



# Social Media Policy

## 1) Purpose

This policy outlines how Mountains & Valleys conduct ourselves on social media as mental health professionals. It is intended to protect your privacy and ensure that our therapeutic relationship remains professional and focused on your clinical goals.

## 2) Privacy & Confidentiality

- **No Clinical Contact:** Please do not use social media messaging (DM), wall posts, or "comments" to contact me about clinical matters or to schedule appointments. These platforms are not secure or GDPR compliant.
- **Public Interaction:** If we happen to be members of the same social media group or if you follow our professional page, we will not acknowledge our professional relationship in public to protect your confidentiality.
- **Privacy Settings:** We regularly review our privacy settings. I encourage you to do the same to manage what information is visible to the public.

## 3) Connecting, Friending and Following

- **Friend/Connection Requests:** We do not accept "Friend" or "Connection" requests from current or former clients on our practice social media accounts (Facebook, Instagram, LinkedIn, etc.). Adding clients as contacts can compromise your privacy and blur the professional boundaries of our relationship.
- **Following:** You are welcome to follow our **professional** business pages (e.g., a professional Instagram or Facebook page used for sharing mental health resources). However, we will not "follow" you back. We do not monitor clients' social media activity or "Google" our clients, as we believe the information we discuss should be shared by you directly within our sessions.

#### 4) Engagement & Comments

- **Interaction:** If you choose to "Like" or comment on our professional posts, please be aware that this creates a public link between us. You may be identifying yourself as a client, which is your choice, but we will not respond to comments in a way that confirms our professional relationship.
- **Direct Messaging:** Our professional social media accounts are not monitored for crisis or clinical support. If you are experiencing a mental health emergency, please use the emergency contacts provided in our intake paperwork or call local emergency services.
- **Engagement:** Mountains & Valleys operate on Tuesdays and Thursdays, so our social media presence is limited to those two days.

#### 5) Reviews & Testimonials

- **Ethics:** Professional ethics codes (we are members of the Association of Christians in Counselling (ACC)) prohibit soliciting testimonials from current clients. You have a right to express yourself on review sites (like Google or Yelp), but we will not respond to reviews to maintain your confidentiality.

#### 6) Summary

The safest way to protect your privacy is to keep our communication within our encrypted practice management software, via professional email, or during our scheduled sessions.