

Social Media, Internet Communications, and Digital Communications Policy

This document outlines my office policies related to use of Social Media and the use of the internet or other forms of digital communications or interactions. 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, Twitter, Instagram, Pinterest, 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.

Liking and Following

I maintain social media pages for Aya Psychological and Wellness Services, LLC for professional practice and to allow people to view and/or share blog posts, inspirational posts, practice updates, and psychology news on the following web-based platforms: Instagram, Twitter, Facebook, and the official business website (www.ayapsychwellness.com). **The American Psychological Association's Ethics Code prohibits my soliciting testimonials from clients. I have no expectation that you as a client will want to follow any pages or digitally "like" any posts on my blogs, Facebook page, Instagram page, Twitter stream, or any other form of social or digital media.**

You are welcome to use your own discretion in choosing whether to follow Aya Psychological and Wellness Services, LLC's social media pages or like any posts. However, you should know that following, liking, and/or commenting on any social media platform posts create a greater likelihood of compromising your confidentiality and privacy. My primary concern is your privacy. If you share this concern, there are more private ways to follow some of these pages (such as using an RSS feed, typically indicated by this symbol ) , which would eliminate your having a public link to my content.

As a result of my concern for your privacy, please note that I will not respond to requests to follow you back nor will I respond to any comments posted by current or former clients. I only follow other health professionals, business professionals, or inspirational pages on these platforms. I do not follow current or former clients on blogs, Facebook, Instagram, Twitter, or any other form of social media.

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I believe casual viewing of clients' online content outside of the therapy hour can create confusion in regard to 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 hour.

Interacting

Please do not use SMS (mobile phone text messaging) or messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn 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.** Direct email at DrK [at] ayapsychwellness [dot com] is second best for quick, administrative issues such as changing appointment times. See the email section below for more information regarding email interactions.

Business Review Sites

You may find my psychology practice on sites such as Google, 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 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."

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.

14502 North Dale Mabry, Suite 200, Tampa, FL 33618

Phone/Fax: [813-402-4020](tel:813-402-4020)

www.ayapsychwellness.com

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If we are working 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 Florida Department of Health, which oversees the Florida Board of Psychology, the licensing body for all Psychologists in the state of Florida, and they will review the services I have provided.

Florida Department of Health
4052 Bald Cypress Way, Bin C75
Tallahassee, Florida 32399-3260
850-245-4339

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, 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 I ever resort to such means, I will fully document it and discuss it with you when we next meet.

Google Reader

I do not follow current or former clients on Google Reader and I do not use Google Reader to share articles. If there are things you want to share with me that you feel are relevant to your treatment whether they are news items or things you have created, I encourage you to bring these items of interest into our sessions.

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Location-Based Services (LBS)

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. I do not place my practice as a check-in location on various sites such as Foursquare, Yelp, 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 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

I prefer using email only to arrange or modify appointments. Please do not email me content related to your therapy sessions, as email is not completely secure or confidential. If you choose to communicate with me 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 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.

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This social media policy is gratefully adopted, modified and used for the business purposes of Aya Psychological and Wellness Services, LLC and Dr. Kenya L. King, PhD, Psychologist with permission from its original author, [Dr. Keely Kolmes Psy.D., Psychologist](#) and is licensed under the Creative Commons Attribution-Noncommercial-Share Alike 3.0 United States License. To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc-sa/3.0/us/> or send a letter to Creative Commons, 171 Second Street, Suite 300, San Francisco, California, 94105, USA.

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