**Daybreak**  Counseling Services

54 South State St. (302)632-8842/ (302)422-7021

Dover, DE 19901 Fax (302)422-3360

**Social Media/ Contact Policy**

This document outlines my office policies related to the use of Social Media and client/counselor contact. Please read it to understand how I conduct myself on the internet, and in person, as a mental health professional and how you can expect me to respond to interactions that may occur between us. These policies have been put in place to protect clients’ privacy and confidentiality.

**Preferred Method of Communication is the Telephone**

To ensure HIPAA compliance, and to protect the overall integrity of our counseling relationship, the preferred method of communication while working with me as your counselor is through use of the phone. If not available at the time of your call, messages are returned promptly, typically within 24 hours.

**Email**

Please only use email to contact me for administrative reasons such as scheduling or billing concerns. Anything sent via email cannot be kept completely secure therefore confidentiality could be at risk. Any written correspondence such as emails become a part of your legal record. I will not contact you via email and will only respond to incoming messages that match the above criteria.

**Text Messages**

Please do not send text messages, unless otherwise agreed upon. I will not respond by texting, but with a phone call instead. This is to protect your confidentiality and privacy. Any text message I receive from you becomes a part of your legal record.

**Search Engines/Social Media**

It is not customary to search for clients on Google, Facebook, or any other searchable sites. An exception to this rule could be during a crisis. If the counselor has reason to suspect the client is in danger of hurting him or herself, or others, and all other reasonable means of contact have been attempted, then a search engine may be used to gather information regarding the client’s welfare. In this event, such action will be documented and discussed during the next counseling session. It is additionally not usual for clients and counselors to become ‘friends’ or ‘followers’ on social media websites or apps. Any friend or follow requests will not be accepted. This is to protect the client.

**Contact in Public**

In the eventuality of public encounters, the counselor will avoid disclosure of any client information, including the fact that a counseling relationship exists. This may mean that the counselor will not acknowledge the client in public settings. This is purely to avoid revealing the fact that there is a relationship between the client and the counselor. The occurrence can be discussed during the next counseling session.

\*\*I have read and understand the social media/contact policies outlined above.

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Client Signature Date