to standards of the clinic.
- A complete fee structure is updated on the Broacher along with the detail of discounts and procedure of payment.
- Training duration and timing is communicated.
- A standard training standee is designed and placed on the designated sides of the clinic.
- Inquiries from the interested candidates are attended on time and there record is noted and reported.
- Internees' registration procedure is carried out timely.
- Internship checklist is updated on time.

➔ **Monitoring Feedback for the Training programs**

- Make sure daily feedback form is filled by the Internees about the training program and about the trainers is recorded at the end of the lecture.
- A weekly feedback record shall also be kept and recorded.
- A 30 seconds survey shall be taken from the trainees.
- Verbal training review shall be taken from the trainees.
- Suggestions from the trainers shall be taken, recorded, reviewed and followed on as per the need.
- Plan for the next batch of the trainees will be structured by the Training manager under the supervision of Senior Clinical Psychologist.
- Daily briefing should be done via mail to the CEO of the clinic with Cc to the Operations Manager of the clinic by the Training Manager.
- The checklist of the training management shall have signature from the Quality Manager and Operations Manager of the clinic.

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4 RULES, REGULATION AND PROCEDURE OF HR

❖ Hiring Procedure:

1) The Hr & Training Manager will assess and analyse the demand needed to be fulfilled for a certain work.
2) He will coordinate with the managers of other departments such as operations, admin, IT, accounts and HR. The eligibility criteria, salary and other requirements will be discussed and decided.

3) The HR Team will design the job description for the particular post against which the hiring will be done.
4) He/She will advertise the job post on various platforms such as the meeting matters website, rozee.pk, indeed and etc
5) He will review and shortlist the Cvs continuously and shortlist.
6) The shortlisted Cvs will be initially called by the HR team.
7) The Shortlisted Cvs will be set up for an interview with the professionals of the particular department.
8) The Hr team will communicate with the candidates as well as the interviewers.
9) The candidates selected in the interview will be informed, confirmed and called on for the particular date of joining via email.
10) Draft of the contracts and training schedule will be drafted before the date of induction of new hires. The final draft is to be approved by the CEO.

❖ Orientation of new hire employee:

1. Before the orientation the training manager is to ensure the HR & Training Manager is to ensure the following.
    a. The reminder to the new hire employee has been shared via email and text. If not being responded then a call is to be initiated.
    b. The training schedule is ready and has a complete schedule of the trainee mentioned with date, day and the time to complete the certain task.
    c. The briefing presentation to be given to the new hire is ready and up to date.
    d. The Contract, Terms and Conditions and the Policy procedure manual handbook is ready.
    e. The Training room is operational and the sitting plan is ready.
    f. All the stationary, books and notes to be given are available.
    g. LMS is functional, all the course content is available.
    h. All the devices including the training laptop, LED TV are available.
    i. Ensure that the meeting of the new hire is scheduled with the CEO as per availability of the CEO.

2. The HR & Training Manager will welcome the new hire employee.
3. Documents of the new hire are to be checked, submitted and to be placed in the HR employee file.
4. The Contract with Terms & conditions will be given to the new hire employee. After their signature the contract with terms and conditions will be placed into the employee file.

5. Clinic tour will be given to the new hire along with introduction to the staff and team.
6. The General Presentation covering the basic operations of the clinic, history, hierarchy, SOPs will be presented to the new hires.
7. The HR & Training Manager will ensure that the official email addresses of the

new hires are created and integrated with there device inbox by the IT team.
8. Ensure Biometric of the new hires are done.
9. Registration and access to the LMS to the new hire is provided and training has now been started as per schedule.

❖ LEAVE PROCEDURE

The below mentioned Leave Procedures are for the employees working 6 days a week Full time. For Part time employees the procedure is formulated accordingly with the Approval of The CEO/ Director of the Clinic.

How to Apply for leave:

1. Submit your leave request via email to the CEO (manjum@themeetingmatters.com) at least [2 weeks] in advance for any non-emergency leave.
2. CC [HR@themeetingmatters.com] and your Managers in your email to ensure HR and the senior management are informed and can process your request accordingly.
3. Clearly state the reason for your leave and the exact dates of your absence.
4. Where possible, provide a brief plan on how your duties will be managed during your absence.
5. The Managers are to reply with recommended or not recommended and should get the approval or disapproval from the CEO.

Note: Leave procedures are not permanent; they vary from time to time with the revision of HR policy.

1) **Sick Leave:** It is the time off given by the clinic to the employee to recover from illness.
An employee can take 15 paid and 15 unpaid leaves in a year.

In case of fever or tiredness, an employee can have 1-3 leaves without providing a medical certificate and needs to get approval from the CEO.

