BETTER LIFE Counseling & Coaching

Onboarding guide

Welcome!

We're thrilled to have you join our team! This onboarding guide is designed to help you get started and feel right at home at BLCC. Inside, you'll learn about our unique practice. You'll also find your new client checklist, important resources, and valuable tips to help you build a "Better Life". We're here to support you and ensure a smooth transition. Let's get started!

What is in this guide?

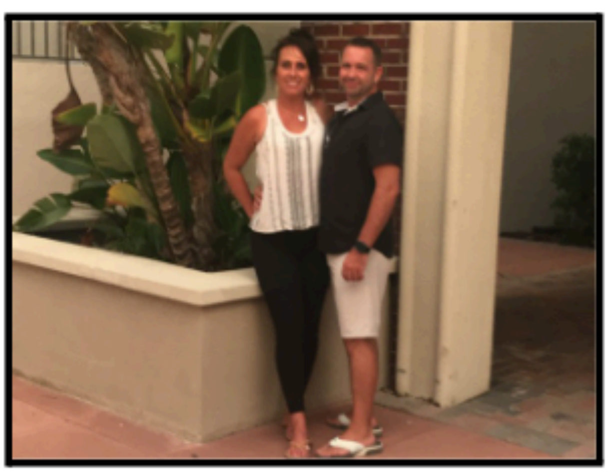
Link	Description
About us	We ourselves have had a unique journey through life and relationship. It has equipped us with the wisdom and perspective to help guide, recover, and rebuild.
Access and technology	We are using Simple Practice Client Portal as our platform. Many of you are already very familiar with it.
New client checklist	Checklist to guide you through essential onboarding tasks such as reviewing policies, completing paperwork, and attending your first session.
Resources	www.betterlifecounselingandcoaching.com (Coming Soon!) Instagram - (Coming Soon!) Facebook - https://www.facebook.com/profile.php?id=61573177376789 Google Business - https://g.page/r/CSo0OqpbqZTOEBM/review

About us

Our team

Who we are

Holly and Matt are a real world couple who understand the ups and downs of life, relationship, and rebuilding. We look forward to teaming up with you!



What we do

We believe counseling is for everyone because relationships are significant . We make it easy and even fun! Counseling isn't always heavy and hard, you'll find laughter and humor as we dive into personalities and stories that are unique to you.

Our mission

Here at Better Life we provide personalized guidance and support to individuals, couples, and families seeking to improve their relationships, focusing on communication, emotions, conflict resolution, and overall relationship health through tailored coaching sessions and counseling interventions, aiming to empower clients to build stronger, more fulfilling connections with their partners and loved ones.

Our Approach

01. Schedule Appointment

Sometimes, the hardest part of creating lasting change is taking the first step. We're here to make that easier by answering your questions and helping you find the right clinician to meet your needs. To schedule your first appointment, all we need are a few details: your name, email address, phone number, and a credit card to secure the booking. If you're scheduling for both yourself and your partner, please provide a separate email address and phone number for them as well. We'd love to chat and guide you through the process.

02. Complete Paperwork

All intake forms are sent to your email, giving you access to your private, confidential client portal. Allow 30 to 60 minutes to complete all forms. This is an important step because it helps give us an overview of what's happening and prepare for your first session. The client portal provides you with 24/7 access to all of your paperwork, invoices, scheduling, worksheets, and handouts.

03. Meet Your Counselor

In the first appointment, we'll get to know each other, create a genogram, (a quick diagram that illustrates your family members, history, and relationships), and explore what's happening today. We'll begin to formulate a plan to move forward and you'll receive handouts, suggestions, and resources for next steps that apply to your specific situation.

New client checklist

Your tasks

My dashboard

- ☐ Complete Intake Call
- ☐ Review your personal information
- ☐ Explore and choose your session
- ☐ Complete your Initial Forms

Apps you'll need:

- ☐ Download Simple Practice Client Portal App
- ☐ Download Telehealth App

My goals & expectations

- ☐ Establish your personal and relational goals
- ☐ Draft a tentative timeline to achieve them

Get a hold of us:

Better Life Counseling and Coaching, LLC
150 N. Miller Rd. Suite 450D-1
Fairlawn, Ohio 44333
330.302.1906 (office)
holly@betterlifecounselingandcoaching.com
matt@betterlifecounselingandcoaching.com