

JENNIFER S. BAILEY, MA, LMFT
LICENSED MARRIAGE AND FAMILY THERAPIST, MFC 52363
(818) 394-0890

10646 ZELZAH AVENUE
SUITE 207
GRANADA HILLS, CA 91344

MY SOCIAL MEDIA POLICY

This document outlines my office policies related to use of Social Media. Please read it to understand how I conduct myself on the Internet as a mental health professional and how you can expect me to respond to various interactions that may occur between us on the Internet.

If you have any questions about anything within this document, I encourage you to bring them up when we meet. As new technology develops and the Internet changes, there may be times when I need to update this policy. If I do so, I will notify you in writing of any policy changes and make sure you have a copy of the updated policy.

FRIENDING

I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I 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 our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

FOLLOWING

I may publish a blog on my website or post psychology-related news on Instagram or Facebook. I have no expectation that you as a client will want to follow my blog or Instagram. However, if you use an easily recognizable name on social media and I happen to notice that you've followed me there, we may briefly discuss it and its potential impact on our working relationship.

My primary concern is your privacy. Note that I will not follow you back. I only follow other health professionals, and I do not follow current or former clients on blogs or pages. My reasoning is that I believe casual viewing of clients' online content outside of the therapy hour can create confusion regarding whether it's being done as a part of your treatment or to satisfy my 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 with me, please bring them into our sessions where we can view and explore them together, during the therapy session.

INTERACTING ONLINE

Please do not use Direct Messaging (DMs) Private Messaging (PMs) or any other messaging on Social Networking sites such as Twitter, Instagram, Facebook, Messenger, Instagram, LinkedIn,

etc., to contact me. These sites are **not secure**, and I may not read these messages in a timely fashion. Do not use Wall postings, @replies, or other means of engaging with me in public online if we have an already established client/therapist relationship. Engaging with me 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 me between sessions, the best way to do so is by phone. You may leave a message at 818-394-0890.

USE OF SEARCH ENGINES

It is NOT a regular part of my practice to search for clients on Google or Facebook or other search engines. Extremely rare exceptions *may* be made during times of crisis. If I have a reason to suspect that you are in danger and you have not been in touch with me via our usual means (coming to appointments, phone) 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. That said, these are unusual situations and if I ever resort to such means, I will fully document it and discuss it with you when we next meet.

BUSINESS REVIEW SITES

You may find my private practice 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 my listing on any of these sites, please know that my listing is NOT a request for a testimonial, rating, or endorsement from you as my client.

The CAMFT (California Association of Marriage & Family Therapists) Code of Ethics, Part I, Section 10.6 specifically prohibits solicitation of testimonials from clients and states that such activities are unethical.

Of course, you have a right to express yourself on any site you wish. **But due to confidentiality, I cannot respond to any review on any of these sites whether it is positive or negative. I urge you to take your own privacy as seriously as I take my commitment of confidentiality to you. You should also be aware that if you are using these sites to communicate indirectly with me about your feelings about our work, there is a good possibility that I may never see it.**

Instead, as we work together, I hope that you will bring your feelings and reactions to our work directly into the therapy process. This can be an important part of therapy, even if you decide we are not a good fit. None of this is meant to keep you from sharing that you are in therapy with me wherever and with whomever you like. Confidentiality means that I cannot tell people that you are my client, and my Ethics Code prohibits me from requesting testimonials. But you are more than welcome to tell anyone you wish that I'm your therapist or how you feel about the treatment I provided to you, in any forum of your choosing.

If you do choose to write something on a business review site, I hope you will keep in mind that you may be sharing personally revealing information in a public forum. I 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 I have done something harmful or unethical and you do not feel comfortable discussing it with me, you can always contact the Board of Behavioral Sciences, which oversees licensing, and they will review the services I have provided.

Board of Behavioral Sciences

“The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of marriage and family therapy. You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830.”

Online complaint form: www.dca.ca.gov/webapps/bbs/complaint_ssl.php

Or call: 916-574-7830

LOCATION-BASED SERVICES

If you use location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using these services. I do not place my practice as a check-in location on various sites such as Foursquare, Gowalla, Loopt, etc. However, if you run these apps and 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 my office on a weekly basis. Please be aware of this risk if you are intentionally “checking in,” from my office or if you have a passive LBS app enabled on your phone.

EMAIL & TEXTING

Great care has been made to protect your confidentiality regarding email, too. Again, generally I avoid emails, but in the case of telehealth-only clients, it has become a necessity. In these cases, email will be the only way we can send/receive start-up paperwork before treatment can begin.

Please see the form entitled, *Acknowledgment & Consent to Use Electronic Communication* for a detailed outline of my communications protocols.

If you choose to communicate with me by text or email, be aware that all emails are retained in the logs of your and my phone &/or 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 become a part of your legal record.

CONCLUSION

Thank you for taking the time to review my 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 my attention so that we can discuss them.

I HAVE READ AND UNDERSTAND THIS CONTRACT AND AGREE TO ALL TERMS AND CONDITIONS.

CLIENT'S NAME (PLEASE PRINT) _____

SIGNATURE _____ DATE _____

ADDITIONAL CLIENT SIGNATURE _____ DATE _____

In the event a minor (under the age of 18) is the client, parent/guardian's signature below is indication of permission to treat.

MINOR NAME **PRINTED**

MINOR'S AGE

PARENT/GUARDIAN NAME **PRINTED**

DATE

PARENT/GUARDIAN SIGNATURE

I have reviewed these policies with my client(s).

THERAPIST SIGNATURE

DATE