



Electronic Communication Policy

As we all know, electronic communication via email and Social Media, including texting, is a very popular way of sharing information in today's world. At New Leaf Center, client confidentiality is of utmost importance. Therefore, we have found it necessary to implement guidelines regarding the use of electronic communication with our clients.

- **Texting:** At New Leaf Center, we do not communicate via text. There is always a chance that texted information will be viewed by people who were not intended to receive it. Additionally, we do not offer appointment reminders via text. All communication regarding appointments must be done by telephone.
- **Facebook communication and Friending:** New Leaf Center's Facebook page is only used for posting blog entries, details of upcoming workshops and special events, and inspirational content. We do not communicate with clients on our Facebook page. While individual therapists and other staff at New Leaf Center may have a personal Facebook page, we do not accept Friend Requests from current or former clients due to confidentiality issues, as well as potential violations of the Ethics Codes that govern therapists' behavior.
- **Twitter:** No correspondence regarding New Leaf Center is available on Twitter.
- **LinkedIn:** The only information available on LinkedIn is professional licensing and training details and therapeutic specialties for our counselors who choose to have a LinkedIn listing. They do not accept invitations to connect with current or former clients via LinkedIn to avoid dual relationships that can violate the Ethics Codes that govern therapists' behavior.
- **Email correspondence:** Email contact with the therapists and staff at New Leaf Center is to be used for information and communication purposes only. Email is not intended to be used for therapy purposes or for emergency contact. In addition, we require all appointment scheduling for individual and group sessions as well as workshops to be done by phone and do not accept email communication for scheduling-related purposes.
- **Skype/Video Conferencing:** Due to concerns regarding confidentiality and internet transmission security, New Leaf Center does not offer therapy sessions via video conferencing methods.

- Location-Based Services: Many people have location services on their phones in the form of apps; i.e., “Find my Friend”, or tracking services via iMessage. If these services are enabled, clients may be disclosing their location at our New Leaf Center office. New Leaf Center has no control over these apps, and suggests that clients who want to keep their location confidential disable the apps before arriving at our office.

It is our objective at New Leaf Center to provide an environment that is safe, confidential, and comfortable for our clients. Please don't hesitate to talk with anyone on our staff regarding any questions or concerns you may have about our Electronic Communication Policy.