Welcome to the La Maison PsyCol team ✨

Here you'll find all the information you need to work smoothly in the Center

The offices 2
Keys 2
Opening of the center 2
Remote opening of the front door 2
Managing the office during your occupation 3
Closing the center 4
Outside the center 4
Presence board 4
Supply stock 5
Wifi - internet 5
PsyCol Email Address 5
Intranet 5
- **Login** 5
- **Intranet Sections** 6
  - Home 6
  - Mail 6
  - Intervision 8
  - Room Booking 8
    - Schedule Organization 8
    - Exceptional schedule change 8
  - **Services** 8
    - DoctorAnytime – Visibility Plus (Optional) 8
    - Accountant Service (Optional) 9
  - **Documents** 9
    - Folder "Documents Communs aux Centres" 9
    - A folder specific to every PsyCol Center - Check Yours 9
  - **Emergencies / PsyCol Contact** 9
  - Therapists 10
  - Edit your profil 10

Rosa 10
WhatsApp (you have access to 4 Groups) 10
Technical Issues 11
- First aid kit 11
- Fire extinguishers 11
- Reprogramming the Video Doorbell 12
- Access to Electricity and Gas Meters 12

The offices

Chambre
Feu ouvert
Salon
Studio
Vestiaire

Keys

You received two keys:

- Waiting room and office access.
- Garage/kitchen access.

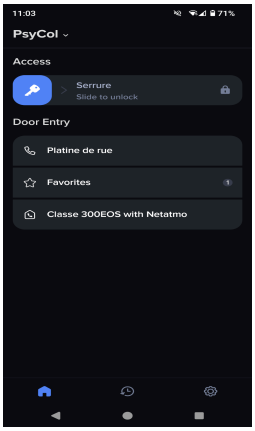
Always carry them with you. If forgotten, access is not guaranteed.

Opening of the center

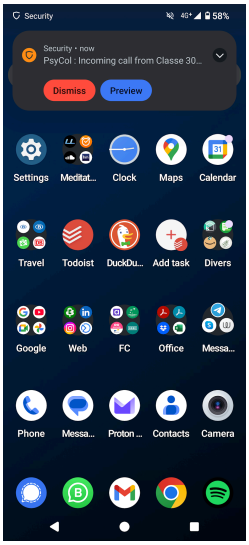
1. Open the front door using the app as described below.
2. Open the door to the waiting room and turn on the light.
3. Indicate your presence on the presence board located under the staircase in the waiting room. This tool allows us to know who is currently present in the Maison.

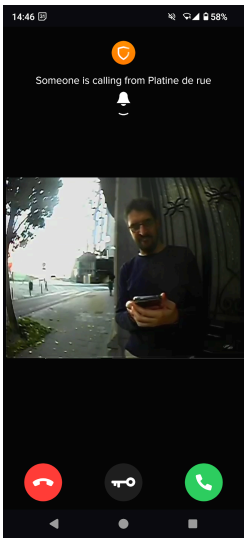
Remote opening of the front door

Access is granted via the “Home & Security” app when you receive your keys.
To open the door and enter the building, simply open the app and swipe the lock bar to unlock the door.

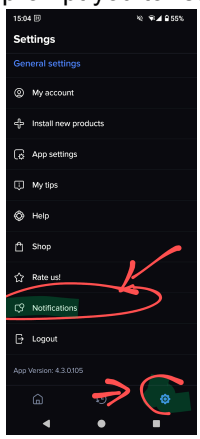


To open the door for patients: When they ring, you’ll receive a call through the app. When you answer (blue “preview” button in the English version of the app), a video image of the person at the door will appear. You can then speak to them by tapping the green phone icon and open the door remotely by tapping the lock symbol.





<u>To avoid being disturbed outside of your consultation days, we recommend disabling the app's notifications or to log out from the app when you are not on site.</u> When you reopen the app, it will prompt you to reactivate notifications or to log in with your credentials again..



