



KONA

COUNSELING

Kona Counseling
Handbook
Version 2.1
April 2024

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Welcome to Kona Counseling!

This handbook is where we'll try to share what's worth knowing about Kona the organization, our culture, our process, and our history. It will help answer questions like: What do we stand for? How should we work? Transcribing these beliefs into a handbook makes them tangible and, most importantly, editable. A growth mindset isn't just something we teach clients, it's a guiding principle for our group practice. Kona is a relatively young group practice, those of us that have been here the longest have contributed to this manual, and not one of us is perfect. While you're reading this manual, take note of your questions and any ideas or suggestions that may come up. We're open to your feedback. That being said, please make sure you're referencing the newest version of this document. whatever version of this handbook you're reading now, you can be sure it's not the last.

TOPIC 1: WHAT INFLUENCED US

I'm Shelly, and I'm the founder of Kona Counseling.

Kona opened its doors in February 2020 with the fundamental idea of creating an environment where clients and therapists can grow and meet their full potential. As an associate therapist, I wanted to be a part of a group where practicing therapy could be my primary focus, where I could grow my skill sets while working with my desired populations, where I would be treated like the medical professional I was, and I would also be compensated fairly and timely. I was driven, eager to learn, responsible, competent, and capable. I wasn't able to find this group as an associate, so I decided to build it once I became a professional counselor.

Kona offers associate and professionally licensed therapists a constructive and rewarding place

- To practice therapy while controlling their caseload;
- To be a part of a team while having ample autonomy;
- Where they are compensated timely and fairly twice a month for the work they are doing currently.

Kona is able to offer quality therapeutic services because we are able to hire and retain top-notch talent. Someone who is motivated, inquisitive, teachable, knowledgeable, diligent, organized, and accountable, regardless of years of experience, can be successful here.

Ethics and Respect in the Workplace

In our view, ethical and professional responsibilities don't just lie between the therapist and the client. All interactions between personnel (regardless of title or position) and business decisions require the same amount of attention, thought, and courtesy that we extend to client-facing interactions.

TOPIC 2: WHAT WE STAND FOR

Values clarification is an exercise that is just as important for organizations as it is for individuals. In order to maintain our goal of creating a healthy environment where clients and therapists can grow, we need to make long-term professional decisions based on our defined values. Keeping our personnel at the forefront.

Kona's Mission: To create a compassionate environment that inspires hope. Where people feel important, valued, understood, and welcomed. To help people tap into their strengths and cultivate long-lasting skills for a healthy life.

Kona's Vision: To provide quality, holistic, culturally competent, and wellness-focused therapy that helps change lives and create empowered communities. We also want to create a healthy, productive, and supportive environment for our people.

People: Just like in therapy, the relationships between our people are partnerships in which the persons' personal perspectives, values, beliefs, and preferences are valued.

Autonomy: Whether in the context of the therapeutic process or in a professional relationship, recognizing and acknowledging strengths, abilities, and interests are kept at the forefront of the process. Simultaneously, this influences increased confidence in decision-making, accountability, and growth toward realizing full potential.

Understanding Relationships: By using genuineness, acceptance, and empathy the necessary conditions are created for people to engage in a meaningful self-exploration of their feelings, beliefs, and worldview to assist in their growth process. Relationships are a collaborative process.

Growth: Growth and change are attainable when a person feels valued, understood, and safe.

Kona's positions give a high degree of autonomy. This has its benefits as well as its challenges. Trust between everyone is very important. The below values and expectations help guide us so we can build and maintain trust, consistency, and a collaborative and healthy environment.

Respect: We regard the feelings, rights, and wishes of each other. We also recognize and agree to the roles and responsibilities we and others in the organization have taken. This means we do our best to show consideration for everyone's time and perform our duties with the utmost integrity. We respect ourselves, our coworkers, our clients, our profession, our roles, and anyone else we come into contact with during the course of our day.

Accountability: In an autonomous and asynchronous environment each of us acts as our own supervisor. We must hold high expectations for ourselves in order to maintain the integrity of our words. This means we do what we say we are going to do when we say we are going to do it. If we cannot complete a task in a set timeframe, we communicate it, and do our very best to complete that task as soon as possible.

Timeliness: Timeframes are of the utmost importance in an asynchronous environment, as well as, to uphold the ethical and legal responsibilities of our profession. Our performance, workplace satisfaction, and ability to maintain a healthy balance in and out of work are significantly influenced by each other's ability to complete tasks and requests by expected and/or mutually agreed upon timeframes. The easiest way to lose someone's trust is to disrespect their time. It's a lot harder to build trust after it's lost than to maintain it. We strive to create, communicate, and adhere to healthy and realistic timeframes.

Communication: Frequent, reliable, and honest communication is a must to ensure the success of ourselves and each other. Our words and behavior need to match in order for us to function well as a team and on our own.

TOPIC 3: WHERE WE WORK

Remote

The positions at Kona are remote. This is extremely convenient for all our people, allowing for more work-life balance. Therapists can conduct sessions from anywhere in the world with internet access. Clients need to be physically in the state of Arizona.