In case of a severe condition, an employee has to provide a medical certificate along with the approval of the CEO.

2) **Casual Leave:** It is the time taken by the employee for travelling, vacations, and rest and family functions.

   The employee needs to send an application to the CEO with days and time mentioned, he would be granted leave on the approval of the CEO. (Maximum 5 leaves would be considered as Paid leaves, further then that will be considered as unpaid leaves)

3) **Public holiday:** these are the leaves granted by the Government.

   The clinic will be off these days, after the consent of the CEO.

4) **Bereavement leave:** If an employee loses a loved one and he takes a leave.

   He has to inform the CEO and the HR & Training Manager.

   For one day HR & Training can approve if CEO is not available.

   For more days, approval of the CEO is required before the first day ends.

5) **Unpaid Leave:** if employees leave exceed 15 days, leaves like sick leave and bereavement leave can be taken with the approval of the CEO, but with a pay cut of a full day.

   - Emergency Leave is only available during probation. Leave entitlement is 15 days in a year AFTER the probation period.
   - Leave cannot be assumed or availed without taking approval before hand.

❖ Employee Resignation / Termination procedure:

- The employee is bound to inform the CEO and HR & Training Manager through email about their resignation.
- The employee also needs to submit resignation as per notice time

period mentioned in his/her contract.

- After the resignation approval, a checklist is to be created, with the duties that need to be transferred to other employees of the clinic for smooth transfer. This checklist needs to be given to the HR & Training Manager.
- In the last month of employment, the leaving employee needs to train other employees in regard to their duties, responsibilities and information regarding their clients. This should be documented in the checklist.
- A Psychologist/counselor needs to distribute client sessions to other psychologists/counselors after consulting the chief psychologist.
- It is the responsibility of the psychologist/ counselor to inform their clients about their leave and a change in therapist. The smooth process of transfer regarding therapists/psychologists should be conducted via a combine session of the resigning psychologist and the new psychologist. This can take place as a supervised session.
- The new psychologist should be briefed in regard to everything about the client by the resigning psychologist.
- In the last 10 days, the employee should apply for clearance, clearance checklist shall give pending information on the behalf of the employee.
- After clearance the employee is eligible for their last salary and experience certificates.

To integrate the requested information about the HR & Training Manager's role in using the Meezan Bank portal for salary disbursement, along with refining the overall procedure, here's the edited version of the procedure manual:

Monthly Salary Disbursement Procedure

- Salary Summary Issue:
  - At the end of each month, the Accounts Manager compiles the monthly salary summary, detailing all due salaries, incentives and deductions for employees.
- CEO Approval:
  - The compiled monthly salary summary is forwarded to the CEO for review. Salary disbursement, whether by online transfer or cross cheque, proceeds only with the CEO's explicit approval.
- Salary Processing via Meezan Bank Portal (HR & Training Manager):
  - Upon receiving approval from the CEO, the HR & Training Manager uses the Meezan Bank portal to initiate the salary transfer process.
  - The HR & Training Manager adds all employee accounts as beneficiaries within the Meezan Bank portal.
  - A payment template is created, and payment amounts are entered for each employee to automate the salary release.
- Salary Transfer:
  - Following the setup on the Meezan Bank portal, the HR & Training Manager proceeds to release the salaries to the employees' designated accounts.
- Salary Slip Generation:
  - Once the salary transfer is confirmed by the Clinic, the Accounts Manager generates individual salary slips for each employee, reflecting the month's earnings and deductions.
- Salary Slip Distribution:
  - The Admin team prints the salary slips and coordinates the collection of signatures from all employees, confirming receipt of their salary.
  - Employees are required to sign their respective salary slip as a record of receipt.
- Document Filing:
  - Signed salary slips are then attached to each employee's file for record-keeping, ensuring a transparent and traceable salary disbursement process.

SOPS for Biometric registration:

1. Super Admins: The HR & Training Manager and the IT Manager will have super admin access to the biometric verification machine.
2. Purpose: The machine will be used for recording attendance and controlling access (e.g., door unlocking).
3. Employee Registration: Employees must register with at least two fingerprints and facial recognition data.
4. Employee Briefing: The HR & Training Manager will explain the process for signing in and out, along with policies on late arrivals and punctuality.
5. Report Generation: The IT Manager is responsible for generating attendance reports before month-end or as needed and sharing them with the HR & Training Manager.

Meeting Matters Clinic Employee Code of Conduct

Introduction

Meeting Matters Clinic Employee Code of Conduct serves as a guide to the expected behaviour and ethics for all members of our team. In our clinic, we prioritise the creation of a supportive, respectful, and compassionate environment for both our clients and staff. This Code of Conduct outlines our collective commitment to uphold these values in every interaction and task we undertake.