When there are brief internet outages in the neighbourhood, the connection **may be interrupted** and the app may stop working for around 5 minutes (15 minutes maximum). It should then reconnect automatically.
If the Smart-Door system is unavailable when you arrive, an **emergency key** is available to ensure access to the building. The emergency key is stored in a **secure key box located inside the upper mailbox of PsyCol Schuman**, at 49 Rue Jacques de Lalaing (directly across the street). To get the **key box code**, simply send an email to **urgence.LMP@psycol.be**. You will automatically receive a reply containing the code needed to open the emergency key box. A new code is generated each time the mailbox is contacted. After using the key, please make sure to **return it to the emergency key box so that it remains available for other colleagues** in case of need.



Managing the office during your occupation

During your sessions: Air out the room after each consultation.
Before leaving your office:

- Check if the office trash bin is full: if so, throw the bag into the large white bin in the kitchen and replace it with a new 10L bag.
- Fluff and arrange the cushions.
- Replace the tissue box if it is empty.
- Close the windows.
- Make sure you've taken your chargers and personal items.
- Turn off the office lights.

Kitchen use :

- Wash your dishes (cups, glasses) and empty the water jug you used.
- Empty the coffee grounds and clean the coffee maker you used.

Before leaving the Center:

- Mark “OUT” on the presence board.
- Check the presence board to see whether other professionals remain on site.
- Inform coordination if supplies are running low (tissues, toilet paper, etc.) so it can be replenished in time.

Heating:

- Autumn - Winter: set the heating valve between 1 & 2.
- Spring - Summer: set the valve to 0.
- If the heating isn’t working and the thermostat displays an error message, please follow these instructions.If the heating still doesn’t restart, please contact a heating engineer through the centre’s coordination team.
  The waiting room heating is intentionally set to a low temperature. Please do not change it.

Closing the center

Before leaving, check whether any colleagues are still in the center.
To do this, look at the attendance board and make sure all offices are marked as **“Out.”**

- Mark your departure on the attendance board (**OUT**).
- If you are **not** the last person leaving, simply tidy up and lock your office (empty the office trash bin and return any furniture you may have moved).
- If you are the **last person leaving** or the **last person on the first floor**, you must:
  - Lock the door giving access to the first-floor offices.
  - Lock the waiting room door.
  - Lock the garage door leading to the kitchen.

Important: Do not forget to:

- Turn off the heaters (during winter, heaters should always be left set to **2** to prevent the building from getting too cold).
- Turn off all lights.
- Close the garage access door.

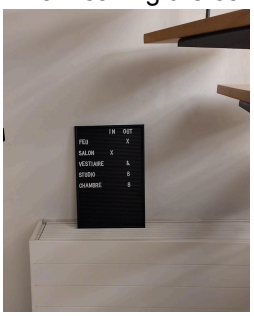
Outside the center

It is strictly forbidden to smoke and/or vape inside the building or in the garden.
Please smoke outside on the street, not within the premises.
Bicycles: make sure to lock them on the street and not inside the building.



Presence board

To ensure smooth coordination and immediate visibility on room occupancy, a presence board is in the waiting room, under the stairs.
Upon arrival at the center, mark **IN**.
When leaving the center, mark **OUT**.

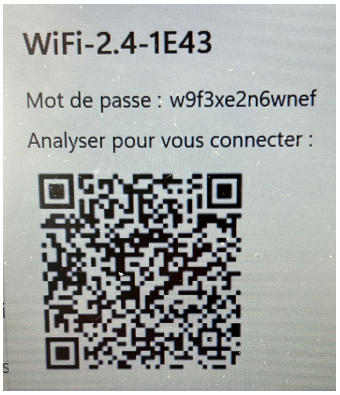


Supply stock

Available in the large cabinet in the waiting room: Tissues, Toilet paper, Soap, Batteries



Wifi - internet



WiFi access is not shared with patients.
Modem location: under the stairs in the waiting room.
Keep the power strip switched on.

