



Social Media Policy

This policy outlines how social media interactions are handled at Roots to Recovery Collective, LLC to protect your privacy, maintain professional boundaries, and uphold ethical standards in peer support and counseling.

1. Professional Boundaries

Staff do not accept friend requests or follow clients on personal social media accounts. We do not interact with clients via direct messages (DMs) on platforms like Facebook, Instagram, or TikTok.

2. Organizational Accounts

You are welcome to follow or like our official Roots to Recovery Collective social media accounts. Interactions are voluntary and public. Be mindful of your own confidentiality when commenting or engaging.

3. Messaging and Communication

Social media is not an appropriate channel for emergency or clinical communication. If you need support, please call us directly at 319.481.3931 during regular business hours. For crisis support, contact 911 or Your Life Iowa at 855-581-8111.

4. Client Confidentiality

We will never post client information, photos, or testimonials without explicit written consent. Let us know if you prefer not to appear in group/event photos.

5. Tagging, Sharing, and Comments

We encourage respectful engagement and may hide or remove stigmatizing or inappropriate content. Tagging Roots to Recovery may publicly associate you with our services.

6. Testimonials and Reviews

Due to confidentiality laws, we do not publicly respond to client reviews—even to say thank you.

7. Policy Updates

- We may revise this policy. The latest version is always available on our website at www.rootstorecovery.org.