



Communications Policy

Contacting Me

When you need to contact your therapist with Engaging Therapies LLC for any reason, these are the most effective ways to get in touch in a reasonable amount of time:

- By phone You may leave messages on the voicemail, which is confidential.
- By text message between 9am-6pm
- By email
- By the website (www.engagingtherapies.com).

If you wish to communicate with us by normal email or normal text message, please read and complete the Consent For Non-Secure Communications form included with these office policies.

If you need to send a file such as a PDF or other digital document please understand that email is not secure and confidentiality of information in the document cannot be guaranteed.

Please refrain from making contact with us using social media messaging systems such as Facebook Messenger or Twitter. These methods have very poor security and we do not prepare to watch them closely for important messages from clients. Please refrain from sending friend requests for any social media outlets, they will not be accepted as they are not appropriate mediums for communications or boundaries within the therapeutic relationship

It is important that we be able to communicate and also keep the confidential space that is vital to therapy. Please speak with me about any concerns you have regarding my preferred communication methods.

Response Time

I may not be able to respond to your messages and calls immediately. For voicemails and other messages, you can expect a response within **2 business days** (weekends are

excepted from this timeframe.) I may occasionally reply more quickly than that or on weekends, but please be aware that this will not always be possible.

Be aware that there may be times when I am unable to receive or respond to messages, such as when out of cellular range or out of town.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please call **911 or 211 for emergency mental health services.**

If you need to contact me about an emergency, the best method is after you have contacted 911 or 211:

- By phone
- If you cannot reach me by phone, please leave a voicemail and then follow up text message.

Please note though you are contacting me to notify me of an emergency I may not be able to respond directly to the emergency however I will check in with you the following business day. It is imperative that in an emergency 911 or 211 is contacted for crisis services.

Disclosure Regarding Third-Party Access to Communications

Please know that if we use electronic communications methods, such as email, texting, fax, and possibly others, there are various technicians and administrators who maintain these services and may have access to the content of those communications. In some cases, these accesses are more likely than in others.

Client Signature

Date

Parent or Legal Guardian

Date

Therapist Signature

Date