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Williams-Garcia & Associates
Executive Coaching and Conflict Resolution practice

As far as it depends on you, live at peace with everyone
Romans 12:18

Social Media Policy

This document outlines our office policies related to use of Social Media. Please read it to understand how we conduct ourselves on the Internet.

If you have any questions about anything within this document, we encourage you to bring them up when we meet. As new technology develops and the Internet changes, there may be times when we need to update this policy. If we do so, we will notify you in writing of any policy changes and make sure you have a copy of the updated policy.

Friending

We do not “*friend*” or accept contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc).

Face Fan Page and Similar Sites

We acknowledge the importance of maintaining a social media presence. Therefore, we keep a Facebook Fan Page for our professional practice. All of the information shared on this page is available on our website as well.

You are welcome to view our Facebook Fan Page and read or share articles posted there. **We will not “*Like*” the pages of present or past clients.**

Note that you should be able to subscribe to the page via RSS without becoming a Fan and without creating a visible, public link to our Page. You are more than welcome to do this.

Following

We publish a blog on our website and we post relevant news on Twitter. We have no expectation that you, as a client, will want to follow our blog or Twitter stream. However, if you do and in doing you use an easily recognizable name and we happen to notice that you’ve followed us there, we may briefly discuss it and its potential impact on our working relationship.



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Why This Social Media Policy

Our primary concern is your privacy. If you share this concern, there are more private ways to follow us which would eliminate your having a public link to our social media content. You are welcome to use your own discretion

in choosing whether to follow us.

Note: We will not follow you back. If there are things from your online life that you wish to share with us, please bring them to us where we can view and explore them together.

Interacting

Please do not use SMS (mobile phone text messaging) or messaging on Social Networking sites such as Twitter, Facebook, Messenger, or LinkedIn to contact us. These sites are not secure and we may not read these messages in a timely fashion. **Do not** use Wall postings, @replies, or other means of engaging with us in public online if we have an established client relationship. Any such postings or exchanges may become a part of your file.

If you need to contact us between sessions, the best way to do so is by phone. Direct email, or email at WG.client@williamsgarcia.org.

Use of Search Engines

It is **NOT** a regular part of our practice to search for clients on Google or Facebook or other search engines. Extremely rare exceptions may be made during times of crisis. If we have a reason to suspect that you are in danger and you have not been in touch with us via our usual means (coming to appointments, 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 we ever resort to such means, we will fully document it and discuss it with you when we next meet.

Google Reader

We do not follow current or former clients on Google Reader and we do not use Google Reader to share articles. If there are things you want to share with us that you feel are relevant to your treatment whether they are news items or things you have created, we encourage you to bring these items of interest into our sessions.

Business Review Sites

You may find our practice on sites such as Yelp, Healthgrades, Yahoo Local, Bing, Google My Business, or other places which list businesses. Some of these sites include forums in which

Adapted from the Social Media Policy developed by Keely Kolmes, Psy.D.
Retrieved at <http://drkkolmes.com/social-media-policy/>
September 28, 2016



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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 our listing on any of these sites, please know that our listing is

NOT a request for a testimonial, rating, or endorsement from you as our client. **We only post such information on our website.**

Of course, you have a right to express yourself on any site you wish. But due to confidentiality, we 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 us about your feelings about our work, there is a good possibility that we may never see it.**

If we are working together, we hope that you will bring your feelings and reactions to our work directly into the working process. This can be an important part of our work together, even if you decide we are not a good fit. None of this is meant to keep you from sharing that you are working with us wherever and with whomever you like.

Confidentiality means that we cannot tell people that you are our client. But you are more than welcome to tell anyone you wish that we are working together or how you feel about our work provided to you, in any forum of your choosing.

If you do choose to write something on a business review site, we hope you will keep in mind that you may be sharing personally revealing information in a public forum. We urge you to create a pseudonym that is not linked to your regular email address or “*friend*” networks for your own privacy and protection.

If you feel we have done something harmful or unethical and you do not feel comfortable discussing it with us, you can always contact the International Coach Federation, which oversees credentialing, and they will review the services we have provided.

International Coach Federation Headquarters

2365 Harrodsburg Rd, Suite A325
Lexington, KY 40504

Phone: 888.423.3131 (toll-free) +1.859.219.3580

Fax: +1.859.226.4411

Email: icfheadquarters@coachfederation.org

Office hours: 8 a.m. to 5 p.m. (U.S. Eastern/New York) Monday through Friday



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app enabled on your phone.

Please know, if you have GPS tracking enabled on your device, it is possible that others may surmise that you are working with us due to regular check-ins at our office. Please be aware of this risk if you are intentionally “*checking in,*” from our office or if you have a passive LBS

Email

Please do not email us content related to your **Protected Health Information (PHI)**, as email is not completely secure or confidential. If you choose to communicate with us via email, be aware that all emails are retained in the logs of your and our Internet service providers. While it is unlikely that someone will be looking at these logs, they are, in theory, available to be read by the system administrator(s) of the Internet service provider. You should also know that any emails we receive from you and any responses that we send to you become a part of your Healthcare record.

Conclusion

Thank you for taking the time to review our Social Media Policy. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions on the Internet, do bring them to our attention so that we can discuss them.

Updated 5.24.17



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