TOPIC 4: BENEFITS & PERKS

We've been fortunate enough to grow as a company and now offer the below benefits to W-2 employees.

Full-Time W-2 Employment Benefits	
<ul style="list-style-type: none">● 401K match up to 4%● 15 days of PTO per year● 6 holidays● Tech stipend● Clinical Supervision	<ul style="list-style-type: none">● Health insurance● Dental insurance● Vision insurance● Flexible scheduling & Flex Time● Determine your own caseload

Health Insurance

We use [Venteur](#) for our company medical benefits. Through Venteur, our team members can choose any plan that works best for them under most major insurance companies (including Aetna, Cigna, UHC, and BCBS) nationwide. That's right, you don't have to lose that doctor you love! Venteur will be your liaison for everything insurance related starting with choosing your plan and throughout the whole year with any questions you may have. Kona will contribute up to \$400 a month toward a team member's medical coverage. We are excited to offer our team such a wide range of insurance options. Click [HERE](#), and answer a few questions to see what plans are available and what would work best for you. Coverage starts your first full 30 days of employment.

Internal Referral Bonus

Good people know good people. We offer Kona personnel referral bonuses if their referral gets hired and sees clients at Kona for 90 days.

For hired associate therapists, the bonus is \$400

For hired professional therapists, the bonus is \$600

Psychology Today

Kona will create & pay for therapist's profiles. Therapists will need to provide a professional looking headshot, bio, and 15 second or less intro video.

Marketing

We believe in the power of connection and making our comprehensive therapeutic services accessible. To achieve this, we implement a strategic marketing approach that leverages both traditional and digital channels. We tend to market as a united front emphasizing our collective strength, expertise, and diversity of our therapy group.

This approach not only strengthens our brand but also showcases the holistic and collaborative nature of our practice. As a part of our commitment to transparency and building trust, therapist profiles-including photos, bios, areas of expertise, etc. are prominently featured in our marketing materials. This personal touch allows potential clients to familiarize themselves with our team, fostering a sense of connection even before their first appointment.

As we strive for excellence and cohesion in our outreach, it's important that every team member is actively involved. To this end, all team members are required to participate in our marketing initiatives. This may involve providing specific materials, media, insights, or information. Your contribution ensures that our marketing campaigns reflect the breadth and depth of our company's expertise and capabilities. Kona commits to ensuring that the use of personnel name, image, likeness, bio and media is respectful, in good taste, and relevant to business needs.

2024 Kona Holidays (observed for W-2 Employees)

New Years	01/01/2023	Labor Day	09/02/2023
Memorial Day	05/27/2023	Thanksgiving	11/28/2023
Independence Day	07/04/2023	Christmas	12/25/2023

Credentialing

Navigating the world of insurance credentialing is a daunting task. It's intricate, exhaustive, and varies significantly by insurance carrier. If you've ever felt overwhelmed by assessment documentation, brace yourself—the credentialing application is even more challenging. Here at Kona, we've got your back! Our dedicated team takes charge of all the paperwork involved in the credentialing process for our new hires and for our associate therapists who've recently obtained their professional license.

For those of you stepping into the world of credentialing for the first time, the process typically spans 90 to 120 days. And for our experienced therapists already credentialed in Arizona, you're looking at a shorter time frame of 30-60 days. We're all about efficiency and support here at Kona!

We're thrilled to invest in you, taking on both the financial and administrative aspects of the credentialing process. In return, we kindly ask that you envision yourself being a part of our team, serving clients at Kona for a minimum of one year. It's more than a commitment—it's a mutual investment in a future filled with potential, growth, and countless positive impacts on the lives of those we serve.

Clinical Supervision

To support the continuous professional development and licensure requirements of our associate licensed therapists, Kona provides clinical supervision. This supervision is an integral part of our commitment to high-quality care and therapist development.

TOPIC 5: TECH & WORK ENVIRONMENT REQs

Tech

Kona covers and provides access to the electronic health record (EHR), work email, and phone number. We use a HIPAA compliant phone service that's accessible through a phone app or a softphone that can be used via the web. Kona also offers a technology stipend to W-2 employees in the amount of \$20 per month to cover technology expenditures associated with conducting telehealth sessions.

A reliable primary and secondary (backup) internet source and means of conducting sessions are required. For best results, an internet bandwidth of 10 Mbps or higher is needed. With our EHR sessions can be completed on a computer/laptop, cellphone, and tablet. If needed, the Gilbert office can be used as a backup. The expectation is that no sessions are canceled due to tech issues on the therapist's end. Webcam specs should be: at least a frame rate of 25-30 per second, resolution 1280 x 720 pixels, and full HD at 1920 x 1080 pixels.

Work Environment

We prioritize providing the highest standard of care to our clients, and this commitment

extends to the environment from which our services are delivered. We understand that the setting in which therapy occurs can greatly influence the therapeutic process and outcomes. Your work environment and location need to: be private, safe, welcoming, clean, quiet, and present professionally with appropriate decor free from personal effects. Therapists who may need guidance or resources in establishing a professional work environment are encouraged to refer to our operations manual and seek support from our team.