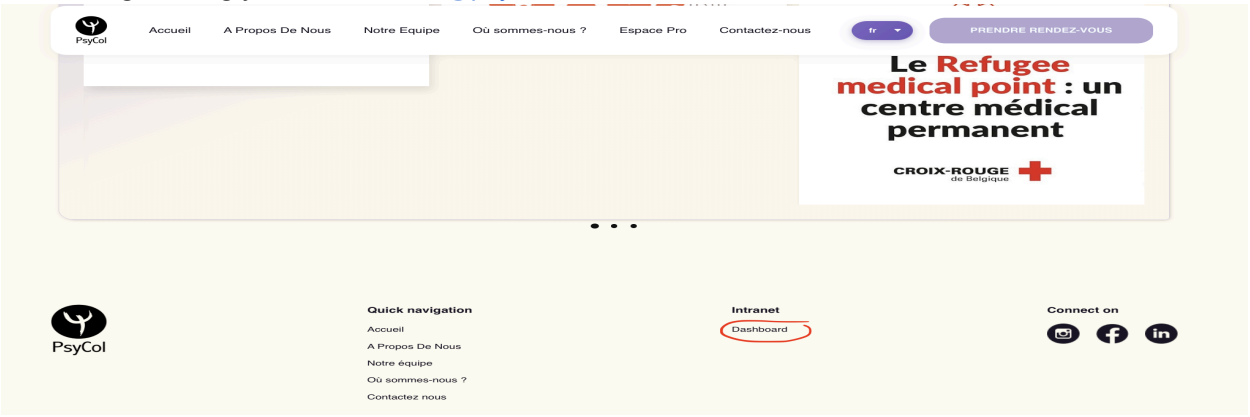
PsyCol Email Address

If you would like a professional email: firstletterofyourfirstname.lastname@psycol.be
Access via:
https://mail.ovh.net/fr/
You may redirect to Gmail:

- Enable POP/IMAP in Gmail settings.
- Follow OVH configuration guidelines.

Intranet

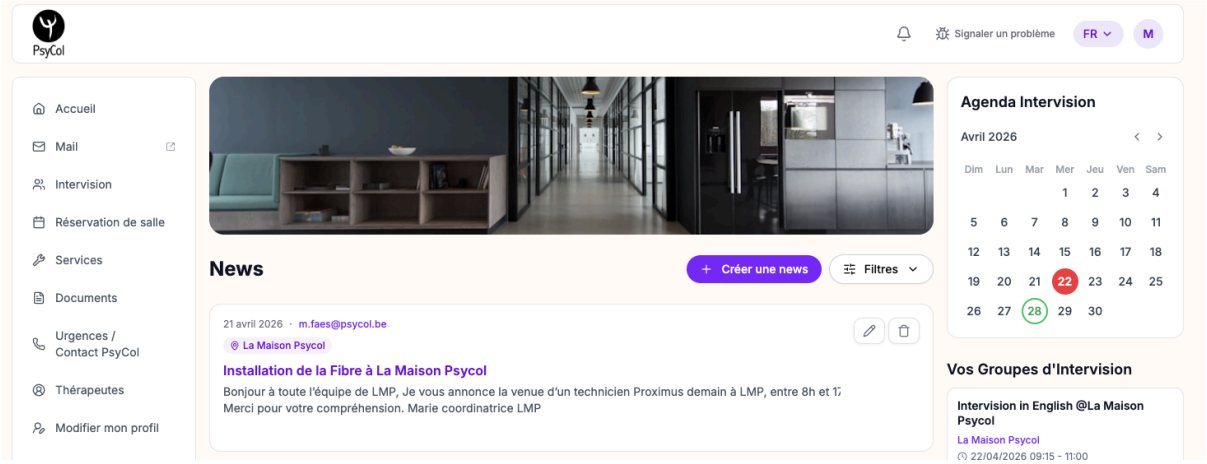
On the Psycol.be website, at the very bottom, you will find a link to the intranet by clicking on the dashboard: https://intranet.psycol.be/fr/
You can log in using your address xxx@psycol.be



Login

When you log in to the intranet, you must indicate whether or not you are available to receive new consultation requests.
Concretely: The referrals made by the coordinations are based on this.
This avoids unnecessary requests and streamlines decisions.

