



Social Media and Technology Communication

Hope Restored Counseling of Florida, LLC., fully respects the rights of all individuals, including current, former, and potential clients to engage in online activities. This social media acknowledgement is designed to provide guidelines regarding interacting with my “online presence.” The objectives are to protect your confidentiality and privacy while maintaining appropriate professional boundaries in accordance with the Code of Ethics of Social Workers, along with State and Federal laws.

If you have any questions pertaining to this document, please feel free to discuss them with me at any time. As new technology develops, and the internet evolves, there may be times when this acknowledgement needs to be updated. If this is done, you will be notified in writing of any changes.

Social Media Accounts:

I have several professional social media accounts, including, but not limited to Facebook Business Page, a Google + Business Page, a LinkedIn Profile, Twitter, Instagram and professional blogs. I communicate through social media and these communications are referred to as social media disclosures. These social media disclosures are intended for general information purposes and for “connecting” with the public. I will **NEVER** post any identifying information about any client (past or current) on social media.

I DO NOT accept friend or contact requests from current or former clients on any social networking sites (Facebook, LinkedIn, etc.) I believe that adding clients as friends or contacts on these sites may compromise your confidentiality and our respective privacy. It also goes against the Code of Ethics for Social Workers because it could blur the boundaries of our therapeutic relationship. If you have any questions about this, please do not hesitate to communicate them with me so we can talk about it.

You are welcome to view the *Hope Restored Counseling of Florida, LLC.*, Facebook page and read or share articles posted there, but I do not accept clients as “fans” of this page. I believe having clients as Facebook “fans,” again creates a greater likelihood of compromised client confidentiality. It is important that those who may view my list of “fans” know they will NOT find client names on that list.

You are under no obligation to find, view, or engage with me through the *Hope Restored Counseling, LLC.*, social media accounts. If you choose to engage the social media accounts, for example comment on a post, you accept full responsibility for the possible breach in confidentiality. As such, I will not respond to known clients on social media.

Under no circumstance are you to use social media to communicate any information about your professional relationship, including but not limited to changing appointment times, discussing issues that occurred in your counseling session or to indicate that you are having a crisis.

Email, Texting, and Voicemail:

It is preferred that e-mail only be used to arrange and/or modify appointments. Please DO NOT e-mail me content related to your therapy sessions, as e-mail that is not encrypted is not guaranteed to be confidential. Please be aware that e-mails, texting, and cell phone voicemails are NOT 100 % tamper

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proof and can also be accessed by the network administrators of the service providers. However, this is unlikely to happen. By choosing to e-mail, text, and leave messages on my voicemail, you acknowledge and accept, however small, the risk with communicating using these methods. Due to the nature of the counseling process along with state and federal laws it is recommended that the use of e-mail and text messages be restricted to logistical information, such as changing appointment times or sending and receiving forms. However, you may choose to use e-mail and/or text message to communicate other issues that you wish to discuss with me. If you use e-mail and/or text messages to communicate non-logistical information, you acknowledge and assume responsibility for the risk of violating your privacy. Communicating through e-mail and/or text messaging may serve as a support to your counseling session, however, it **DOES NOT** replace communicating issues during face to face sessions. Please also be aware that any e-mails that I receive from you, along with responses that I send to you become part of your legal record. **Under no circumstances** are you to use e-mail or text messages to communicate that you are having a crisis. Instead you are to call the emergency response 911 number or the **crisis hotline at 863.519.3744 or 800.627.5906**. You may also choose to go to the nearest hospital emergency department.

Business Review Sites:

You may find *Hope Restored Counseling of Florida, LLC.*, practice listed on review sites, such as Yelp, Health Grades, Yahoo Local, Bing, Yellow Pages, or other places which list businesses. Some of these sites include forums in which users rate providers and add reviews. If you should find my listing on any of these sites, please know that I am **NOT** requesting a testimonial, rating, or endorsement from you as my client. Under the Code of Ethics for Social Workers, a licensee does not use the counseling relationship to further personal, religious, political, sexual, or financial interests. Of course, you have the right to express yourself on any of these sites that you choose too. However, due to confidentiality, I am unable to respond to any review on any of these sites whether it is positive or negative. I strongly urge to take your own privacy and confidentiality as seriously as I take my commitment of maintaining your confidentiality. You should also be aware that if you are using these sites to communicate indirectly with me about your feelings regarding our professional relationship, there is a great chance that I may never see it.

Location Based Services on cellular phones:

If you use location-based services on your mobile phone, you need to be aware of the privacy issues related to using these services. I do not place my location as a “check-in” location on the various sites, such as Facebook, etc. However, if you have GPS tracking enabled on your mobile phone, it is possible that others may determine your location and derive at the conclusion that you are a therapy client if you are regularly “checking-in” when you arrive at my office. You assume full responsibility for any risk of your privacy being violated.

If you have any questions or concerns regarding this Social Media and Technology Communication Policy, please do not hesitate to communicate them with me.

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