



## **Communication & Social Media Policy**

**GreenSpace Counseling, LLC**

### **Communication & social media Policy**

Effective Date: March 2021

Last Updated: January 2026

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#### **Approved Communication Channels**

Clinical communication is limited to:

- Secure client portal messaging through Simple Practice
- Telephone calls for scheduling, billing, or brief administrative matters
- Scheduled therapy sessions

Email, website contact forms, and text messaging are for administrative purposes only and are not appropriate for clinical communication.

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#### **Response Time & Emergencies**

Messages are reviewed during regular business hours. Immediate responses are not guaranteed.

GreenSpace Counseling, LLC does not provide crisis or emergency services through electronic communication. In emergencies, clients must call 911 or local emergency services.

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#### **Telehealth Location Requirement**

Clients must be physically located in the State of Alaska at the time of telehealth services unless otherwise permitted by applicable law and clinician licensure.

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#### **Social Media Boundaries**

Social media platforms are used for informational purposes only. GreenSpace Counseling, LLC does not engage in therapeutic communication through social media.

Direct messages, comments, tags, and friend requests will not be used for clinical purposes.

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**Recording Prohibition**

Clients may not record, photograph, or distribute any portion of sessions, communications, or provider content without prior written consent.

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**Policy Scope**

This policy applies to all current and former clients and members of the public interacting with GreenSpace Counseling, LLC.