

Collective Agreements (Expectations + Values) and Clinic Policies

The ultimate and true reward for running a social business is that you get to live out your values, and your values of people and relationships rather than money and status.

The community acupuncture model is based on the belief that PEOPLE ARE VALUABLE.

Acupuncture works best when it is allowed to be its humble, useful, radically unselfish self.

~Lisa Rohleder, L.Ac.

Expectations

2612 Quadra St. is a culmination of over a decade of blood, sweat and tears. It is also for our Owner/Operators Christina and Anna, our life's work and sole source of income. We will treat our home with the utmost care and respect when we walk through these doors.

2612 Quadra St. is a busy, bustling wellness hub with many moving parts, hence, team work is a necessary part of keeping our machine running smoothly. We will pitch in whenever it is possible and within our means to do so.

As we are a community health care setting open to individuals from all walks of life, we will do our due diligence to practice and maintain public health measures (including and not limited to wearing masks) to protect our medically vulnerable practitioners, staff and clients.

We are motivated to build and grow our practices as we are provided many resources, infrastructure and peer support to do so.

We keep an open-mind and are willing to serve a diverse client-base – we strive to innovate ways to provide accessible options, such as offering sustainable sliding scale rates for those who need it. This is rooted in an understanding of the economic justice and socio-economic barriers to accessing care.

We continuously foster the ability to proceed with flexibility and patience as working in community is an organic, multitudinous and chaotic process. Our strength lies in the ability to form meaningful, impactful and long term relationships.

We dedicate ourselves to the decolonial learning of our respective practices, in which we are committed to the culture of community care, mutual aid and unlearning and regularly examining our prejudices and ableism. This includes working towards creating more accessibility, inclusion and equity through our respective practices.

We practice self-compassion as both a practitioner and (im)perfect fellow human being who is always learning-relearning. Our organization is here to support you, so please ask for help when you need it

and we will do our best to be of assistance.

We will invest in our own self care and support adequate rest. Our organization encourages the practice of trading one another's services as a means of alternative economics.

Values

We will be accountable for the energy each of us bring into our space as well as being forthcoming about communicating and taking actionable steps when we make mistakes.

We exercise the ability to think and act collectively. We are a collective, shared space that is larger than any individual. We fill one another's gaps and blindspots, which also includes pitching in with practical tasks, such as housekeeping. When we walk through our doors, we are representatives of this organization,

We are open to embrace our respective differences (personally, professionally), act in consideration of each other and are willing to compassionately and openly navigate interpersonal relationships and conflict.

We serve as a respite and sanctuary for a segment of our community who are often marginalized and excluded from access to compassionate holistic care.

Clinic Policies

Non-discrimination policies

Our establishment appreciates the diversity of human beings and does not discriminate based on race, age, height, national origin, language, religion, ability, education, HIV status, marital status, sexual orientation, sex or gender identity. We invite our client-base to share similar attitudes and acceptance of individuals from all walks of life.

Heart & Hands is a healing space and will not tolerate hostile, abusive language or behaviour directed towards it's staff, volunteers or clients. We also ask you to abstain from drug and alcohol use prior to receiving treatment. *We also ask that you abide by our COVID protocols such as masking up and maintaining physical distancing* for your own personal safety and the safety of others around you.

If you fail to abide by our policies, we reserve the right to refuse you service. The safety of our community is of top priority. Our organization supports **open hearts and open minds**.

Acting & Thinking Collectively

- Heart & Hands' reputation precedes us and we have become a brand for inclusion, accessibility, social justice, community care and mutual aid. **Being part of our community means you will uphold similar values and act accordingly as a representative of our organization.**
- Within our capacity, we will strive to support our fellow practitioners through clear communication, lending a hand with small tasks and/or housekeeping and participating in a general culture of kindness, openness and compassion. We are all human and we have good days and bad, let us take good care of one another.
- Mandatory staff meetings will generally be scheduled every other month OR as required in the event of something urgent or coordinating collective events.

Shared Space

- Please leave your room as you found it out of courtesy for the next practitioner using your room, be a nice roomie ;)
- Keep our staff room tidy - do your dishes, don't abandon food in the fridge.
- Feel free to use the staff area to finish charting, eat your meals, etc so you don't disturb any other practitioners working in the space.
- If you notice something needs tidying and you have the time, such as restocking toilet paper/paper towel, refilling dish/hand soap, dusting, sweeping the floor, watering the plants, taking out garbage/recycling, folding laundry, etc. We all share the responsibility of light housekeeping, so we keep our workplace clean, functional and welcoming to everyone.
- Cleaning supplies, garbage bags, additional toilet paper/paper towel, hand and dish soap are found in the storage/laundry room
- *If some of our communal supplies have run out, please leave a message on the white board behind the front desk*

Communications

- During weekdays, we require a response to emails and voicemails within 24 hrs
- Emails and voicemails received on the weekend should be responded to by the next business day
- Please limit texts from 9am – 7pm, unless of emergency
- You will be added to our Contact Page, heartandhandscommunity.ca/contact/ so clients can directly email you from our website
- Any emails or voicemails (Shaw forwards voicemails to email) will be forwarded to you ASAP

Clinic Security

- We have a Thorn Security system installed, the practitioner/staff who is first in or last out are responsible for ensuring you arm or disarm the system.
- Our partner, Green Muse Herbs maintains business hours Tues – Sat 11am – 6pm, outside of those hours, to prevent theft or unwanted interruptions while you are tending to your clients, the front door is kept locked **BEFORE 11am + AFTER 6pm**

