

# The Chippens Hill Group Policies + FAQs



*ClearWeave Careers* | *ShineBright Mentoring*

## **Policies –**

One meeting per week is expected for the first 3 months, minimum (even if job is procured prior to this to ensure smooth start). This allows for momentum and rapport building. On average it takes 3 months to secure a job that is the right fit. There is no guarantee on job procurement (above is an average) – please see our testimonials for past performance success on our website here: [clearweavejobs.com/reviews](http://clearweavejobs.com/reviews)

Please allow at least 3 months for mentoring and / or job support to take effect. Building rapport is a large part of this process and it does happen with time (productivity / independence and / or job performance quality increases).

Please allow a duration of 24 hours for a reply to a message (call or email). All messages will be returned within 24 hours (please be patient).

Please refrain from contacting your mentor after 9pm and on weekends unless it is imperative to an ongoing endeavor.

## **Payment –**

We do not currently accept insurance – however – we can provide you with an itemized list of service dates so that you can submit to insurance (we cannot guarantee they will cover our services).

Payment is done via email invoicing. We set this up for you (we use Wave) – and the email will be from “The Chippens Hill Group”.

## Payment Cont. –

If you prefer to pay by check – please send to our bookkeeper, Pat Plourde (he can provide address). All accounting issues can be directed to Pat: patplourde7@gmail.com.

If you are expecting an invoice – but do not receive – please contact Pat.



## FAQ's

Q: My son (or daughter) just needs someone to help build their confidence so that he / she is better prepared for interviews. Possible?

A: Yes, although from time to time we may try to integrate some additional productive work. We want he or she to progress in his / her career.

Q: My son (or daughter) needs help finding a job. However, we live hours away from you. Can you still help with that?

A: Yes. We offer remote sessions and connect with businesses across the U.S.

Q: I need to pay by physical check, is that ok?

A: Yes, you can mail us a check directly (make check out to: The Chippens Hill Group, LLC). Please ask our bookkeeper for our mailing address.

Q: My son (or daughter) is reluctant to meet anyone.

A: We deal with this frequently and that is why we begin by patiently building rapport. Once that rapport is built - the real work can begin.

Q: My child needs help being more independent and support with life skills and socialization. Can you help with that?

A: Yes. We always incorporate productive objectives in our sessions. This can be tailored to your needs.

## FAQ's Cont. –

Q: My daughter prefers a female mentor. Possible?

A: Yes, we have female mentors on staff and will set you up with one.

Q: My son prefers a male mentor. Possible?

A: Yes, we have male mentors on staff and will set you up with one.

Q: My son (or daughter) already has a doctor or therapist - how will this help?

A: Doctors and therapists are an integral part of a person's well-being. We assist by doing the "rolling up the sleeves" groundwork that a doctor does not specialize in – such as: resumé writing / mock interviews / job searching.

We collaborate with many doctors and therapists in Connecticut and New York City. We often implement what other clinicians on the support team want our client to accomplish.

Q: What about the time in between mentoring visits?

A: We often leave a written list of action items in the form of bullet points to be accomplished between our visits. If needed, you or your son or daughter can call or text us between visits for any clarification regarding action items.

We also encourage professional development as we do a job search. This can usually be done via online certifications and / or classes.

### Contact Info –

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### Financial –

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