Intranet Sections

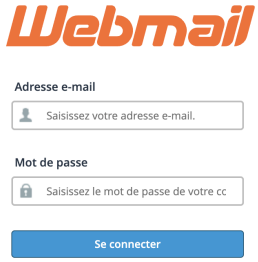


Home

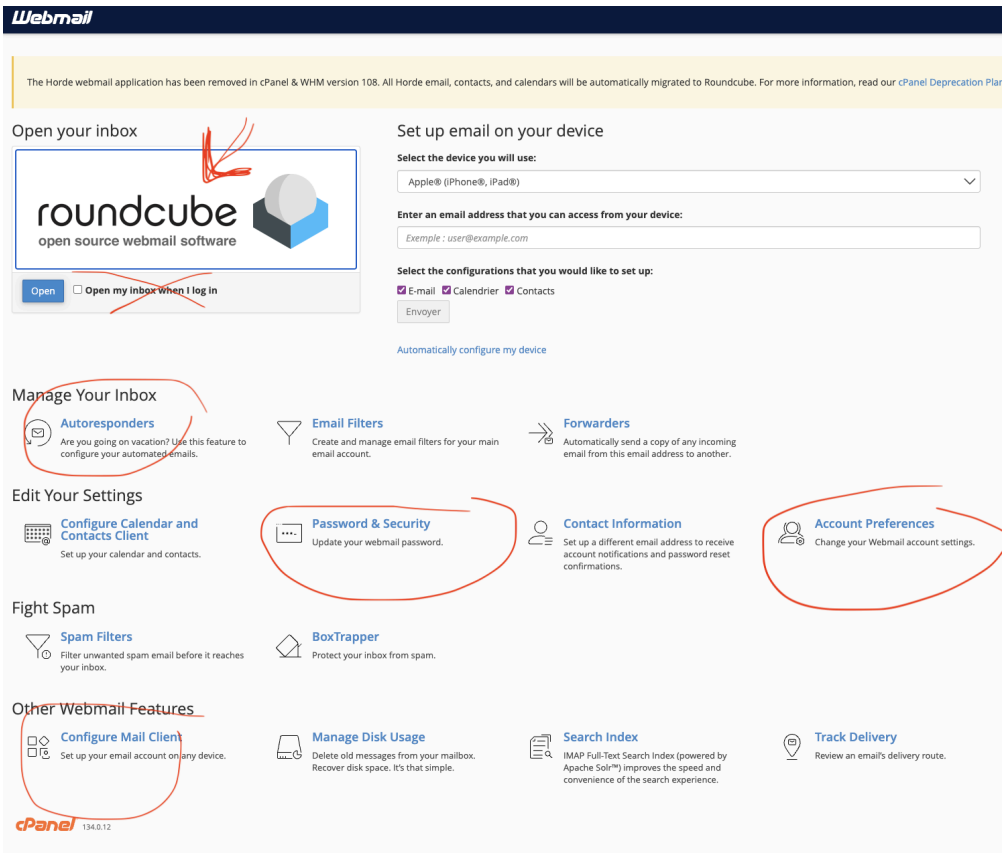
You will find all important information communicated by your coordination or the management team there. (You receive a notification at your xxx@psycol.be address each time a news item is addressed to you). Make sure to check it regularly.

