

Virtual Appointments Only
Mailing Address: PO Box 924
Kirksville, MO 63501



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SPRING 2021 UPDATES

Schedule Change. Joni's availability is changing immediately due to childcare needs and partner's changing work schedule.

- Instead of primarily being available evenings and weekends, Joni will now be working a more typical Monday-Friday daytime schedule.
- Evening and weekend appointments **WILL** continue to be offered on a case-by-case basis through the end of March, to facilitate the transition.
- If you are NOT able to continue to meet with Joni due to the new schedule, we will do our best to find appropriate referral options and coordinate ongoing care until you're able to transition.

Self-Scheduling now available through Square. To maximize time spent with clients, we are now encouraging you to use self-scheduling via SquareUp.

- You may now access appointment scheduling online at:
<https://square.site/book/LC25EOMJMQAZN/grow-counseling-inc-kirksville-mo>
- Alternatively, you can always go to our main website (www.gcimo.net), click "Book Now", and this will take you to our booking site.
- Please contact Joni directly if you are unable to find a time which meets your schedule needs. Additional times have been reserved outside of open windows for the month of March to prevent any lapses in care.
- For now, you will continue to receive appointment reminders from both Square and TheraNest. Over the next month, we will gradually discontinue TheraNest reminders.

Cancellation Protection. GCI has had a cancellation policy in place for some time, which will not change. Please refer to our cancellation policy for details.

- Beginning April 1st, 2021, it will be mandatory for all clients to place a card on file with Square prior to booking an appointment.

Invoice and Billing Changes.

- At present, all payments are being processed through TheraNest.
- In addition, we will now start collecting some payments through Square.
- You will have the option to pay via TheraNest or Square.
- Depending on response to this change, we may transition to fully accepting payment through Square in the future.

Onward and Upward,

Joni Bennett, MS, LPC
Therapist
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