TOPIC 6: GETTING STARTED

Expectations

Getting started at Kona involves a lot of little details, a number of big tasks, learning the details of your new job, meeting new coworkers, all while working remotely. We are all here to help. We have no set time period for training and onboarding periods, but most people are up to speed in a month.

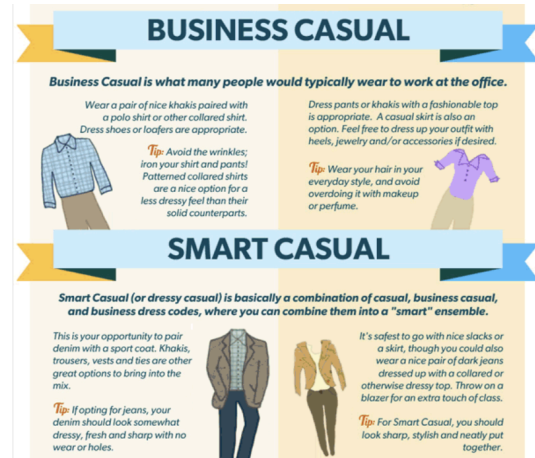
Communication

We recognize that workdays can be hectic and an immediate detailed response may not always be feasible. However, it is essential for the smooth operation of Kona and to ensure clear communication lines that all personnel acknowledge any communication from leadership, and other team members, the same day (or the recipient personnel's next working day). If a comprehensive response requires additional time, an acknowledgement of receipt and an estimated time for a full response should be provided the same day. All personnel need to be logged into Kona's communication platform during their scheduled working hours. Being logged in ensures that all personnel are reachable and can collaborate effectively with their colleagues.

We truly value the importance of work-life balance. While we're dedicated to our roles, it's essential to have time for ourselves and our loved ones. Outside of any emergency situations, please know that responses or communication aren't expected outside of your scheduled working hours.

Attire

We are professionals and we strive to present ourselves as such. Along with having a professional space for telehealth services, smart casual to business casual attire is required (at least what can be seen on camera 😊).



TOPIC 7: HOW WE WORK

Asynchronously

We have people working all sorts of different hours and from all sorts of different places at Kona. That alone makes it hard to enforce a lot of tightly-coupled workflows during the day, but that's a feature, not a problem. Most of the work you do at Kona shouldn't require you to be in constant communication throughout the entire day with someone.

It's far better for everyone's concentration and sanity if you collaborate as though most things will get an answer eventually, but not necessarily right this second. Communication between staff will happen the same day. If it's an emergency, message and call Leadership.

For your questions/concerns please follow the below workflow.

- Search for your answer in the handbook or operations manual.
- Check Google Drive for examples and helpful resources.
- Check the support pages for the program you're having issues with.
- Reach out to your supervisor.

Sometimes you really DO need to tightly collaborate with someone for an extended period of time, and that's fine. You have the option to direct message, call, or video conference with the team.

Day to day questions and communication can happen through the current messaging software. High priority items require a message and a phone call.

In self-sufficient, independent teams with balance in mind

full-time positions, start at a 40-hour work week and the therapist can choose their productivity level during those 40 hours. Therapists get to choose any recurring/routine 40 hours they would like to work between the following timeframes: Monday to Friday 9am to 8pm, Saturday and Sunday 9am to 5pm Arizona time. Having more afternoon and evening availability is best in order to maintain the desired productivity levels. Keeping our hours at work limited helps to promote a healthy work-life balance. Adhering to the values mentioned above helps promote well-functioning teams and successful therapists.

Scope of Practice

At Kona, we pride ourselves on the diverse and comprehensive range of services we offer to our community. A therapist joining our team will have an expansive scope of practice that reflects the varied needs of our clientele. The term "scope of practice" delineates the range of presenting issues and diagnoses that our therapists are expected to competently address.

Therapists will work with the following disorders: anxiety, depressive, trauma disorders, adjustment, mood, grief, somatic, obsessive compulsive, substance use, impulse control, and personality. As well as, life transitions, work stress, relationship issues, LGBTQIA+ concerns/issues, and other general areas of distress/concern. Therapists will also work with clients age 15 and up.

Therapists with interest and training can work with more specialized populations including: couples, children, early adolescents, autism, neurodevelopmental disorders, psychosis, sexual dysfunctions, and neurocognitive disorders.

Our therapists' depth and breadth of expertise ensure that our clients receive the best care possible. We believe in nurturing well-rounded and experienced therapists who can meet the diverse needs of our community. Whether you're a seasoned therapist or new to the field, Kona offers a supportive environment where your skills can flourish and make a meaningful difference in the lives of our clients.

