

Social Media and Communication Policy

This document describes Caring Counseling's practice policies regarding social media and related technologies. You are encouraged to read this document and direct any questions you may have to our office. Since social media is rapidly evolving we will update this policy as needed.

Social Media “Friending” (and similar)

Our counselors' licenses requires that they follow the Code of Ethics of the American Counseling Association (ACA) and the National Association of Social Workers (NASW). These Codes consider “virtual relationships” to be equivalent to face-to-face relationships and the Codes generally discourage multiple relationships with clients. Further, the Codes advise that counselors should not engage in personal social media relationships with individuals with whom they have current counseling relationships (e.g., through Facebook and other social media). Therefore, our practice policy shall be to not knowingly accept a “friend” request (or similar virtual relationship that uses another term) on any social networking platform from current clients or in any case in which our counselors believe that blurring of counselor-client relationship may be adversely affected. This policy includes (but is not limited to): Facebook, Twitter, Instagram, Linked-In, GroupMe.

However, this does not apply to Caring Counseling's Facebook group. This group exists to provide hope and encouragement along with information pertaining to our practice and related topics. We invite everyone who wants to find us on Facebook to participate in said group. The group also assists in directing interested individuals to the official website for our practice. Our official website can be found at www.ccmrocks.com, where there is also a link to our Facebook group.

Instant Messaging (IM)

It shall be the policy of this practice to not knowingly communicate with clients via instant messaging, “chatting” or similar technologies. This includes, for example, instant messaging through Facebook and other social networking sites.

Email

Our policy is for our counselors to only communicate through email with clients via their professional work email addresses; these email addresses are private but they can be requested and provided to clients either by the counselor or by office staff with the counselor's permission.

Texting

It is our practice policy to not communicate with clients via texting. The best way to contact a counselor is by phone call (see below) or through their secure email (see above).

Phone calls

Counselors do not conduct therapy sessions via phone call or telehealth without prior approval. If you need to reach your counselor, you are welcome to leave a message at the office number, (618) 997-2129. Please note this is not a crisis line, and the counselor will return your call at their earliest possible convenience. Our voicemail is confidential but please remember that the limits of confidentiality described on our practice website apply to any message you may leave.