

KARI KOKKO, MSW, RSW, SEP

*Located at: The Refuge Centre for Healing and Recovery
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COMMUNICATIONS POLICY

Electronic means of communication can be an efficient way to make contact between appointments. However, Kari Kokko wishes to outline the risks and benefits of these methods and to outline her policy for their use, so you can understand our parameters and consent for her to communicate with you via these methods, if you choose.

Risks of Email and Texting

- Email and texts can be circulated, forwarded, stored electronically and on paper, and broadcast to unintended recipients.
- Backup copies may exist even after they are sent or the recipient has deleted their copy.
- Employers and online services have a right to inspect email sent through their systems.
- Emails can be used to introduce viruses into computer systems.
- Emails and texts may not be secure, and therefore it is possible that the confidentiality of such communications may be breached by a third party. Email/text can be intercepted, altered, forwarded, or used without authorization or detection.
- Written communications can be easily misunderstood or misinterpreted, and could inadvertently lead to distress that your therapist will not be able to address effectively outside of session.

Policy Guidelines

Kari cannot guarantee, but will use reasonable means, to maintain security and confidentiality of email information. Kari will not be liable for improper disclosure of confidential information that is not caused by intentional misconduct. She kindly asks that you acknowledge and consent to the following conditions if you wish to use email to communicate:

- Email or text messages sent to her may be documented as part of your clinical record. She will not forward client identifiable emails or texts to others outside the practice without your prior written consent, except as authorized or required by law.
- Kari does not use texting for communication pertaining to clinical matters. Clients may choose to use text for brief, non-clinical communication (such as letting Kari know if you may be running late for an appointment).
- Email (or texting) is not appropriate for urgent matters or emergencies. Kari cannot guarantee that any particular message will be read and responded to within any particular period of time. The same is true of voicemail. In the case of an emergency, please call 911, your local crisis line, or go to the nearest hospital.
- Brief emails will only be used for the purposes of sending you invoices, receipts, links, resources or homework/aftercare instructions, or to cancel or reschedule appointments. Please book an appointment to discuss clinical matters and keep emails concise.
- Kari will check email on a regular basis, but there may be exceptions to this. For instance, she will not check email when out of the office, on vacation or in training.

- There can be server problems or connection issues (such as when someone attempts to send a message from an area with limited or no internet connection or a weak cell phone signal). As a result, sometimes voicemail or email messages are not delivered. If you do not receive a reply to your message within 48 hours, please try again.
- Kari will never distribute your email address to a third party.
- Please use caution when using your employer's computer or your work email address to correspond with Kari.
- Please inform her if your contact information changes.
- Ordinarily there will be no charge for use of periodic, brief emails. Should a message require a lengthy response, a regular correspondence rate may apply. Rather than paying this fee, you may wish to discuss your questions during your next session.
- Should email and voicemail begin to be used in a more frequent, intensive way beyond the parameters set out in this policy, Kari will explore your needs further with you to determine alternative resources or solutions that may be helpful.

Social Media Use

Kari uses social media such as LinkedIn to connect with colleagues. Kari does not add clients as contacts on social media.

Consent and Agreement

I understand that Kari accepts no liability for any breach in privacy or confidentiality caused by myself or any third party, or for any interference with or damage to my computer system, software or data occurring in connection with my use of insecure / unencrypted email to communicate with her.

I acknowledge that I have read and fully understand this consent form. I understand the risks associated with the use of email communication and agree to abide by the parameters outlined in this communications policy.

Client name: _____

Client signature: _____

Date: _____