



SOCIAL MEDIA POLICY

This document outlines Counselive, LLC's policies related to use of Social Media. Please read it to understand how Counselive, LLC conducts itself on the Internet as an Online Therapy Practice; and how you can expect your therapist at Counselive, LLC to respond to various interactions that may occur between you as the client and Counselive, LLC on the Internet. If you have any questions about anything within this document Counselive, LLC encourages you to bring them up to your therapist when you meet. As new technology develops and the Internet changes, there may be times when this policy will need to be updated. Counselive, LLC's most current Social Media Policy will be listed under the Forms section of its website www.counselive.com.

POSTING TESTIMONIALS ON BUSINESS REVIEW SITES OR ANY SOCIAL MEDIA

You may find Counselive, LLC on sites like Yelp, Health Grades, Yahoo Local, Bing or other places that 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 Counselive, LLC's 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 of Counselive, LLC.

Of course, you have a right to express yourself on any site you wish. But due to confidentiality, Counselive, LLC or your therapist at Counselive, LLC 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 Counselive, LLC or your therapist at Counselive, LLC about your feelings about your work together, there is a good possibility that your therapist may never see it. We encourage you to talk to your therapist if you have any concerns about your therapy, or your experience with Counselive, LLC. Counselive values your feedback about its site and is always working to make sure that yours is a positive experience. If your concern is with your therapist, Counselive hopes that you will bring your feelings and reactions to your work directly into the therapy process. This can be an important part of therapy, even if you decide that you and your therapist are not a good fit. None of Counselive LLC's Social Media Policy is meant to keep you from sharing that you are in therapy with Counselive, LLC wherever and with whomever you like. Confidentiality means that your therapist at

Counselive or any representative of Counselive, LLC cannot tell people that you are a client of Counselive, LLC or jeopardize your Client Information in any way. But you are more than welcome to tell anyone you wish that you are receiving therapy at Counselive, LLC or how you feel about the treatment that has been provided to you, in any forum of your choosing.

FRIENDING

Your therapist at Counselive, LLC will not accept a Friend Request from a current or former client on their personal Facebook, or any other Social Media site. Counselive, LLC believes that adding clients as Friends or Contacts on these sites can compromise your confidentiality and the respective privacy of your therapist. It may also blur the boundaries of the therapeutic relationship you have with your therapist. If you have any questions about this, please bring them up in session with your therapist.

FANNING

Counselive, LLC publishes a blog on its website, has a Facebook Page and a Twitter Account to post current psychology news, and to allow people to share blog posts and practice updates with other users. There is the ability for Counselive, LLC's Fans and clients to post and share information on Counselive Social Media; such as Facebook and Twitter, however, it is not an invitation for you to do so. To protect your privacy Counselive, LLC discourages its Fans and clients from posting on Counselive Social Media. By doing so, there is a possibility that you may indicate to others that you are a client of Counselive, LLC. Additionally, just because someone posts to Counselive, LLC Social Media or is a Fan or Follows Counselive does not mean that they are a client of Counselive, LLC.

Counselive, LLC recommends that clients do not leave testimonials on any social media or website regarding Counselive. If you want to recommend Counselive, LLC the nicest thing you can do would be to refer someone that you feel would be a good fit.

Counselive, LLC cares about the privacy of its Fans and clients and as such Counselive, LLC reserves the right to use its editorial judgment to delete information that may be posted on Counselive Social Media to protect your privacy.

MARKETING

The marketing of Counselive, LLC is the sole responsibility of Counselive, LLC. Counselive, LLC does not expect its Fans and clients to market Counselive, LLC on the Internet.

FOLLOWING

Counselive, LLC publishes a blog on its website, has a Facebook Page and a Twitter Account to post current psychology news, and to allow people to share blog posts and practice updates with other users. Counselive, LLC has no expectation that you as a client will want to follow its blog, Facebook Page or Twitter Stream. Counselive, LLC's therapists will never follow a current or former client on any Social Media. Counselive, LLC's primary concern is your privacy. Counselive's reasoning for not allowing our therapists to follow a client on Social Media is our belief that casual viewing of client's online content outside of the therapy hour can create confusion in regard to whether it is being done as part of your treatment or to satisfy the therapists personal curiosity. In addition, viewing your online activities in lieu of an explicit arrangement towards a specific purpose could potentially have a negative influence on your working relationship with your therapist. If there are things from your online life that you wish to share with your therapist, please bring them into session with your therapist where you can view and explore them together, during the therapy hour.

INTERACTING

Please do not use SMS (mobile phone text messaging) or messaging on Social Networking Sites such as Twitter or Facebook to contact Counselive, LLC or your therapist at Counselive, LLC. These sites are not secure and your therapist or a representative of Counselive, LLC may not read these messages in a timely fashion. Do not use Wall Posting, @ Replies, or other means of engaging with your Counselive therapist in public online if you have an already established client/therapist relationship. Engaging with your therapist in this way could compromise your confidentiality. 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 chart. If you need to contact your therapist between sessions the best way to do so is by phone or through secure email in your Client Portal.

USE OF SEARCH ENGINES

It is NOT a regular part of Counselive, LLC's practice to search for clients on Google or Facebook or other search engines. Extremely rare exceptions may be made during times of crisis. If your therapist has a reason to suspect that you are in danger and have not been in touch with your therapist via your usual means (online video session, 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 unusual situations and if your therapist ever resorts to such means will fully document it and discuss it with you when you next meet.

EMAIL

Counselive, LLC has an email address, counselor@counselive.com, and you can send your therapist secure emails through your Client Portal. You may send a secure email to your therapist with content related to your therapy sessions, however please be aware that your therapist may not be able to get back to you before your scheduled therapy session. Email is not a substitute for online video sessions. No therapy will be done via email. If you have an emergency and you are unable to reach your therapist and feel that you can't wait for them to return your call or email, contact your family physician or the nearest emergency room and ask for the psychologist/psychiatrist/social worker on call or you can contact your local emergency services at 911. If your therapist will be unavailable for an extended time, they will provide you with the name of a colleague to contact, if necessary.

SECURE SPACE

Counselive, LLC recommends that clients use a secure space, ie. not a coffee shop or other non private space, to interact with Counselive, LLC. When participating in your live video therapy session with your therapist please make sure that you are somewhere that your session can be confidential. It is your responsibility to make sure that you are in a secure space.

FAILURE OF TECHNOLOGY

If there is an unexpected interruption in technology that causes your online video session to fail, Counselive's therapist will call you at the primary number you provided. Your session may be rescheduled at your request. Remaining session time will be prorated. Phone session time will be billed at the same rate as online video session. Insurance companies generally will not reimburse for phone sessions.

Thank you for taking the time to review Counselive, LLC's Social Media Policy. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions on the Internet please bring them to our attentions so that we may discuss them.