



Social Media and Contact Policy

This document outlines my policies related to how we communicate outside of our appointments, and to the use of Social Media or other Internet/electronic/digital tools. Technology, social media, and the ways we use and interact with them are constantly changing and evolving. This policy is designed and intended to reflect my general approaches and styles across multiple platforms old and new, and new specific tools will be added and included here as they are developed and used.

Online Communication and Interactions

I have a presence online for my practice, with a website as well as other social network sites and outlets. This form relates to both professional and personal contexts where you may come across my information. These ideas apply to me Rachel Robbins, and my practice, Divergent Worlds.

Making friend requests or contact requests

In order to protect your confidentiality and to hold space for each of us, I do not typically accept friend or contact requests from any current or former clients on any social networking site. On occasion, social networking sites might suggest we connect, or send an invite to you. I will never intentionally initiate this without discussing it with you first, and you are welcome to delete or ignore these contacts if you receive them.

Website Access

I have a website with information about my practice. It is there to inform folks about my practice and style, and also contains resources and updates as they arise. You are welcome to reference it, and check it to confirm my vacation days or other recent forms and policies. If you have professional or personal websites I will not directly seek them out unless we reference them, however I may come across them in my Internet travels or search for information. If I do I will respect your boundaries as best I can on any materials I come across, and will limit access to any sites or posts you ask me to refrain from, when possible.

Following former or current clients online

As we engage with social media, I always aim to protect privacy and confidentiality for all involved. I do not generally follow or view your posts, tweets, videos, TikToks, etc.. There might be times where I already follow you, or where we cross paths in various social media/online forums. If we share space in public forums (like following the same people and liking or commenting on posts, sharing listservs, etc) I will not disclose our relationship, and you are welcome to respond in whatever ways feel most comfortable for you. If you are uncomfortable with me following you, please ask and I will unfollow. If you would like to share aspects of your online life with me, you can screenshot them and text or email them, and you are always

welcome to bring them in to your sessions to discuss and explore. We can also identify specific posts for me to access online.

Following my professional online activity

I may have occasional professional psychotherapy related posts online (Twitter, Facebook, Instagram, Pinterest, Etc.). You are welcome to follow them, and if you do I encourage you to consider some private ways to do so (RSS feed, locked Twitter list, separate accounts) in order to protect your confidentiality if you choose to.

Business or psychotherapist review sites

You may find me or my psychology practice on review sites such as Yelp, 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, you are welcome to respond however please be aware that I am not requesting a testimonial, rating, or endorsement from you as my client and that any post you make on my listings would likely disclose our relationship. I am ethically and legally obligated to protect your confidentiality, and I will not respond to these postings. Please feel free to discuss your thoughts and feelings about our work with me at any time.

Location based services

I do not place my practice as a location on various check-in sites. However, if you have GPS tracking enabled on your device, it is possible that regular check-ins at my office on a weekly basis could identify that you are receiving psychotherapy services. Please be aware of this if you are intentionally “checking in,” from my office or if you have a passive LBS app enabled on your phone.

Contact Options

Contact Information

Between sessions, I can be contacted via phone, email, or text message. I will do my best to respond within 24 hours, unless it is a weekend or holiday. For between session communication, I don't guarantee a response but will respond when and if I can. I am available to discuss scheduling needs, ideas or thoughts that come up for you between sessions that you want to share and discuss further in session, and for emergency or crisis situations. I consider contacts outside of our scheduled sessions to be a part of our work. If I do need to charge for conversations, contacts, or documentation outside of our therapy appointments I will let you know before charges occur. I will alert you if I will be unavailable for extended periods of time and will provide options for contacting my back-up or other forms of support if needed.

Please know that if we use electronic communications methods, such as email, texting, online video, and possibly others, there are various technicians and administrators who maintain these services and may have access to the content of those communications. In some cases, these accesses are more likely than in others. If you choose to communicate with me by email or text message, be aware that messages are retained in the logs of your and my service providers, and

security breaches may pose risk to your confidential or personal information. This is not expected or common, but is a risk to consider.

Organizational and social communication plans

If you use your work email to communicate with me, your employer may access our email communications. There may be similar issues involved with academic email or other email or telephone accounts associated with organizations that you are affiliated with. Additionally, people with access to your computer, mobile phone, and/or other devices may also have access to your email and/or text messages. Please take a moment to contemplate the risks involved if any of these persons were to access the messages we exchange, and apply additional security options as needed.

I am not typically available or reachable via media messaging, messaging on Social Networking sites, or other online public outlets. These sites are not secure and could compromise your confidentiality, and I may not read these messages in a timely fashion.

Online searches and exceptions to policy

I do not regularly search for clients online using Google, other search engines, or social networking sites. However, I may do so during times of crisis or need, to confirm any potential conflicts of interest we might have, or to follow specific topics we discuss together and agree will be further explored or researched.

If I have a reason to suspect that you are in danger, or you have not been in touch with me via our usual and expected means (coming to regular appointments, phone, etc.), I may choose to reach out. These are some of the few instances in which using a search engine or other online way to find you (such as contacting someone close to you or checking status updates) may become an important part of ensuring your welfare.

Community interactions and overlap

One of my goals as a therapist is to serve my communities, which means that you might encounter me in non-therapeutic contexts. If we were to run into each other at an event or in a setting outside of therapy, I welcome you to acknowledge me if you feel comfortable doing so. To protect your privacy and confidentiality, I will not approach you initially. If you have other preferences for how we might handle crossing paths in public settings, you are welcome to ask or clarify your preferences.

Conclusion

Thank you for taking the time to review my Social Media Policy. As always, my goal is to protect your privacy and the work we do together. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions in any context, please feel free to mention them.