

Dr. Iris Jackson, C. Psych.
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Social Media Policy: in view of the many ways that technology now contributes to how people can stay in touch, Dr. Jackson has developed a number of clear guidelines for social media and internet communication.

Regarding email, Dr. Jackson only occasionally gives out her email address, usually so that clients can request or modify appointments. It is best not to email Dr. Jackson content relating to therapy sessions, unless you have ensured the security of your phone and computer. Also, it is important for clients to remember that emails are retained in the logs of our internet service providers. While it is unlikely that anyone will look at those logs, they could be read by the administrators of the Internet service provider. Also, emails become part of the therapy records and can be subpoenaed if the client's file is subpoenaed.

Occasionally Dr. Jackson agrees to have Skype sessions with clients, but only those with whom she has met in face to face sessions previously. She believes that usually, if a client moves to another location and cannot attend sessions in person, it is better to transfer to a psychologist closer to their home. Furthermore, unless a client is only briefly away from Ontario, she does not hold sessions when the client is in another jurisdiction as her license is for her work in Ontario.

Dr. Jackson does not currently have profiles on most social media sites, such as FaceBook, with the exception of LinkedIn. To respect your confidentiality and mutual, respective privacy, Dr. Jackson does not accept friend or contact requests from current clients on any social networking site.

Dr. Jackson does not currently publish an Internet blog nor does she post news on Twitter. She does not follow any of her clients on Twitter nor does she read her clients' blogs when they exist. The reason for this policy is that information gleaned outside of the session can create discomfort or confusion for the client. Also viewing the client's online activities without the client's consent and without a specific therapeutic purpose for it could create a negative impact on the therapeutic work. Clients can share any of their ideas and activities in discussion during sessions rather than indirectly through blogs and other social media forums.

Dr. Jackson does not respond to messaging from clients in part because of the general lack of security of such messages. Also, she has concerns that she would not read such messages or postings in a timely fashion. The best way to contact Dr. Jackson is by telephone.

Dr. Jackson does not search for clients on Google or other search engines. If Dr. Jackson has concerns about a client who has gone missing, she will contact the emergency contact person whom the client suggested in the first session.

If a client finds Dr. Jackson's practice on a number of directory or forum sites, please know that Dr. Jackson has not added her practice to such sites and is not seeking testimonials, ratings or endorsements. Indeed, she recommends that clients do not post such ratings as it can compromise their confidentiality. Also, Dr. Jackson does not read such sites, so if clients wish to communicate with her about their psychotherapy experience, it is best to discuss it directly with her, and she is open at all times to such discussions.

If a client uses location-based services (LBS) (such as Friendfinder or Find my Friends) on his or her mobile phone, there is a need to be aware of privacy issues using these services. If clients use location-based services, it is possible that others may be able to figure out that they are clients due to regular and frequent office visits, even though Dr. Jackson shares the building with a dentist.

Please feel free to discuss these guidelines with Dr. Jackson at any time.