Modalities & Interventions

We are deeply committed to ensuring that our clients receive the highest quality care rooted in proven, evidence based methodologies. Therapists' modalities and interventions need to be evidence based, within their scope of practice, and appropriate to the clients symptoms, diagnosis, and behaviors. We believe that by adhering to these guidelines we not only uphold the reputation of our practice but, more importantly, we ensure that our clients receive the most effective, safe, and appropriate care tailored to their individual needs. The American Psychological Association has listed these interventions based on widely accepted bodies of research and correlated highly effective interventions based on diagnosis. That list can be found [here](#).

Notes

Never forget a note requirement again! Notation compliance and timeliness are a high priority for us, so we provide comprehensive note outlines (and resources) that will keep your notes on track and in compliance. We adhere to the medical model and stress documenting medical necessity. Therapists are expected to complete notes within 48 hours from the session end time. We do also give an additional 24 hour grace period just in case something unexpected arises. Note corrections/amendments are required within 48 hours of the request.

Software/Data Handling

For all Kona-related work, only use company-approved software and apps. These tools have been vetted for security and compliance. Do not download or store any content related to HIPAA or PHI on personal devices. Such measures ensure the protection of sensitive information.

TOPIC 8: MAKING A CAREER

Congratulations! You're part of our Ohana!

In your first few weeks, you'll be getting aligned with your supervisor and leadership on approach and expectations. You'll get up and running, do real work, in real circumstances and receive quality feedback. Your supervisor will assess your technical expertise, your engagement with clients, and your ability to take feedback and adapt to the Kona culture. Similarly, it's on you to take advantage of those opportunities and to show that you're capable of meeting the team standards.

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When you start, you'll receive an outline of expected performance metrics for your first 3 months. Those standards will be clear and attainable, and your supervisor/leadership will give you frequent, candid feedback. On occasion, despite our collective best efforts, it's not a fit. We don't do full-scale performance improvement plans during the first three months. So if during that time it starts looking like your long-term employment won't work out, your supervisor/leadership will let you know early and why.

We hope, and fully expect, that your first 90 days will confirm what we learned in the hiring phase – you're well suited for this job, this team, and you're invigorated by the work to be done. Just put in your best effort, make sure you reach out if things aren't feeling right, embrace the feedback you get from your manager, and openly share your feedback with them!

Salaries and Compensation

There are so many types and classifications of therapy positions it can be difficult to draw comparisons. Licenses, specialties, and target populations are just a few of the common factors that influence reimbursement rates. Here at Kona, we don't differentiate pay based on the letters that appear after a therapist's name, the year they graduated, how long they've had a license, or any other negligible factor. Our goal is to hire quality competent therapists that are self-directed and passionate about their profession and compensate them fairly for their intangible professional and personal characteristics. A newly licensed therapist or a therapist with 15 years of experience can possess these traits.

According to salary data as recent as 11/23/2022, the median annual compensation for full-time Master's level therapists in Arizona is \$51,444. As therapists that have worked in Arizona before have undoubtedly experienced in the past, salaried clinician positions typically come with the unspoken expectation of unmanageably large caseloads, unpaid overtime, and impossible notation and documentation expectations. We don't agree with those expectations. We compensate therapists based on what is going to work best for their lives. The therapist determines what they can realistically achieve in a 40-hour work week and can schedule appropriately.

Our compensation package for W-2 therapists is designed to acknowledge both your dedication to your role and your direct impact on our community through client engagement.

1. **Steady Income:** Each month, you will receive a reliable and fixed amount of

income, ensuring financial stability regardless of fluctuations in client appointments.

- 2. Client Engagement Incentive:** To further appreciate and reward your commitment, your overall earnings can increase in alignment with the number of clients you engage with. The more clients you support, the higher your total compensation.

This structure aims to provide a secure and encouraging environment for our therapists, recognizing your constant efforts and the invaluable support you offer to our clients.

Full-time W-2 status within our organization is characterized by two key metrics: **availability** and **client session completion**.

- **Availability:** To be considered full-time, therapists must designate at least 40 hours per week that are routine/regular on their schedule as available to meet with clients.
- **Session Completion:** In addition to being available, therapists must actively complete a minimum of 60 sessions with clients every month to maintain their full-time status.
 - Best practice is to plan on scheduling 70 sessions a month so you don't dip below the minimum requirement of 60 completed sessions.

This ensures that full-time therapists are both accessible to clients and actively engaging in therapeutic work, demonstrating a commitment to both the availability for scheduling and the delivery of services.

Annual Compensation

- 1. Steady income (Base pay):** This salary is based on completing 60 sessions per month (that's 15 sessions per week).

Pay	Associate	Professional
Base Pay (Salary) Per session breakdown	\$50/session	\$60/session
Base Pay (Salary) per year	\$36,000	\$42,300

2. **Client engagement incentive (Bonus):** Every session completed over 60 sessions a month will be compensated at a higher bonus rate.

Bonus Pay	Associate	Professional
Bonus pay Per session breakdown	\$55/session	\$68/session

Below is the annualized compensation based on the number of sessions completed per week.

