

Dr. Heather Fulton, Registered Psychologist

Social media and technology are constantly improving while increasing our abilities to connect with each other and be informed about different issues. I regularly use social media technology in my practice. However, due to possible conflicts and misunderstandings I have created the policy below to let you know how I use social media.

Please let me know if you have any questions about this policy. Given the changing nature of social media and technology, this policy may be updated in the future. If so, I will inform you in session and give you a new copy of this document. My aim with this policy is to protect you, your confidentiality and our relationship together.

Email

I use email to quickly communicate with clients regarding scheduling issues. Email is not always secure, or checked regularly, thus I do not discuss clinical issues over email. Emails are typically retained on the server of both your and my Internet Service Providers. While it is unlikely that any those companies' staff members would want to read those files, you should be aware of these privacy risks. You should also know that all emails (and any other forms of contact) constitute part of your therapy record with me, thus could be subpoenaed if your file at my practice was ever subpoenaed.

Text

Similar to concerns regarding email, texts are not always secure, I am not always able to check messages in a timely manner and could be subpoenaed and included in your file with me. Additionally, it can be difficult to confirm the identity of the person you are texting with (i.e. just because the message is being received from a certain phone number does not mean it's the same person that's sending the message). Consequently, I discourage my clients from using texts to communicate with me, unless it is brief and related minor scheduling issue only (e.g. running 5mins late).

Twitter, Facebook & LinkedIn

I do not have a professional Facebook page for my practice but I do have a professional Twitter account (@drheatherfulton) and a LinkedIn page. As mentioned in Informed Consent, I am required to keep our relationship confidential, except in special circumstances such as when a person is in imminent risk of harm to themselves or others, a vulnerable person is at risk or a subpoena/court order (see Informed Consent for full details). Here is how I handle various actions online:

- **Friending/Connecting-** To protect your privacy, and my own, I do not accept friend or connection requests on my personal Facebook account or on my professional LinkedIn account. Why? If you connect with me on one of these sites people may make assumptions about how we know each other. It can also blur boundaries in our therapeutic relationship together. You get to decide what you tell others about your connection to me, but I will not reveal my connection to you.
- **Following** – I do not expect any clients will want to follow my Twitter stream. You are welcome to make that choice freely and without any influence from me. However, know that I will not follow you back. My Twitter feed aims to be a source of evidence-based information for therapists and other health professionals thus I will not interact with you through this site (see Interaction section below). I mainly follow other health professionals and news agencies on Twitter and I do not follow any current or former clients. If there are articles, thoughts or other

matters that you wish to share, including those from your online life, please bring them to session so we can discuss them during our time together.

- **Interacting** – Please call me or speak to me directly in case of an emergency. Please do not use messaging on social media sites such as Twitter or LinkedIn. I do not check these accounts regularly thus I may miss your message. Additionally, if you post on any of these sites it is possible that these exchanges may become part of your legal treatment record, and I will need to document and archive any exchanges. As mentioned above, if there is anything you want to share with me, please bring it to your session.
 - The best way to contact me between sessions is via the phone: 778-870-1673 (or via email at drheatherfulton@gmail.com if it's specific to scheduling appointments)
- **Business Review Sites**- Given I keep my private practice small for work/life balance reasons I do not have a Yelp, Google+, FourSquare, RateMyDoctor or any other similar page. Many business listing sites like this use search engines to compile listings and reviews, regardless of whether the business has added itself to the site.
 - If you see my practice listed on any of these sites please know that my listing is NOT a request for a testimonial or endorsement. In fact, the College of Psychologists of British Columbia outline how it is violation for a Psychologist to solicit testimonials from clients. Of course, you may choose to express your views however you wish. Please know, however, that making any such posting on a site may compromise your confidentiality.
 - If you post any comment on such a site I cannot respond due to the confidentiality guidelines outlined previously – regardless of whether the comment is positive or negative. It is also possible that I may never see the comment or know of its existence. I strongly encourage you to bring up any feelings, reactions and concerns regarding our sessions with me directly- even if you have decided we are not a good fit and we won't be continuing therapy. I am open to any discussions of this nature at any time.
 - If you feel I have done something unethical, inappropriate or harmful, and you do not feel comfortable discussing it with me, you are always free to contact the College of Psychologists of British Columbia:
 - College of Psychologists of British Columbia
404 - 1755 West Broadway
Vancouver, BC
V6J 4S5
 - Ph. (604) 736-6164 (or toll free in BC at 1-800-665-0979)

Thank you for reviewing this policy and please feel free to discuss and share any thoughts with me about the above at any time.

Sincerely,

Dr. Heather Fulton, Registered Psychologist (#2075)