



Social Media Policy

This document outlines my, Deanna Walsh-Bender’s/CAPES’ (herein DWB/CAPES) policies related to the use of Social Media. Please read it to understand how I conduct myself on the Internet as a professional and how you can expect me to respond to various interactions that may occur between us on the Internet.

1. Friending

I do not accept “friend requests,” nor do I send out “friend requests,” from/to current or former clients on any social networking sites. I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and it may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them to my attention so we can talk more about it. I keep a DWB/CAPES Facebook page, a LinkedIn profile, a Twitter account and Pinterest boards for my professional practice to encourage people to read my posts, to become acquainted with my professional style, and to remain abreast of my practice updates. While I encourage you to peruse my social media profiles to get to know me better as a professional and to feel free to forward any information posted there to others, I ask that you kindly not “like” anything. While your kind intent is truly appreciated, I believe having a client presence creates a greater likelihood of compromised client confidentiality. In addition, the National Association of Social Work’s Code of Ethics prohibits my soliciting testimonials from clients. I feel that “liking” comes too close to an implied request for a public endorsement of my practice.

2. Following

I post mental health/physical health, psychology, advocacy and special education news for clients on Facebook, Twitter & Pinterest. I have no expectation that you, as a client, will want to be a “follower” of any of these media sites. My primary concern is your privacy. If you share this concern yet wish to remain abreast of my updates, there are private ways to follow me on some of these accounts (such as using an RSS feed or a locked Twitter list), which would eliminate your having a public link to my content. You are welcomed to use your own discretion in choosing whether to follow me or not however, please understand that I will not follow back for I only follow other professionals. If there are things from your online life that you wish to share with me, please bring them into our sessions where we can view and explore them together.

3. Interacting

Please do not use messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn to contact me. These sites are not secure and I may not read these messages in a timely fashion. Do not use Wall postings, @replies, or other means of engaging with me online. Engaging with me 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.

4. Business Review Sites

You may find DWB/CAPES on sites such as Yelp, Healthgrades, Manta, 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 automatically add listings regardless of whether the business has added itself to the site’s forum. If you should find my listing on any of these sites, please know that my listing is NOT a request for a testimonial, rating, or endorsement from you as my client. Of course, you have a right to express yourself on any site you wish. But, due to confidentiality, I cannot respond to any review on any of these sites whether it is positive or negative. I urge you to take your own privacy as seriously as I take my commitment of confidentiality to you.

By signing below, you are indicating that you have read, understood, have had the opportunity to ask any relevant questions, and agree to abide by this Social Media Policy.

Signature of Adult Client or Client’s Parent: _____

Signature in Print: _____

Signature of Client Between the Ages of 12 – 17 Years: _____

Signature in Print: _____ Date: _____