Sessions per week	Annualized compensation Associate	Annualized compensation Professional
18	\$43,920	\$52,992
20	\$49,200	\$59,520
22	\$54,480	\$66,048
24	\$59,760	\$72,576
26	\$60,040	\$79,104
28	\$70,320	\$85,632
30	\$75,600	\$92,160
35	\$88,800	\$108,480
40	\$102,000	\$124,800

Additional Compensation Information

- In order to maintain full-time status, therapists are expected to complete 60 or more sessions per month.
- Intakes (90791), sessions that are 53 minutes or more (90837), and cancellations/no shows billed at full rate will count as one (1.00) full session.
- 45 minute to 52 minute sessions (90834) will count as half (0.50) a session.
- All other billing codes will count as a quarter (0.25) of a session.

Bonus Pay Eligibility and Documentation Deadline

Policy Overview

In order to qualify for bonus pay, employees must adhere to strict documentation submission deadlines. This policy outlines the requirements and deadlines for submitting session documentation necessary for bonus pay eligibility.

Documentation Deadline

All required session documentation must be completed and submitted by 11:59 PM on the third day of the following month. This deadline is crucial for the processing of bonus payments. The time and date are based on the company's local time zone.

Qualifying for Bonus Pay

1. **Timely Submission:** To be eligible for bonus pay, employees must ensure that all session documentation for the month is fully completed and submitted by the specified deadline.
2. **Completeness of Documentation:** All aspects of the session documentation must be thoroughly and accurately completed. Incomplete or inaccurate documentation may result in disqualification from bonus pay for the concerned sessions.
3. **Monthly Evaluation:** Bonus pay eligibility is evaluated on a monthly basis. Each month's documentation is independent of other months, and adherence to the deadline must be maintained every month to receive bonus pay for that month.

Consequences of Missing the Deadline

In the event that any session documentation is not submitted by the 11:59 PM deadline on the third day of the following month, the following will apply:

- Base Rate Reimbursement: All sessions for that month will be reimbursed at the base rate, regardless of the completeness of documentation for individual sessions.
- No Exceptions Policy: The cutoff time is final, and there will be no exceptions. Employees are encouraged to plan accordingly to meet this deadline.

Responsibility and Support

It is the responsibility of each team member to understand and adhere to this policy. The company provides various tools and support to assist in meeting these requirements. Team members are encouraged to utilize these resources and reach out to their supervisors or the HR department for any clarifications or assistance.

Additional compensation is available for those interested in becoming a lead and/or clinical supervisor.

Professional 1099 Contractor Positions

Professionally licensed therapists (LPC, LMFT, LCSW, LISAC) looking for more part-time work can choose to be compensated as a contractor. Contractor positions are paid at a flat rate per session completed, reimbursed bi-monthly, and are not eligible for benefits.

Billing Code	Professional License Pay
90791 - Intake	\$74.00
90834 - 45-52 min session	\$48.00
90837 - 53-60 min session	\$68.00

Scheduling for 1099 Therapists

1099 therapists need to complete 25 sessions a month minimum. This is reviewed monthly. A minimum of 10 regular/routine availability hours are required on your schedule per week. For example:

- Monday to Friday 5pm to 7pm
- Wednesday and Thursday 2pm to 7pm
- Monday, Wednesday 4p to 7p; Tuesday, Thursday 3p to 5p

Therapist productivity and performance is reviewed frequently to make sure completed sessions are meeting expectations. If requirements aren't being met then adjustments to scheduling and possibly other criteria will need to be made. Please refer to the contract for additional details.

1099 Contractor Documentation and Reimbursement Policy

Contractors are required to follow all responsibilities outlined in the handbook and contract. Session documentation is required within 48 hours of session end time, an

additional 24 hours is given in case of emergency. Documentation for sessions completed outside of the established time frame will not be reimbursed.

Clinical Operations Manager Position

Kona is driven by a dual commitment: to provide premier care to our clients and to maintain a supportive and innovative atmosphere for our team members. This dedication is fueled by our talented and passionate therapists who serve the community with evidence-based mental health treatments.

Our Clinical Manager is someone who can skillfully blend clinical proficiency, leadership acumen, and operational expertise. In this role, you'll lead our team towards excellence in client care and professional development.

Clinical Lead Position

The Clinical Lead is an enhanced clinical supervisor role. This individual will work closely with assigned therapists, guiding them in maintaining excellent documentation and ensuring that all clinical practices align with our standards and regulatory requirements. Key responsibilities include: Chart audits, clinical guidance, quality assurance, collaboration, as well as, training and development.

Clinical Supervision

At Kona, we hold a deep-seated belief in the value of giving back to both our community and the therapy profession. Central to this ethos is our focus on nurturing the next generation of therapists through dedicated clinical supervision.

We recognize that our professionally licensed therapists are not just practitioners, but also mentors and leaders in their field. To support this, we are committed to facilitating their journey as clinical supervisors. Our program enables these experienced therapists to guide our associate therapists, fostering an environment of learning, growth, and professional excellence.