Mail

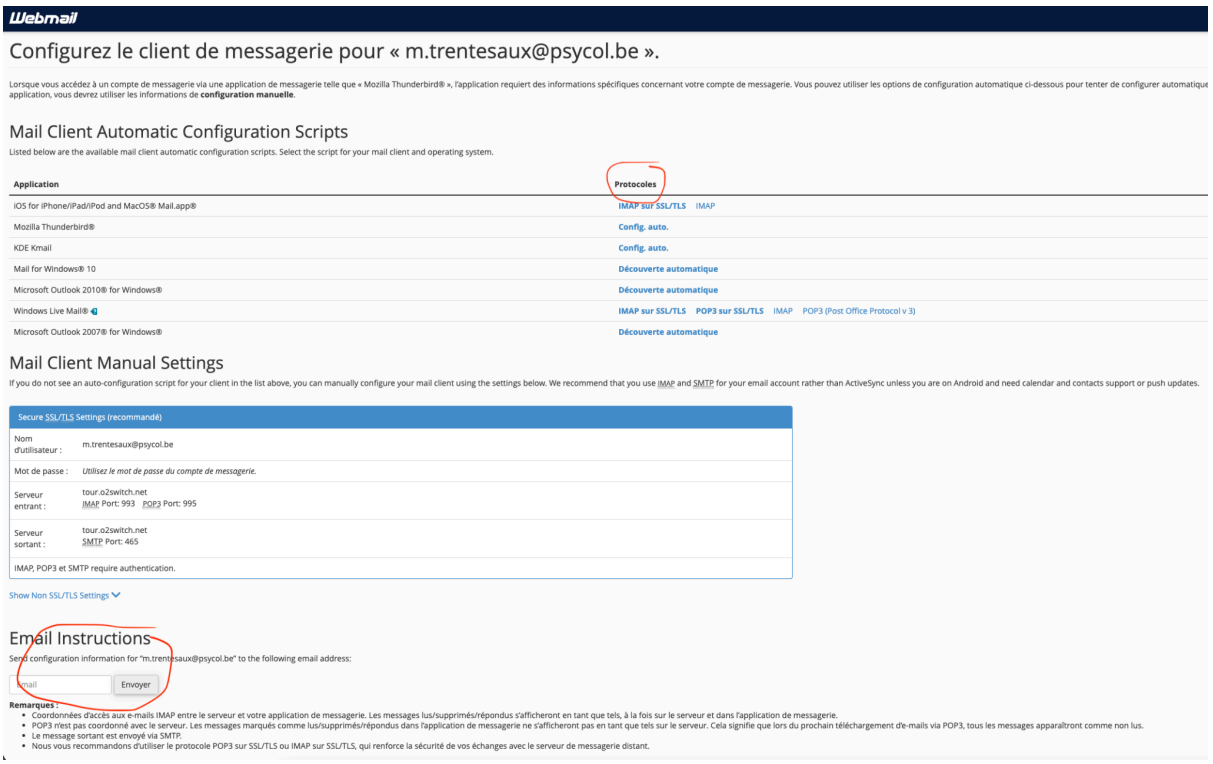
Via this tab, you can directly access your PsyCol OVH mailbox (https://tour.o2switch.net:2096/)



⚙️ Email settings: WHAT YOU CAN DO FROM THIS PAGE
Access your inbox: from the homepage, click on “Webmail” in the top left corner, then select “Roundcube Open Source”. You will be taken directly to your inbox.
Set up an automatic reply: go to “Manage your inbox”, then “Auto-responder”.
Change your password: go to “Password and Security”.



Set up email forwarding: go to “Other webmail features”, then “Configure mail client”. You will find all available protocols there. You can also have the instructions sent directly to your email address by clicking “Email” on the same page.



Something wrong with the intranet or your PsyCol email? You can report it directly using the **“Report a bug”** button available on the intranet. To help our webmaster investigate and

resolve the issue, please always include a **screenshot** and describe the problem as clearly and accurately as possible.

Intervision

You will find your intervision group, all the dates planned for this academic year, the location, the exact schedule, as well as the list of participants.
Each collaborator of the PsyCol Center is engaged in an intervision group.
The coordinator will have confirmed your group and your schedule.
As agreed in the convention, you are asked to make sure to read the charter created by your intervision team at the beginning of the school year and to respect its content.
Intervision is cancelled during the school holidays of the French Community.

Room Booking

You can view the occupancy of the offices of the Center you use as well as the people who occupy them.

