



Soul Care Psychotherapy

...an affiliate of Pacific Pastoral Counseling Service ~Joanna Robinson, M.Div., M.Ed.

My Policy on Electronic Communication and Social Media

(Please initial each section; for couples, both should initial)

Contacting Me Between Appointments

___ **The best way to contact me is by telephone.** This includes clinical emergencies. My phone goes to voicemail unless we have pre-arranged a time to talk. When I am in session I do not answer my phone. I do check my voicemail frequently, and it is the most confidential means of communication.

___ **If you need to change or cancel an appointment please leave me a confidential voicemail message at least 24 hours before your appointment.** Or, if you're running late and want to let me know, please call my voicemail as well at (253) 761-8808.

E-Mail, Text Messaging, Etc.:

___ **Please initial here in order to give consent to text message with me for basic communication purposes. You may text message me at (253) 761-8808.**

___ **Please do not e-mail me or text me content that is personal or related to your therapy sessions, as they are neither completely secure nor confidential.**

___ **E-mail, text messaging, and other forms of electronic communication are not effective means for communicating with me in a clinical emergency.**

___ If you choose to use email or text for scheduling or for any other purposes, you are agreeing to accept certain limitations on security and privacy.

___ **I provide the option of using an encrypted email system, which clients may access with a password received from me. Clients may ask me for information about how to use encrypted email.**

___ Any e-mails or texts I receive from clients and any responses I send *may* become part of a client's file.



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Social Media Policy, Continued:

Social Media

___ I am committed to maintaining proper boundaries that include, but are not limited to, protecting the privacy and confidentiality of our therapeutic relationship. Therefore **I do not accept “friend requests” from current or former clients on social networking sites including (but not limited to) Facebook, Pinterest, Instagram, or LinkedIn.**

___ I do maintain a separate, Professional Business Page on Facebook (“Joanna Robinson at Soul Care Psychotherapy”) for the general public. Clients may feel free to like or add these professional pages to their feeds if they so choose.

___ When clients (current, former, or prospective) have “liked” one of my social networking business pages, my commitment to protecting the confidentiality of our work, and my practice, extends to the content shared on those pages. **I ask that any clients who make those connections refrain from posting anything that may reveal our client/therapist relationship, or allude to issues in their therapeutic process.** If clients or former clients post comments or material that may, in my professional judgment, compromise the confidentiality that is so vital to the healing process, my policy is to remove those comments.

___ **Also, it is my policy not to use social media to communicate privately with clients about appointment times or changes, clinical issues or any other matters (for instance, Facebook private messaging, Twitter, etc.).** If I do receive private messages from you I will respond by telephone and/or voicemail, for the reasons outlined above.

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I understand the above social media policies for Joanna Robinson, M.Div., M.Ed., and agree that the therapeutic relationship will be governed by them, to protect the sacred confidentiality of my healing work.

Signature: _____ Date: _____