Understanding the importance of this role, Kona takes pride in offering full reimbursement for training required to become a clinical supervisor. We see this not just as an investment in our therapists, but as a cornerstone of our mission to elevate the quality and impact of therapy services in our community.

Moreover, we value the time and expertise our therapists invest in this process. As such, we consider each clinical supervision session equivalent to a full client session, acknowledging the significant contribution these sessions make to the professional development of our associate therapists and the enhanced care of our clients.

Through this initiative, we aim to create a ripple effect of positive change - not just within Kona, but throughout the therapy profession and the communities we serve.

Pay Periods & Pay Dates

Therapists are paid through direct deposit on a bi-monthly basis, on the 15th and 30th (or the last day of the month). If the regular payday falls on a weekend or federal holiday, employees will be paid on the last business day before the holiday and/or weekend. Pay periods are as follows:

Starting 2024

W-2 Team Members

- 1st to 15th, paid on the 15th (or before if the 15th is a federal holiday or weekend).
- 16th to last day of the month, paid on the last day of the month that's not a weekend or federal holiday.
- Bonus checks are paid monthly on the 15th for the previous month's sessions.

1099 Contractors

- 1st to 15th, paid the last day of the month that's not a weekend or federal holiday
- 16th to last day of the month, paid on the 15th of the upcoming month (or before if the 15th is a federal holiday or weekend)

Contractors need to submit an invoice within 24 hours of the pay period end date to be compensated on time.

PTO & Scheduling

Experienced Team Members

We deeply value the dedication, expertise, and compassion that our people bring to our practice. We recognize that the best therapeutic outcomes arise when our professionals are given the autonomy, trust, and resources to thrive.

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In line with our commitment to treating our therapists, and members of our team, as the professionals they truly are, we are proud to offer an unrestricted Paid Time Off (PTO) policy. We believe that our therapists, and members of our team, are best positioned to understand their own needs for rest, rejuvenation, and personal commitments. Consequently, we do not impose arbitrary limits on when PTO can be utilized.

While we champion the well-being of our therapists, we also have a deep commitment to the continuity of care for our clients. With this balance in mind, we kindly request that PTO be taken in intervals of a week at a time, at least a month apart, and with 2 weeks notice. This structure ensures that our clients experience minimal disruption and can anticipate and prepare for their therapist's absence. PTO is accrued per paycheck.

In essence, Kona's PTO mirrors our overarching philosophy: to create an environment where our people feel valued, respected, and empowered, all while maintaining the highest standards of care for our clients. We trust our team members to make decisions that serve both their own well-being and the best interests of their clients.

We trust our personnel to use this benefit responsibly and judiciously. It's important to note, however, that consistent with our commitment to fairness and the overall productivity of our organization, if there are indications of PTO policy abuse, appropriate restrictions will be enacted. This measure ensures that all personnel can benefit from the PTO policy while maintaining the integrity and efficiency of our operations.

We encourage all team members to utilize their PTO in a manner that respects both their own needs and the collective well-being of the company.

[Click here](#) for new hire PTO and flex time policies

Scheduling When Taking PTO

Paid Time Off (PTO) is a benefit that allows team members to take time off from work while still receiving their regular pay. This means that during your scheduled time off, such as a week, you are compensated as if you were working your normal hours and receiving base compensation. So, 40 hours of PTO equates to 15 sessions. If someone wants to Submit 8 hours of PTO that's equal to 3 sessions. PTO is accumulated per pay period.

Performance Reviews

Routinely, you'll meet with your supervisor/leadership for formal performance check-ins. It's up to each supervisor to determine how best to approach that meeting,

but we ask that whatever process they use, they use the same process for every team member. Your supervisor should have a conversation with you about:

- Productivity
 - Includes sessions completed & client retention
- Documentation
- Diagnosing
- Treatment planning
- Professionalism
- Overall work satisfaction
- Relationships with the team, supervisor/lead, and company
- Thoughts about personal growth

Supervisors/leadership document performance reviews along with any action items with deadlines that come out of the meeting. The timing and cadence of performance reviews is up to supervisors/leadership.

Client Retention

A key metric we monitor for performance evaluation is individual therapist client retention. This measurement not only reflects the effectiveness and quality of our therapeutic services but also plays a pivotal role in the overall success and reputation of our organization. Exceptional retention is beneficial for the therapist, client, and organization.

For a therapist, quality client retention signifies:

- skill validation - the therapist's methods, approach, and interpersonal skills are effective and appreciated.
- Job Satisfaction - Building long-term relationships with clients can be rewarding, fostering a sense of accomplishment and purpose in one's role.

For the client, retention correlates to:

- Deepening Trust - A longer therapeutic relationship often leads to deeper trust, allowing clients to open up more and address deeper or more complex issues.
- Consistent Support - Familiarity with a therapist ensures that clients have a consistent source of support, understanding, and guidance.

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- Continuity of Care - Staying with a single therapist provides continuity, enabling the client to build on progress made in previous sessions without having to start afresh.

