

Kathleen Pratt, MSW, RSW, Certified Yoga Teacher

Privacy and Communication Technology Policy

As a registered social worker, I comply with the Standards of Practice of the Ontario College of Social Workers and Social Workers ([OCSWSSW](#)) and applicable [privacy legislation](#).

Email Communication

Email communication is an individual choice for each client. Although I take steps to protect client confidentiality, non-encrypted email transmission cannot be guaranteed to be secure or error-free, as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. I recommend that my clients communicate by email using an address that is password protected and is accessible only by them. By initiating or responding to email communication with me, you are consenting to its use. Email I send and receive through my web address is done using my private Gmail account. I check email at least once each business day and will respond within 48 hours to non-urgent requests. If your matter requires a prompt response, please call me.

My registration form is an electronic document in Google Forms and the personal contact and health information you provide me is stored according to the Documentation Practices detailed below. The alternatives to sending me your personal health information electronically are: a) I complete the form over the phone with you or b) you print the form and return it completed by regular mail (this requires some lead time before your session) or deliver by hand.

Social Media and Website

I maintain business pages on [Facebook](#), [Instagram](#), [LinkedIn](#) and Google. Messaging on these platforms is not secure or confidential and is not recommended to communicate any personal information. In accordance with OCSWSSW standards of practice, I do not solicit testimonials on social media, and this feature is disabled when possible. I do not become 'friends' with clients on social media. Unless you direct me to online information about you, or I obtain your consent to search for personal information about you online, I will not do so.

My website does not use tracking technologies.

Video Conferencing

I use [Zoom](#) for virtual sessions. The steps I take to protect your privacy and the security of our sessions includes: a) No one is in the vicinity when I am with you online, b) I provide you with a password for the session, and c) I lock the meeting after you join. If you opt for a recording of your private session, it is saved on my computer (not the Cloud), emailed to you as a Google Drive link (where you can view and/or download) and deleted within four weeks. You understand and agree that this recording is for your personal use only, and is not to be shared or posted online.

In the event of a technical failure that prevents email or video communication. I will call you. Please note, my business line is also my home phone and I ensure privacy when I am speaking with clients. If you leave a voicemail, you are welcome to do so with only your first name and/or phone number. I do not use a cell phone to communicate with clients except in urgent cases and I remove all traces of our call from the cell phone. I do not use text.

Newsletter

I use [Mailchimp](#) to manage my mailing list. When you subscribe to my newsletter, your email address is stored on the password-protected Mailchimp platform and I receive data about your engagement with my campaigns. You have the option to unsubscribe at any time. I do not share your email address with anyone.

Documentation Practices

Personal health information is collected in accordance with PHIPA and other applicable legislation.

Hard or soft copies of personal information about clients can include: registration forms and waivers, email correspondence and written notes from phone calls or private/group sessions. Personal client information received or saved electronically is saved in a password protected file on an external drive. Hard copies of information are stored in a locked filing cabinet. Information is stored for a period of 10 years, in compliance with OCSWSSW Standards of Practice.

Confidentiality and Limits

In some cases, I will request a client's consent to communicate with another health care provider. This could be to communicate with a therapist for a client who has trauma, a physiotherapist or family physician for a person who has pelvic health concerns, or a rehabilitation company has arranged for payment by insurance. In these cases, I will ask the client to sign a consent form giving me permission to communicate with a specific health care provider. When I request this consent from a client, it does not mean that I will contact the health care provider, but I have consent to do so if required or I think it is warranted.

Disclosure of confidential information may be required by law or a court order. Client confidentiality is limited if I become aware of information and must act to prevent serious, foreseeable, and imminent harm to a client or others.

If you have any questions, please contact me:

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