- During any your scheduled hours that take place outside of 11am – 6pm, please hang the sign notifying clients to wait for their practitioner to let them in – the last practitioner out is responsible for bringing the sign inside before locking up.
- Please ensure your personal items, valuables and clinical documents are stowed away either in your respective work room or in our staff area to prevent theft.
- If you are out in the lobby and you see someone waiting - determine the purpose of their visit or which practitioner they are waiting for. If possible, try to assist them or notify their practitioner that their client has arrived.
- On days when we don't have a receptionist on shift, we post signage instructing people to wait for assistance as well as information on how to book online.
- **As professionals, we are obligated to maintain confidentiality and we will abstain from sharing private information outside of H&H and our professional circle.**

Digital Onboarding

- We will set a time to meet to build your online pages for the H&H website and JaneApp account. We will collect and set-up the following information:
 - Head shot + bio
 - Email + phone number
 - Register for email newsletter
 - Social Media accounts – to be listed on your modality webpage
 - Description of your modality – short (JaneApp) and long (webpage) versions
 - Set schedule – for modality webpage, JaneApp, Google Calendar
 - If using JaneApp, we will set-up the following:
 - ➔ Discipline (your modality)
 - ➔ Treatments / Client type
 - ➔ Sliding scale (to be displayed on booking page & webpage)
 - ➔ Scheduling + tags
 - ➔ If required, building intake forms
 - Access and instruction for using the Google Calendar for your respective room
 - Access to Other Offerings Folder in Google Drive
 - Support setting up to use our communal Square reader (if required)

Clinic Onboarding

- We will do a clinic tour and run through general clinic procedures as well as completing the following items:
 - Holistic Practitioner Contract + attached documents
 - Keys - **\$20 non-refundable deposit**
 - Review how to arm and disarm our Telus Security system
 - Add heartandhands.acu@gmail.com into online banking for paying rental fees
 - License & registration (if applicable).
 - Laundry & storage

- Staff area – includes access to our internet modem, WIFI router and thermostat
- Collective housekeeping

Rent/Commission

- **MONTHLY rental fees are due on the 1st of each month, paid by E-TRANSFER to heartandhands.acu@gmail.com**
 - ***Please adjust rate if additional single/one-off half day timeslots were booked, \$75 per timeslot to be included on top of agreed upon monthly rental rate***
- We provide receipts for rental fees emailed through JaneApp

Scheduling

- The agreed upon MONTHLY hours as outlined by your contract are yours to book as you see fit.
- Remember to set aside enough time for you to pack up and vacate your space so the next practitioner using the room can start their timeslot on time.
- If you are in need of an additional single/one-off half day timeslot, refer to our Google Calendar for availability
 - Ensure you have scheduled the single timeslot on the calendar to avoid double bookings
 - **If using JaneApp, ensure you have added the additional hours to your online schedule**
 - **Please include the \$75 for single half day timeslot(s) on your upcoming rental payment (due 1st of each month).**
- Your scheduled hours will be posted to:
 - H&H Google Calendar
 - Your webpage on the H&H website
 - H&H JaneApp online booking page (if applicable)

Illness/Absence:

- With illness, please block out your online scheduling (ie. JaneApp) to prevent any other clients from booking and call your clients to cancel. If necessary, please notify the clinic and we can call any remaining clients on your behalf.
- Extended absence – please ensure your online booking reflects this schedule change and that your clients have been notified. We will require start and end date so we can update your page on the website.
- Any locums covering your extended absence must be approved by H&H before proceeding.
- Rentals fees must be renegotiated with extended absence.

Promotional material & events

- We have a bulletin board at the front desk to display business cards. Please make sure your material is restocked and current.
- We also display posters for each practitioner's modality in the small left-hand window. Additional space available along the hallways by the bathroom and smaller clinic rooms.
- If appropriate, all practitioners will be offered community outreach opportunities as a chance

to interface with the public. Information will be forwarded to everyone as opportunities arise.

Blog Posts + Monthly Newsletter:

- **We will register you for our email newsletter to keep you in the loop as well as getting the feel for our marketing.**
- Our established blog and monthly email newsletter are fantastic options for marketing to our Community Acupuncture client-base.
- Share information about your modality, case studies/highlights of particular conditions, feature new techniques, home remedies, stretches/exercises, recipes and any other relevant educational material that can be published on our blog, then an excerpt can be featured in the email newsletter.
- **Our newsletter regularly goes out on the 1st of the month. Submissions need to be emailed + accompanying image no later than 10 days before the end of the month.**
 - Text must be submitted in WordDoc format
 - Attach your images (jpeg, png) to the email, do not embed them into the text
 - For reference, check our blog for the format and style of our blog posts, <https://www.heartandhandscommunity.ca/blog/>

Social Media:

- We have a decent following and engagement on our Facebook and Instagram accounts. The H&H accounts are a great place to share:
 - Your bio + clinic hours
 - Info about your modality, specific conditions, etc.
 - Testimonials, success stories
 - Seasonal tips
 - Upcoming events
- The same information can be cross-posted to your own accounts to reach a larger audience.

If there are any questions and concerns, don't hesitate to contact me,
Christina, heartandhands.acu@gmail.com / 250-893-2426 (cell)

The primary purpose of these Expectations, Values and Policies is to ensure that practitioner, staff, client and customer alike feels safe walking through our doors, receiving treatment and purchasing products from our organization.

Copies of this document, the Holistic Practitioner contract and additional attachments are all available in the Other Offerings folder in the H&H Google Drive & hardcopy at our front desk.

By signing this document, you are agreeing to and will strive to abide by the terms of our organization. We thank you in advance for your respect, accountability and integrity.

2612 Quadra St. Victoria BC V8T 4E4

(Location)

on the dates set forth by the signature lines below:

Contractor:

Clinic:

Date:

Date:

Our strength lies in our relationships.