For the Company, quality retention helps build:

- Reputation - High client retention rates enhance Kona's reputation, indicating that clients value and benefit from our services.
- Operational Efficiency - Retaining clients reduces the time and resources spent on onboarding new ones, leading to more streamlined operations.
- Financial Stability - Steady client relationships contribute to a predictable revenue stream, allowing for better financial planning, sustainability, and continued/improving personnel benefits.

Performance Improvement Plans

If your work performance is not meeting expectations, you may be put on a Performance Improvement Plan (PIP). We only initiate PIPs if your supervisors' concern(s) is(are) correctable in the short term. We do not initiate PIPs for fundamental performance issues that relate to your core job skills. If you're a therapist whose therapy skills or documentation skills are not at the level they need to be, we'd forego a PIP. However, we may initiate a PIP to help you improve your performance in a coachable skill like using clinical verbiage in progress notes.

Resignations

We require the Industry standard of a 30-day notice. This gives sufficient time to transition your caseload to another therapist. Clients, client information, and proprietary information of Kona Counseling are to remain with Kona Counseling.

TOPIC 9: EMPLOYMENT POLICIES

Diversity and Inclusion Policy

Kona is dedicated to creating and maintaining an atmosphere of diversity and inclusion for all. Our values are important and are only made better by gathering the experiences, knowledge, and perspectives of people from all walks of life. We celebrate differences in age, race, ethnicity, national origin, religion, physical ability, sexual orientation, gender identity or expression, family marital status, and all the various backgrounds that help shape us all.

Anti-Harassment

Kona is committed to providing a workplace free from harassment, including sexual harassment. We strive to maintain an environment where all employees, clients, and visitors are treated with dignity and respect. This policy is in accordance with the requirements set forth by state laws. This policy applies to all employees, contractors, interns, clients, and visitors of Kona Therapy Group, regardless of their position or tenure.

Any employee/contractor who believes they have been the victim of harassment or who has witnessed harassment should report the incident immediately to leadership. All complaints will be treated with confidentiality to the extent permitted by law and the organization's need to investigate the matter.

Disability Accommodation

Kona Counseling complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Company will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

Workplace Accommodation

In our commitment to support our staff, we provide appropriate work accommodations for those who require them to effectively perform their roles. These accommodations include flexible scheduling, enhanced on-the-job training, increased supervision, opportunities for observation and shadowing, as well as additional resources and recommendations. Access to office space is also available as needed. It's important to note that while these accommodations are provided to assist our therapists and staff in their professional development and daily responsibilities, all staff must still meet the minimum expectations and requirements of their positions to maintain their employment with us.

Probationary Period

As part of our commitment to maintaining a high standard of care and professionalism, we implement a 90-day probationary period for all new employees. This period begins on

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your first day of employment and serves as an important phase for assessing your performance, professionalism, and overall fit within our team.

During these initial 90 days, you will receive ongoing feedback regarding your work, and we encourage open communication to support your development and integration into our practice. The probationary period is a time for you to demonstrate your skills, adaptability, and commitment to the values and expectations of our organization.

At the end of the probationary period, your performance will be formally reviewed to determine if continued employment or further developmental support is appropriate. We believe this process ensures that both the employee and the organization can make informed decisions about future employment.

Please note that completion of the probationary period does not guarantee continued employment, as all employees remain subject to our standard performance evaluations and adherence to professional standards. We look forward to supporting you through this important period of your career development.

New Hires -PTO & Flex Time

At Kona, we are committed to ensuring each therapist not only feels welcomed but also well-prepared to meet the needs of our clients. We believe that the best way to achieve this is through comprehensive on-the-job training, which allows you to familiarize yourself with our methodologies, tools, and the unique needs of our clients under the guidance of experienced colleagues.

To facilitate this critical period of learning and integration, during the first 30 days we do not approve PTO or flex time requests. This policy is designed to ensure that you have uninterrupted time to engage fully with your training, receive consistent feedback, and really become part of our community without the disruption of significant breaks. After the first 30 days, flex time is granted on a case by case bases and depends on the team members performance and professionalism.

We understand that this policy might require some forward planning on your part, and we appreciate your cooperation in scheduling any necessary time off either before you join us or after this initial training phase. This approach helps us ensure that all therapists are equally prepared and confident in their roles, enhancing our team's overall effectiveness and the quality of care we provide to our clients.

Paycheck Deductions

Kona Counseling is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, state income taxes, state unemployment taxes, state disability insurance taxes, etc., and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt team members may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact your Supervisor.

Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Kona Counseling. If you are currently employed and have not complied with this requirement or if your status has changed, inform your Supervisor.

Non Solicitation/Nondistribution Policy

Kona Counseling prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of team members, visitors, and others. Our non solicitation/nondistribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation: For the purposes of this policy, **solicitation** includes various activities such as selling items or services, seeking contributions, or seeking support for an organization. Solicitation, whether conducted verbally, in writing, or electronically, falls under this policy's scope.

