



Inclusivity Clinical Consulting Services

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Social Media Policy

This document outlines the Inclusivity Clinical Consulting Services (ICCS) office policies related to use of Social Media. Please read it to understand the ways in which we conduct ourselves on the Internet as mental health professionals and 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 discuss them during our initial telephone consultation and/or when we meet for the first in-person session. As new technology develops and the Internet changes, there may be times when there is a need to update this policy. If changes in this policy are made, you will be notified in writing of any policy changes and a copy of the updated policy will be made available to you.

Friending

We do not accept friend or contact requests from current or former clients on any social networking site (e.g., Facebook, LinkedIn). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of the therapeutic relationship. If you have questions about friending, we are happy to address this directly during the initial in-person session.

Fanning

ICCS has a Facebook Page for sharing current articles discussing the most up-to-date mental health, social justice, and sexual health issues in the news. The purpose of the information shared on this page is to keep readers updated on current events and interesting related to the ICCS mission. You are welcome to view the ICCS Facebook Page and read or share articles posted. Note that you should be able to subscribe to the page via RSS without becoming a Fan and without creating a visible, public link to the ICCS Page.

Following

ICCS posts psychology news on Twitter. We have no expectation that you, as a client will want to follow this Twitter stream. However, if you use an easily recognizable name on Twitter and we happen to notice that you are following, we may briefly discuss it and its potential impact on our working relationship. Our primary concern is your privacy. If you share this concern, there are more private ways to follow ICCS on Twitter (such as using an RSS feed or a locked Twitter list), which would eliminate having a public link to the content. Please use your own discretion in choosing to follow ICCS on Twitter.

Please note that that ICCS will not follow you on Twitter. We only follow other health professionals and organizations on Twitter and do not follow current or former clients on blogs or Twitter. The casual viewing of clients' online content outside of therapy may create confusion in regard to whether it's being done as a part of your treatment or to satisfy a 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 our working relationship. If there are things from your online life that you wish to share, please bring them into the sessions where we can view and explore them together.

Interacting

Please do not use SMS (mobile phone text messaging) or messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn to contact ICCS. These sites are not secure and we may not read these messages in a timely fashion. Do not use Wall postings, @replies, or other means of engaging with ICCS in public online if we have an already established client/therapist relationship. Engaging with us in this way could compromise your confidentiality. It may also create the possibility that these exchanges become a part of your legal medical record and will need to be documented and archived in your chart. If you need to contact an ICCS team member between sessions, please call us at 310.594.9605. Direct email at info@inclusivityconsulting.com is best for quick, administrative issues such as changing appointment times. See the ICCS email section for more information regarding email interactions.

Use of Search Engines

ICCS does not regularly search for clients on Google or Facebook or other search engines. Extremely rare exceptions may be made during times of crisis. If we have a reason to suspect that you are in danger and you have not been in touch via our usual means (coming to appointments, phone, or email) 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 this process is implemented, it will be documented and discussed at the next session.

Google Reader

We do 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 us that you feel are relevant to your treatment, we encourage you to bring these items of interest into our sessions.

Business Review Sites

You may find ICCS 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 find ICCS on any of these sites, please know that this listing is NOT a request for a testimonial, rating, or endorsement from you as my client. The American Psychological Association's Ethics Code states under Principle 5.05 that it is unethical for psychologists to solicit testimonials: "Psychologists do not solicit testimonials from current therapy clients/patients or other persons who because of their particular circumstances are vulnerable to undue influence."

You have a right to express yourself on any site you wish. Due to confidentiality, we cannot respond to any review on any of these sites whether it is positive or negative. We urge you to take your own privacy as seriously as we take our commitment of confidentiality to you. You should also be aware that if you are using

these sites to communicate indirectly with ICCS about your feelings about our work, there is a possibility that ICCS may never see it. We encourage you to bring your feelings and reactions to our work directly into the therapy process. None of this is meant to keep you from sharing that you are in therapy with an ICCS team member wherever and with whomever you like. Confidentiality means that we cannot tell people that you are our client and our Ethics Code prohibits us from requesting testimonials. You are more than welcome, however, to tell anyone you wish that you are in treatment with an ICCS therapist and/or how you feel about the treatment that is being 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 that any ICCS team member has done something harmful or unethical and you do not feel comfortable discussing it directly with your ICCS therapist or ICCS management, you can always contact the Board of Psychology, which oversees licensing, and they will review the services we have provided.

Board of Psychology
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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. We do not place ICCS as a check-in location on various 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 the ICCS office on a weekly basis. Please be aware of this risk if you are intentionally “checking in,” from the ICCS office or if you have a passive LBS app enabled on your phone.

Email

We request that you use email only to arrange or modify appointments. Please do not email us content related to your therapy sessions, as email is not completely secure or confidential. If you choose to communicate with us by email, be aware that all emails are retained in the logs of your and my 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 we receive from you and any responses that we send to you become a part of your legal record.

Conclusion

Thank you for taking the time to review the ICCS 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 our attention.