

MOTION COUNSELLING

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SOCIAL MEDIA POLICY

Social Media is a tool that helps people stay informed and engaged. Motion Counselling uses social media for this purpose, and as such, the British Columbia Association of Clinical Counsellors (BCACC) requires all Registered Clinical Counsellors (RCCs) to have a Social Media Policy. This document outlines Motion Counselling's policies and practices as related to use of social media. Please read it to understand how we conduct ourselves on the Internet as mental health professionals and how you can expect our team to respond to various interactions that may occur between us on the Internet.

At Motion Counselling, our primary concern is your privacy and keeping your personal information confidential. Thus, if you choose to follow our Motion Counselling social media pages and post on any of these platforms, you are opening up to the possibility of people inferring about your connection to the Motion Counselling team. You have a choice as to what you reveal about yourself online, however the Motion Counselling team will **NEVER** reveal our connection to you. If there are things from your online life that you wish to share with Motion Counselling, please bring them into your session where you can view and explore them together with your counsellor, during your scheduled appointment.

SOCIAL MEDIA POLICY OPTIONS:

FRIENDING: Motion Counselling, including all members of the team, does not accept friend or contact requests from current or former clients on any social networking sites (Facebook, Instagram, LinkedIn, etc.). We 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 and therapeutic relationship between you and your counsellor. If you need to contact your counsellor between sessions, the best way to do so is by phone, or by email. If you have any questions, please bring them up with your counsellor.

FOLLOWING: Motion Counselling publishes a blog on our main website and posts links and resources on Facebook and Instagram. Motion Counselling has no expectation that you, as a client, will want to follow our blog, business Facebook feed, or Instagram page. You are welcome to use your own discretion in choosing whether to follow Motion Counselling. Please note that Motion Counselling will not follow you back. We mainly follow other health professionals, local businesses and pages supporting mental wellness on social media and we do not follow current or former clients on Facebook, blogs or Instagram.

INTERACTING: Please do not use messaging on social media sites such as Facebook, Instagram, or LinkedIn to contact a member of the Motion Counselling team if you are in crisis. Also, please do not use wall postings, @replies, or other means of engaging with us online if we have an already established client-therapist relationship. These sites are not secure and our counsellors and

staff do not check messages sent to Motion Counselling via social media regularly. If you post on our page/feed, 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 client chart. If you need to contact your counsellor between sessions, the best way to do so is by phone or direct email (see contact page). See the email section below for more information regarding email interactions.

USE OF SEARCH ENGINES: Motion Counselling does not “google” our clients or look up information on them for any reason. If we do come across your information online, you can be assured that we will move on and avoid reading content. Extremely rare exceptions *may* be made during times of crisis. If we have a reason to suspect that you are in danger and you have not been in touch with us 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 very unusual situations and if we ever resort to such means, we will fully document it and discuss it with you when we next meet.

BUSINESS REVIEW SITES: You may find Motion Counselling’s practice on sites such as Yelp, Google, 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 a Motion Counselling listing on any of these sites, please know that our listing is NOT a request for a testimonial, rating, or endorsement from you as a client.

You have a right to express yourself on any site you wish. However, due to confidentiality, Motion Counselling cannot respond to any review on any of these sites whether it is positive or negative. We urge you to take your own privacy as seriously as we take our commitment of confidentiality to you. You should also be aware that if you are using these sites to communicate indirectly with your counsellor about your feelings about our work, there is a good possibility that we may never see it..

If you feel Motion Counselling has done something harmful or unethical and you do not feel comfortable discussing it with your counselling, you can always contact the agency which your counsellor is registered with, and they will review the services Motion Counselling has provided.

LOCATION-BASED SERVICES: If you use location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using these services. Motion Counselling does not place our practice as a check-in location on various sites such as Foursquare, Facebook, 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 your location.

CONCLUSION

Thank you for taking the time to review Motion Counselling 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 your counsellor’s attention so that we can discuss them.