

# Social Media & Technology Policy

## **Social Media & Technology Policy**

The world we live in is fast paced. There are a variety of methods of electronic communication including email, instant messaging (IM), FaceTime, Skype, office voicemail, personal cellphone voicemail, Facebook messaging, LinkedIn and iOS reminders that we receive on a daily basis. Thus we have a Social Media Policy to clarify our policies regarding our preferred methods of communication.

### **If You Wish To Contact Us**

We prefer contact through office phone (303.949.3654), voicemail or email (cathya@inspiredbyhopecounselingllc.com). If we aren't able to speak directly on the phone, voicemail and email result in an email message to our cellphones throughout the day, so that we can respond in a timely manner.

We do not routinely monitor instant messaging (IM), FaceTime, Skype, personal cellphone voicemail, Facebook messaging, LinkedIn and iOS reminders. These forms of communication may or may not be viewed on a timely basis, and thus are not recommended for communicating your needs to us.

### **Limitations of Electronic Communication**

We frequently exchange administrative information through email and text which include appointment reminders. Our Agreement for Services indicates that you agree to these forms of communication unless written notice is provided to us that you elect to opt out of electronic communication. However, it is important to note that Inspired by Hope Counseling Services LLC cannot warrant that electronic communications are secure or confidential. While we make every effort to control access to electronic communication, the security policies of other companies as well as hackers may compromise an electronic message. Information we maintain on file is stored at a secure site under lock and key.

### **Friending on Social Media Sites**

We strive to keep the therapeutic relationship boundaries clear, while also protecting your confidentiality. For that reason, we do not accept friend requests from current or previous clients on our professional social networking sites (Facebook or LinkedIn). The social networking sites for Inspired by Hope Counseling Services LLC are used to share blog posts, informational videos and practice information. We do not solicit testimonials from our clients, although our clients are certainly free to share comments with us about their experience with our practice. Information posted on our social media sites as well as the professional website are public, and therefore "friending" or becoming a fan does not result in an special benefits.

Clients may choose to follow or not follow our social networking sites. Please be aware that we will not follow or view client's personal social networking sites as we believe it may interfere with the

therapeutic relationship. A client is free to share any information on their networking sites directly with their therapist.

**Newsletters and Webinars**

We share occasional digital newsletters and webinar invitations via email for clients interested in receiving the communications. Clients reserve the right to subscribe or unsubscribe to these communications.

**Your Privacy**

Your privacy is important to us. We do not share your personal information with third parties. Our complete Privacy Policy may be viewed at Inspired by Hope Counseling Services LLC. If you have any questions or concerns about our Social Media and Technology Policy, please contact us.