During your assigned working hours, soliciting other team members is prohibited. **Working hours** refers to periods when either you or the team members you intend to solicit are expected to be actively engaged in work-related activities. You are permitted

to engage in solicitation during authorized nonworking times, such as breaks, provided that the recipients of the solicitation are also on non working time.

Distribution: To ensure cleanliness, organization, and safety, the distribution of nonwork-related literature or items within working areas is prohibited at all times. Working areas do not include break/rest areas, lunchrooms, and parking lots. Electronic distribution of materials during work hours is also not allowed. Any literature that violates the Company's equal employment opportunity (EEO) and nonharassment policies, or knowingly spreads false information, is strictly prohibited. Nonemployees are not permitted to distribute materials on company premises under any circumstances.

Military Leave (USERRA)

Kona Counseling complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to the appropriate leadership personnel. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact the appropriate leadership personnel.

Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, Kona Counseling team members are required to protect the confidentiality of Company trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that team members are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your Supervisor or the appropriate leadership personnel.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

Employment At-Will

Kona Counseling adheres to the principle of "employment-at-will" in compliance with state law. This means that either the employee or Kona may terminate the employment relationship at any time, for any reason, with or without cause, and with or without notice. Contractors please refer to your contract for specifics on length of contract.

We deeply value the contributions of every member of our team. In alignment with our professionalism policy, we are committed to working diligently with all personnel to address concerns and challenges that may arise. It is our belief that open communication, support, and collaboration can often lead to resolution and growth. In the rare event that termination becomes a consideration, we pledge to approach the process with the utmost fairness, transparency, and respect, providing as much notice as possible. Our commitment remains to foster a nurturing and understanding professional environment for all.

Workplace Privacy and Right to Inspect

Kona Counseling property, including but not limited to computers, tablets, desks, workplace areas, email, and phone records remains under the control of the Company and is subject to inspection at any time, without notice to any team members, and without their presence.

Exempt Status

In compliance with both federal and state labor regulations, positions categorized under W-2 within our organization have been designated as "exempt" with respect to overtime provisions.

Time Off

We recognize the significance of taking time away from work, whether it's for relaxation, personal matters, or unforeseen circumstances. As a reflection of our commitment to our people's well-being and work-life balance, we have consolidated all types of time off under our Paid Time Off (PTO) umbrella and we don't require explanations for requested time off. Our PTO policy is designed to be more generous than typical industry standards, emphasizing our dedication to our team's overall well-being.

In line with state regulations, it's important to note that Kona does not provide separate paid leave allocations for jury duty, FMLA, maternal/paternal leave, or any other specific leave categories. All such time off requirements should be managed within the framework of our comprehensive PTO policy.

For the smooth functioning of our operations and in consideration of our clients, we request that PTO be submitted at least one week in advance. This allows us to ensure continuity of service and make necessary arrangements to cater to our clients' needs during your absence.

HIPAA

Keeping our clients' health data private is both vital and the law. HIPAA ensures we protect this sensitive information. Always handle patient data confidentially and store it securely. Electronic records must be password-protected and accessed only by authorized individuals.

Client Records

All client-related records, including medical, financial, and electronic data, remain the property of Kona. Client records should not be removed from the premises or company software and must be securely stored in the designated areas. Electronic client records are to be maintained only in Kona's EHR.

Team Meetings

Team and individual meetings are arranged as necessary to best support our personnel and our clients. It's essential for all personnel to attend team meetings to foster a cohesive and understanding environment. Your participation ensures we maintain open communication and a shared commitment to our group's and client's well-being. Please prioritize these collaborative moments and be present when they arise.

Proprietary Information

All Personnel must treat all information related to Kona as confidential, only using it as required to perform their services. This includes data on Kona's finances, services, clients, operations, and more. Exceptions include publicly known information and data obtained rightfully from third parties. All Personnel are responsible for safeguarding this confidential information from unauthorized disclosure. All confidential details remain

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Kona's exclusive property.

State Specific Information

Can be found in the company documents folder in the shared drive.

Thank You: We sincerely appreciate the time and effort you've dedicated to reviewing this handbook. It is an important resource, ensuring that all team members understand our company's policies, procedures, and values. We are excited about the contributions you will make and are truly grateful to have you as a part of our team. Welcome aboard, and thank you for your commitment to upholding the standards, values, and culture of our organization.

KONA COUNSELING
Handbook Acknowledgement

I hereby acknowledge that I have received a copy of Kona Counseling's handbook. I understand that it is my responsibility to read and familiarize myself with the policies and procedures contained within this handbook.

I understand and agree that it is my responsibility to comply with the rules, policies, and procedures outlined in the handbook, and any revisions made to it. I recognize that the information, policies, and benefits described in the handbook are subject to change and that any such changes will be communicated through official channels by the organization.

I further understand that this handbook is not a contract of employment and does not provide any guarantees or assurances of continued employment.

If I have any questions or need further clarification on any information provided in the handbook, I will seek guidance from leadership or the appropriate department within the organization.

Signature: _____

Name: _____

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Date: _____