

# Privacy, Informed Consent & Terms of Use

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At Creative Coping Counseling we recognize that privacy of your personal information is important. Here is a description on what types of personal information we receive and collect when you use visit our site and how we safeguard your information. We never sell your personal information to third parties.

## Log Files

As with most other websites, we collect and use the data contained in log files. The information in the log files include your IP (internet protocol) address, your ISP (internet service provider, such as AOL or Shaw Cable), the browser you used to visit our site (such as Internet Explorer or Firefox), the time you visited our site and which pages you visited throughout our site.

We also use third party advertisements on to support our site.

Some of these advertisers may use technology such as cookies and web beacons when they advertise on our site, which will also send these advertisers (such as Google through the Google AdSense program) information including your IP address, your ISP, the browser you used to visit our site, and in some cases, whether you have Flash installed. This is generally used for geotargeting purposes or showing certain ads based on specific sites visited.

You can choose to disable or selectively turn off our cookies or third-party cookies in your browser settings, or by managing preferences in programs such as Norton Internet Security.

However, this can affect how you are able to interact with our site as well as other websites. This could include the inability to log in to services or programs, such as logging into forums or accounts.

## DISCLAIMER:

### SOCIAL MEDIA POLICY DISCLAIMER:

- The intention for using social media for therapists is for marketing, education, advocacy, thought leadership, and providing content in a technologically changing field. Therapists want to do this while making clients aware of the risks and benefits of engaging on social media where therapists are present.
- A therapeutic relationship is a professional relationship and in today's technological climate, a social media presence or following your therapist on social media is not to be confused with a relationship outside of therapy. Ethical, professional, and therapeutic boundaries must be followed and honored.
- A therapist's social media page is not psychotherapy, a replacement for a therapeutic relationship, or substitute for mental health and medical care. A social media presence as a counseling professional is not seeking an endorsement, request, or rating from past or current clients. No social media posts should be considered professional advice. The information contained in posts is general information for educational and informational purposes only.
- Past and current clients risk breaching their privacy and confidentiality by following, liking, re-posting, commenting, and engaging on social media platforms with therapist.
- In order to honor professional boundaries, ethical nuances, and not engage in and prevent any potential form of dual-relationship, therapist will not follow or friend past or current clients on social media platforms.

- If there are things from your social media sites that you think would be helpful for your therapist to know, please share those things with your therapist during sessions directly.
1. "Direct Messaging" is another risk to your privacy. Remember commenting and messaging between sessions is not a confidential or encouraged mode of communication. Please schedule an official therapy session to discuss, explore, and ask any treatment related questions or concerns. Social media is not an appropriate medium for sharing therapeutic concerns, questions, comments, or reaching out in crisis to your therapist. Comments and DM's are not confidential.
- To ensure using technology, chat rooms, and/or social media in a professional manner and maintain appropriate professional boundaries, Katherine Franco does not engage in any "personal virtual relationships" that blur the professional boundary (dual relationships) by using personal accounts as the connection point for the virtual relationship with current or former clients. Katherine Franco respects the privacy of her current and former clients' presence on social media unless given consent to view such information only during a scheduled session.
  - Please consult your physician or mental health provider regarding advice or support for your health and emotional/mental wellbeing.
  - If you are suicidal, please call you local 24 hour crisis hotline or 911 emergency services.
  - For the NYC area you can call:
    - 1-888-NYC-WELL (1-888-692-9355)
    - 1-888-692-9355 (Español)
    - 1-888-692-9355 (中文)
    - 711 (TTY for hearing impaired)
- NYC Well is your connection to free, confidential crisis counseling, mental health and substance misuse support, information and referral. You can reach the toll-free help line 24 hours a day, 7 days a week by phone, text and online chat. Mental health professionals there can link you to the services you need.