

## **Social Media Policy**

This is a description of CRUX Psychology's policies regarding social media. Please review this document so that you understand how the office and your psychologist interacts with the internet. Please keep in mind that, in relation to your care, psychologists keep your information and relationship with CRUX strictly confidential except in rare cases where they feel that you may be a harm to yourself or to others, if a vulnerable person may be in danger of abuse of any kind, or if your services with CRUX are part of a court case. CRUX Psychology uses the internet, including our website and social media accounts, to advertise our location, hours, and contact information. We also post recent academic articles written by, or news articles featuring, our team members.

### **Website**

CRUX Psychology has a professional website that contains public information about our clinic, our services, and our psychologists. The website includes a "contact us" page where you can contact the clinic. Please provide as much information as possible using the "contact us" page so that we can provide you with the best possible service.

### **Interacting on social media**

Please do not use social media (e.g., Facebook, Instagram, or LinkedIn) to contact or communicate with CRUX Psychology and/or our psychologists. These sites are not secure and could compromise confidentiality. If you do contact your psychologist through social media, these exchanges may be documented and become a part of your file. Keep in mind that neither our admin staff nor our psychologists monitor social media for communications.

CRUX Psychology and our psychologists will not accept friend requests, will not friend, or will not follow any clients. Doing so would impair their ability to work effectively and objectively with you.

CRUX Psychology and your psychologist will never request or expect you to "like" or "follow" our social media accounts. If you do choose to interact with our social media, we encourage you to review your own social media account settings to understand who may be able to view your interactions with our accounts. You should be aware that if you interact with our social media, others may deduce that you are receiving services with our clinic. There is nothing wrong with others being aware of your connection to CRUX Psychology, but we want you to make an informed decision about whether you interact with our social media or not.

Views expressed by one CRUX psychologist online do not necessarily reflect views of all members of CRUX Psychology.

### **Business review sites**

You may come across CRUX Psychology on business review websites that invite people to rate and review the business or individual psychologists. These websites are in no way linked to or solicited by CRUX Psychology or our team members. You are welcome to share your experience with our services on these websites but please know that if you post a review on one of these websites, any private details about your experience may then be available for others on the internet to view. Please know that it is unlikely that your psychologist will see or respond to your review. We hope that you bring your thoughts about your services directly to your psychologist or our team.

If you have any questions about this social media policy, we encourage you to discuss them with your psychologist.