Schedule Organization

During the week:

- Morning: 7:30 am to 2:30 pm → Please vacate the office on time for the next person.
- Afternoon: 3 pm to 10 pm

Weekend: 9 am to 6 pm → The premises must be vacated no later than 6 pm. Cleaning may begin from that time.
Specificity of Wednesday morning: Reserved for intervisions as well as possible maintenance and repair interventions.
🙏Thank you to everyone for ensuring compliance with the schedules in order to guarantee smoothness and comfort for all.

Exceptional schedule change

Need to shift your schedule exceptionally? Check the timetable to identify availability, then click on the desired time slot to book it.
You will notice that booking is possible a maximum of 2 weeks in advance.

Services

You will find the services offered by PsyCol there. You can subscribe to them independently.

DoctorAnytime – Visibility Plus (Optional)

Do you wish to accelerate the development of your patient base while simplifying your organization? The Visibility Plus option allows you to be present on the DoctorAnytime platform and benefit from a high-performance appointment management tool.
What this concretely brings you:

- Subscription to the DoctorAnytime platform
- Online visibility of your profile on their platform
- Online appointment booking management
- Calendar synchronization

Simple and transparent framework:

- 50 € VAT included per month
- Initial commitment of 6 months
- Automatic renewal afterwards
- Termination possible with 3 months' written notice after the minimum period

The contract with the platform is concluded in the name and on behalf of the therapist.

LES ATELIERS PSYCOL assume no responsibility in the execution of this contract, except for the payment of the basic flat-rate subscription.

Accountant Service (Optional)

Starting a private practice also means navigating tax and administrative obligations. You might as well do it with a clear course. LES ATELIERS PSYCOL can put you in contact with a partner accounting service, accustomed to supporting professionals in the sector.

Time saving ⇒ you avoid random searches and endless comparisons.
Adapted expertise ⇒ an accountant who knows the realities of therapeutic practice, self-employed status, expenses, optimization, VAT where applicable, etc.
Administrative security ⇒ less uncertainty, more serenity.
Transparent framework ⇒ The introduction is completely free of charge.

The contract, fees and terms are established directly between you and the accounting service. LES ATELIERS PSYCOL do not intervene in the contractual relationship nor in the billing of accounting services.

Documents

You will find the Google Drive folder "**PsyCol BE**" which takes you to the Google Drive.
You will find several folders in there, of which at least two will be particularly useful.

Folder "Documents Communs aux Centres"

You will find various information there (shared articles, contact details of the psycho-medico-social network, etc.). You are free to contribute to enriching these shared resources.
You will also find the document: PsyCol_thérapeutes_collaborations_externes&orientation
This document is shared with external professionals of PsyCol and the coordinations who carry out psychotherapeutic referrals in order to relay patients. If you wish to appear in this document, please complete it properly (your line in the correct alphabetical order).

A folder specific to every PsyCol Center - Check Yours

Everything necessary to feel good in your Center and take care of it from A to Z.

Emergencies / PsyCol Contact

Here, you will find a summary of contact details for coordinators and the appropriate contacts in case of emergency. All **requests** must go through the **Centre coordination**, regardless of their nature. The coordination will **forward them to the relevant persons** if needed.

Coordination	Horaire de travail PsyCol	Contacts	**URGENCE** hors horaire travail PsyCol
Châtelain - Alexandra Jacobs	Tuesday, Wednesday: 8:30 am–2:30 pm on site Friday: 9 am–3 pm	+32.475.83.76.73 A.JACOBS@PSYCOL.BE	+32.475.83.76.73
La Maison - Marie Faes	Tuesday, Wednesday, Thursday: 8:30 am–2:30 pm	+32.478.33.62.66 M.FAES@PSYCOL.BE	+32.478.33.62.66

