



Digital Policy

The nature of an online presence can blur communication boundaries, so it is important to be as clear as possible about how boundaries may be challenged.

This document outlines my social media and online presence policy.

The purpose of this policy is to set out how I conduct myself on the internet as a Therapist, and how you can expect me to respond to any interactions we may have online.

If you have any questions about this policy, I encourage you to discuss this with me when we meet. Technology and the internet are constantly evolving, so this policy may be updated accordingly. I appreciate any input and honesty about this policy. The digital world is constantly changing, and I ask that you let me know if you have any questions or suggestions. I will notify clients in writing if and when this policy is updated.

Social networking: personal accounts

I am unable to accept friend or follow requests from current or past clients on any of my social networking accounts, including Instagram, Facebook, LinkedIn or any other social media website. I will not send friend or contact requests to clients on these sites, nor will I communicate with them there. Unfortunately, I cannot accept friend or contact requests from existing or past clients on any social networking site, including but not limited to Instagram, Facebook and LinkedIn relating to a personal account. Similarly, I will not invite clients to join my personal social accounts or interact with clients on these sites. If I become aware that we have accidentally formed an online relationship, I will cancel it to protect our respective privacy. This helps to protect both our privacy and the therapeutic relationship.

Contact between sessions

If you need to contact me between sessions, sometimes to update me on your progress. Please do so by email, WhatsApp, text message or the Kiku messaging service (Kiku is encrypted and secure). Please be advised that although I do my best to keep your information safe (please see the privacy policy), I am vulnerable to viruses and human error, so you may choose to be thoughtful about what you communicate to me or wait until our next session. I try to reply to messages within 24 hours, but don't check emails daily, generally don't over weekends or when I am on holiday. Emails, text messages or phone calls should never be used in the event of an emergency. In this instance, please contact the emergency services. If you are feeling suicidal or overwhelmed, then ring the Samaritans : 116123. If this feels like an issue, then discuss it with me.

If you are running late for a session, I am more likely to receive a text or WhatsApp message letting me know.

Phone, WhatsApp, video-conferencing and Microsoft Teams

There may be times when we have a phone session or a WhatsApp video call as a backup to Microsoft Teams. Any such sessions will be discussed in advance. When engaging via phone call, video conferencing, or Microsoft Teams, we both agree not to use any recording devices during remote sessions. It is also crucial that you're sure your environment, from which you are conferencing with me, is safe and secure. If we decide to use phone calls or WhatsApp video conferencing, we will discuss in more detail together how we can make those communications as secure as possible.

Online sessions- Microsoft Teams

I make every effort to choose video conferencing software that is recognised as adequately encrypted, so this may involve you downloading specific software or logging into a web-based application. We will discuss this in detail if we are working online together, and there is more details in the counsellor/client working agreement about this.

Linked-In:

I have decided not to add current or former clients as "connections" on my LinkedIn account.

Social networking: business accounts

I have a business social media page and may, from time to time, share writing posts from my website. Clients are not obliged to follow me on these pages. I encourage clients to consider carefully before following. Follower lists are often public, which means other people may see that you follow me. Similarly, interactions on my posts are publicly visible. I may share information about my life and studies related to my work as a therapist, and not all clients will want to know it. I am unable to respond to client comments or messages.

I encourage clients to discuss any questions that arise from my use of business social media with me.

Interactions on social media

To protect your confidentiality and the therapeutic relationship, I am unable to interact with present or previous clients on social media. Please contact me by email, WhatsApp, text message or Kiku messaging service.

Use of search engines

I will not use search engines to look up my clients, but I understand that a client may want to use search engines to look me up. I encourage clients to discuss with me anything that comes up as a result of this, as well as any impact it may have.