Professionalism and Respect

- Confidentiality : Employees must protect the privacy of the clients and team

- Confidentiality : Employees must protect the privacy of the clients and team with the utmost care. Any client information should be shared only with the colleagues involved in their care or as part of professional supervision.
- Respect for All: Every person at Meeting Matters Clinic deserves to be treated with respect and dignity. We should strive to meet everyone's needs with empathy and understanding.
- Taking Responsibility: Employees are accountable for their actions and decisions. Owning up to and learning from mistakes is important for our growth and integrity.
- Following Rules: Adhering to the ethical standards, policies of Meeting Matters Clinic mentioned in the policy manual handbook and your contract.

Effective Communication

- Professionalism in Interaction: Whether talking to a colleague or a client, employees should maintain professionalism, humbleness and respect at all times. This helps create a trustworthy and supportive environment.
- Feedback: Feedback as an opportunity for growth and encourages a culture where constructive feedback is given and received graciously. The Seniors should ensure to give negative feedback in private.
- Discrete Matters: Employees should discuss sensitive topics with the appropriate privacy.

Workplace Harmony

- Team Spirit: Teamwork is encouraged at the Meeting Matters Clinic. All should

support each other, recognize each other's contributions, and lend a hand whenever needed.
- Equality and Inclusion: The clinic is a place where everyone is welcome and valued equally. Discrimination, harassment, or bias is strictly discouraged.

- Boundaries are Important: Employees should keep relationships with clients and colleagues professional, avoiding conflicts of interest or any actions that might seem inappropriate.

Growth and Well-being

- Learning Never Stops: Employees should be committed to continuous learning to improve our skills and stay updated with the latest in psychological care.
- Take Care of Yourself: Personal well-being is crucial for employees to be effective in their roles. They should prioritise self-care and seek support when necessary.

Guidance on Conduct

- Living Up to Expectations: Everyone at Meeting Matters Clinic is expected to follow this Code of Conduct. Not doing so can lead to discussions about how to better align with our values, which might include additional training, or in severe cases, more serious actions.
- Observation Note: If you see behaviour that doesn't meet our standards, please feel comfortable reporting it. We promise there will be no negative consequences for speaking out.
- Fair Treatment: Any report of not following the Code will be looked into thoroughly and resolved in a manner that reflects our values and ensures fairness.

Prohibitions

Prohibitions

1. **Confidentiality Breaches**
    - Unauthorised sharing of client information, including personal and health details, with anyone outside of the team is strictly prohibited.

2. **Discrimination and Harassment**
    - Engaging in any form of discrimination, harassment, or bullying based on race, gender, religion, age, disability, or any other protected characteristic is not tolerated.
    - Creating or contributing to an environment that feels hostile, intimidating, or offensive for colleagues or clients is forbidden.

3. **Workplace Violence**
    - Physical violence, threats of violence, or any other form of workplace aggression towards anyone on clinic premises or during work-related activities is strictly prohibited.
    - Possession of weapons of any kind on clinic property is forbidden.

4. **Substance Abuse**
    - The use, possession, distribution, or being under the influence of illegal drugs, alcohol, or controlled substances in the workplace is not allowed.
    - Coming to work under the influence of substances that impair job performance or safety is prohibited.

5. **Political Activities and Discussions**
    - Engaging in political activities, campaigns, or discussions within the clinic that could disrupt our operations or create a divisive atmosphere is discouraged.

6. **Misuse of Clinic Property**

- Misusing, damaging, or stealing clinic property or the property of clients or colleagues is prohibited.
- Using clinic resources (including electronic communication systems) for personal gain or to conduct personal business is not allowed.

7. **Negligence and Unprofessional Conduct**

- Neglecting duties, exhibiting unprofessional behaviour that could tarnish the clinic's reputation, or not adhering to the highest standards of care for our clients is unacceptable.
- Falsifying records, reports, or knowingly providing false information to clients, colleagues, or management is prohibited.

9. **Violation of Clinic Policies and Procedures**

- Ignoring or willfully violating the established policies, procedures, or ethical guidelines of Meeting Matters Clinic is not permitted.
- Circumventing or failing to follow safety guidelines, privacy policies, or legal compliance standards set forth by the clinic is strictly forbidden.

Conclusion

Our Code of Conduct is more than just a set of rules at Meeting Matters Clinic; it's a reflection of our shared values and commitment to providing a safe, welcoming, and professional environment. By living up to these standards, we not only enhance our own work experience but also ensure that we offer the best care and support to those we serve. Together, we will make Meeting Matters Clinic a model of excellence and compassion in psychological care.

Appendix

(Checklists)