Mérode - Donatella Fontana	Mardi (15-21h), mercredi jusqu'à 14h30 et jeudi jusqu'à 14h30	+44.7404.502557 D.FONTANA@PSYCOL.BE	+39.347.6915305
Schuman - Pauline Vertommen	Wednesday, Thursday and Friday 8:30 am -2:30 pm	+32492.86.88.01 P.VERTOMMEN@PSYCOL.BE	+32.476.37.62.13
VDK - Sophie Duparque	Tuesday and Thursday 8h30-14h30 Friday 15-21h	+32.495.14.63.09 S.DUPARQUE@PSYCOL.BE	+32.495.14.63.09

If you have **no response** from your **coordination**, contact **the other coordinators.**
If you have no response, contact la **co-management**: Manon Trentesaux +32.499.40.33.86 BY PHONE CALL.

Therapists

You will find the contact details of your colleagues there.

Edit your profil

You can directly integrate any updates you would like to appear on your profile on the PsyCol website.

Rosa

When you join PsyCol, a profile is created on Rosa and linked to your centre. If you already had a profile, a specific setup has been implemented to keep them distinct.

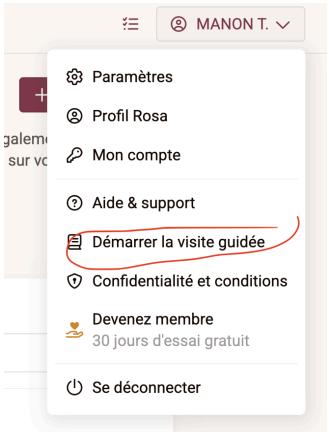
Rosa, validated by INAMI, is a reference platform within the medical and paramedical network in Belgium.

Visibility works both ways: PsyCol strengthens your profile, and your profile strengthens PsyCol's visibility. Use of the platform is optional, either as a booking tool or simply as a professional showcase.

The guided tour of the ROSA platform is still available. To access it, simply log in to your ROSA account and click on the **question mark at the bottom left of the screen**.

You will find various tutorials, including how to:

- Complete and activate your ROSA profile
- Create your first appointment in the ROSA Calendar
- Create or edit appointment reasons
- Set up your schedule
- Check privacy settings (for organizations with multiple users)



WhatsApp (you have access to 4 Groups)

Provide the coordination with the number to be used for the Center WhatsApp groups. Exchanges are limited as much as possible to office hours.
Private messages are preferred and messages such as “thank you”, “OK”, etc. are avoided in order to keep important information visible. WHATSAPP_FRAMEWORK_EN

1. **The “urgent info” group specific to your Center**
   It is strictly reserved for emergencies, only coordinations and management can write there. This supports the framework set up for the emergency procedure.
   It is reserved for collaborators of the center.

2. **The intervision group**
   Reserved for members of your intervision group. Specific intervision information is shared there: planned absences, delays, and other exchanges related to the proper functioning of the group or to resources shared following discussions.

3. **“(re)orientation requests” group**
   Only if you wish: to share our care requests for a (re)orientation and respond to them. It is a space for internal clinical collaboration.

4. **Resource group**
   Only if you wish: to share readings, trainings, films, podcasts, plays, etc. It is a space for sharing resources and collective intelligence.

Technical Issues

For any technical problem, you can contact the center coordination. If the problem is urgent and the coordinator does not respond, refer to the emergency procedure.
👉 *EMERGENCY_Framework_InCaseOfProblems

First aid kit

It is located (photos and explanation). Please make sure to inform your coordinator if any items are missing.

Fire extinguishers

They are located in the garage photos and explanation).

Reprogramming the Video Doorbell

In case of a power or internet outage, it may (rarely) happen that the “smart-door” system disconnects from the WiFi network of La Maison PsyCol. In this case, you will no longer receive notifications when people ring the doorbell and the lock bar will appear greyed out.
In this case, simply reconnect the system to the La Maison PsyCol internet via the video screen located in the waiting room. The drive contains two instructional illustrating the process

Access to Electricity and Gas Meters

The meters (if you happen to be the person present during the annual meter reading) are located in the basement (access next to the toilets on the ground floor).





If the electricity needs to be restarted (the left side also opens):

