

C.R.E.A.T.E!'s Social Media Policy

This document outlines C.R.E.A.T.E!'s policies related to use of Social Media. Please read it to understand how C.R.E.A.T.E! and its clinicians and staff will conduct themselves on the internet as a mental health professional and administration. It also outlines how you can expect us to respond to various interactions that may occur between us on the internet.

If you have any questions about anything within this document, we encourage you to bring them up with your counselor. As new technology develops and the internet changes, there may be times when we need to update this policy. These updates will be found on our website and your clinician will notify you of any significant changes.

Friending

C.R.E.A.T.E!, its clinicians and staff do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and clinician/client respective privacy. Thus, C.R.E.A.T.E! see it as a breach in the ACA and NASW Standards of Ethics. It may also blur the boundaries of the therapeutic relationship. If you have questions about this, please bring them up with your clinician with whom you can talk more about it.

Fanning

C.R.E.A.T.E! keeps a Facebook Page for professional use to promote our services, event and information. The page is closed for postings and other traffic. You are welcome to view the Facebook page, read or share the articles and information posted there, but we do not open the page to fans or outside postings. C.R.E.A.T.E! believes having clients as Facebook fans creates a greater likelihood of compromised client confidentiality and we feel it is best to be explicit to all who view the page that they will not find client names there. In addition, the Ethics Code prohibits C.R.E.A.T.E! from soliciting testimonials from clients. Note: you should be able to subscribe to the page via RSS without becoming a Fan and without creating a visible, public link to my page. You are more than welcome to do this.

Following

Occasionally, C.R.E.A.T.E!, its clinicians or staff may post a video, write an article or blog. Please refrain from responding to any such information online. You may certainly tell your clinician in person what you think. However, posting online creates familiarity, may cross boundaries, could impact the therapeutic relationship and potentially expose you as a client. Our primary concern is your privacy. Note: C.R.E.A.T.E!, its clinicians and staff will not follow you back. We do so because we believe casual viewing of clients' online content outside of the therapy hour can create confusion in regard to whether it's being done as a part of your treatment or to satisfy our personal curiosity. In addition, viewing your online activities without your consent and without our explicit arrangement towards a specific purpose could potentially have a negative influence on the working relationship. If there are things from your online life that you wish to share with your clinician, please bring

them into our sessions where we can view and explore them together, during the therapy hour.

Interacting

C.R.E.A.T.E!, its clinicians and administration does not use text or messaging to contact its clients. other than to send reminder texts if that method is the one chosen by the client. Reminder texts are performed by an outside agency. Thus, trying to respond to the text will be ineffectual. If you need to contact me between sessions, the best way to do so is by phone.

Use of Search Engines

It is NOT a regular part of C.R.E.A.T.E!'s practice to search for clients on Google or Facebook or other search engines. Extremely rare exceptions may be made during times of crisis. If C.R.E.A.T.E! has a reason to suspect that you are in danger and you have not been in touch with us via our usual means (coming to appointments, by phone, etc.) there might be an instance in which using a search engine (to find you, find someone close to you, or to check on your recent status updates) becomes necessary as part of ensuring your welfare. These are unusual situations and if C.R.E.A.T.E!, its clinicians or staff ever resort to such means, we will fully document it and discuss it with you when we next meet.

Google Reader

C.R.E.A.T.E!, its clinicians and administration does not follow current or former clients on Google Reader and we do not use Google Reader to share articles. If there are things you want to share with your clinician that you feel are relevant to your treatment whether they are news items or things you have created, I encourage you to bring these items of interest into the sessions.

Business Review Sites

You may find C.R.E.A.T.E! on sites such as Yelp, Healthgrades, Yahoo Local, Bing, or other places which list businesses. Some of these sites include forums in which users rate their providers and add reviews. Many of these sites comb search engines for business listings and automatically add listings regardless of whether the business has added itself to the site. If you should find C.R.E.A.T.E!, its clinicians and/or administration listed on any of these sites, please know that C.R.E.A.T.E!'s presence there is NOT a request for a testimonial, rating, or endorsement from you as my client. The American Counseling Association's Ethics Code states under it is unethical for clinicians to solicit testimonials. In addition, the Ethics Code prevents C.R.E.A.T.E!, its clinicians and administration from responded to any review whether positive or negative due to a deep respect for confidentiality.

C.R.E.A.T.E! urges you to take your own privacy as seriously as C.R.E.A.T.E! takes our commitment of confidentiality to you. You should also be aware that if you are using these sites to communicate indirectly with us about your feelings about the work, there is a good possibility that none of us will ever see it. If you are a current client of C.R.E.A.T.E!, I hope that you will bring your feelings and reactions to your clinician and work directly with those feelings in the therapy process. This can be an important part of therapy, even if you

decide C.R.E.A.T.E! and/or your clinician are not a good fit. None of this is meant to keep you from sharing that you are in therapy at C.R.E.A.T.E! and whom your counselor is wherever and with whomever you like. Confidentiality means that C.R.E.A.T.E!, its clinicians and administration cannot tell people that you are a client and our Ethics Code prohibits us from requesting testimonials. But you are more than welcome to tell anyone you wish that you attend counseling at C.R.E.A.T.E! and how you feel about the treatment provided to you, in any forum of your choosing. If you do choose to write something on a business review site, we hope you will keep in mind that you may be sharing personally revealing information in a public forum. We urge you to create a pseudonym that is not linked to your regular email address or friend networks for your own privacy and protection. If you feel C.R.E.A.T.E!, its clinicians and/or administration have done something harmful or unethical and you do not feel comfortable discussing it with your clinician or the Executive Director, Steven Durost, you can always contact the Board of Mental Health Practices, which oversees licensing, and they will review the concern. They can be found at 121 South Fruit St, Concord, N. H. 03301 or by phone at 603-271-2702.

Location-Based Services

If you used location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using these services. C.R.E.A.T.E! does not place itself as a check-in location on sites such as Foursquare, Gowalla, Loopt, etc. However, if you have GPS tracking enabled on your device, it is possible that others may surmise that you are a therapy client due to regular check-ins at C.R.E.A.T.E! on a weekly basis. Please be aware of this risk if you are intentionally “checking in,” from C.R.E.A.T.E! or if you have a passive LBS app enabled on your phone.

Email

C.R.E.A.T.E! does not use email as a way of communication except for appointment reminders if preferred and to send Pay Pal emails for overdue payments. Please do not email C.R.E.A.T.E! content related to your therapy sessions, as email is not completely secure or confidential. Please remember that all emails are retained in the logs of your and C.R.E.A.T.E!'s internet service providers. While it is unlikely that someone will be looking at these logs, they are, in theory, available to be read by the system administrator(s) of the internet service provider. You should also know that any emails I receive from you and any responses that I send to you can become a part of your legal record. If you have document you would like your clinician to have, please bring a copy of them to the clinician at your next session.

Conclusion

Thank you for taking the time to review C.R.E.A.T.E!'s Social Media Policy. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions on the internet, do bring them to your clinician's attention so you can discuss them.

(This policy is patterned, based on and with respect to Keely Kolmes' Media Policy example.)