

**Susan Kinder Therapy Services**  
(T/A LifeSupport Confidential Counselling Services)

## **DIGITAL POLICY**

**Thank you for reading this document.**

This document has been prepared for the benefit of the clients and supervisees I work with online, so they can experience the same quality of service and duty of care I strive to deliver in face-to-face sessions.

### **MEDIA ACTIVITIES**

I have a website and am subscribed to some sites that advertise or promote counselling and psychotherapy. This means you can read about my professional life, inc. approaches, experience and qualifications, to help you decide if I am the right person to work with you.

I do not subscribe to any social media sites and therefore information about my personal life will not be available. My clinical work has confidentiality as its cornerstone. This means I will respect your right to privacy and not Google you.

### **BOUNDARIES AND NETIQUETTE**

The nature of digital communication can blur the boundaries of relationship we usually adhere to when meeting in person. Online, we need to adhere to the standards of behaviour that we would follow in a real life, face-to-face meeting, ie being respectful, considerate and appropriate in our communications, whilst also being real and genuine about the work we are undertaking.

I ask that we agree neither of us record our online sessions.

**Communication offline:** Please do not use texts, emails or phone to convey information of a confidential manner – again, this is to keep the content of our sessions safe and secure.

I've mentioned confidentiality as being paramount to the therapeutic process. The online services I offer provide the same therapeutic hour in terms of my commitment to your confidentiality and my duty of care for your safety. We will need to discuss what happens if you feel vulnerable and distressed, or where you can access additional support and assistance in emergency situations.

Before embarking on our online relationship we will also have discussed **consent:**

- To my keeping some information about you (eg name, address, telephone number, GP Surgery or Medical Practice, any prescribed medication) plus a brief record of what we have discussed in each session
- To treatment
  - Where the client is under 18 years of age, consent to treatment must be given by a parent/guardian/caretaker

**If you have any questions about any of the above, or if I have not covered areas you would expect to be covered in a Digital Policy, please do get in touch and I will be happy to discuss these areas with you.**