Oasis For Hope, LLC

Restoration and renewal for every story.

Social Media Privacy Policy

1. Purpose of Social Media Pages

Our social media pages are intended to provide educational information, mental health resources, announcements, and updates about our counseling services. We use these platforms to promote mental health awareness, encourage emotional wellness, and share information that may be helpful to individuals, families, and our community.

Our social media presence is intended for informational and educational purposes only. It does not establish a therapeutic relationship or serve as a substitute for professional mental health counseling.

2. Protecting Your Privacy and Confidentiality

Your privacy and confidentiality are extremely important to us. We are committed to maintaining appropriate professional and ethical boundaries in all interactions, including those that occur through social media.

Please be aware that social media platforms are public or semi-public environments. Information shared through comments, posts, messages, likes, follows, or other interactions may be visible to other individuals or collected by the social media platform.

For your protection, we encourage you not to disclose personal, identifying, or confidential information about yourself, your mental health, or your treatment through our social media pages.

We will not confirm or deny whether an individual is or has been a client of our practice in response to social media interactions.

3. Comments, Likes, Shares, and Following Our Pages

You are welcome to follow, like, share, or interact with our professional social media content. However, please understand that interacting with our pages may make your association with our practice visible to others, depending on the platform's privacy settings.

To protect your confidentiality:

- We will not publicly identify you as a client.
- We will not respond to comments in a manner that confirms or implies an existing therapeutic relationship.
- We will not share, repost, or otherwise disclose client-related information.

- We do not encourage clients to use social media interactions as a means of communicating about their counseling services or treatment.
- We maintain professional boundaries between our personal and professional social media accounts.

Following or interacting with our professional pages does not establish a counseling relationship.

4. Direct Messages and Electronic Communication

Our social media accounts are not secure or confidential communication channels and should not be used to discuss personal mental health concerns, treatment information, or other sensitive matters.

Direct messages may be used for general questions about services, office information, or scheduling inquiries. However:

- Messages are not monitored continuously.
- We cannot guarantee the privacy or security of information sent through social media.
- We do not provide counseling, clinical assessments, crisis intervention, or therapeutic support through social media messaging.
- Please use our designated telephone number, secure client portal, or other approved communication methods for practice-related matters.

Sending us a direct message does not establish a therapeutic relationship or guarantee a response.

5. Testimonials, Reviews, and Public Feedback

We respect your right to share your experiences and opinions about our practice. However, we ask that you carefully consider your privacy before posting reviews, testimonials, or comments about mental health services.

Because of professional confidentiality obligations, we cannot publicly acknowledge or respond to comments in a way that confirms an individual has received services from our practice.

We do not request that clients disclose their participation in counseling through public reviews or testimonials.

6. Emergency and Crisis Situations

Our social media pages are not monitored for emergency situations and should never be used to request immediate mental health assistance.

If you are experiencing a mental health emergency or believe you may be in immediate danger:

- Call 911 or go to your nearest emergency department.
- Call or text 988 to reach the Suicide & Crisis Lifeline.
- If you are experiencing an urgent concern but are not in immediate danger, contact your established healthcare provider or appropriate local mental health resources.

Please do not rely on social media messages or comments for emergency assistance.

7. Educational Information and Professional Resources

Information shared through our social media pages is intended for general educational and informational purposes. Posts, articles, videos, and other resources are not intended to diagnose, treat, or provide individualized recommendations for any mental health condition.

Reading, commenting on, or sharing our content does not create a counselor-client relationship.

We encourage individuals seeking mental health support to consult with a qualified mental health professional to determine what services may best meet their needs.

8. Third-Party Social Media Platforms

Our practice maintains social media accounts through third-party platforms, which may include Facebook, Instagram, LinkedIn, and other online services.

These platforms operate under their own privacy policies, terms of service, and data collection practices. Our practice does not control how these platforms collect, store, use, or share information about individuals who visit or interact with our pages.

We encourage you to review the privacy policies and security settings of the social media platforms you use.

9. Professional Boundaries

To maintain the integrity of the therapeutic relationship and protect client confidentiality, our practice maintains professional boundaries regarding online interactions.

We generally do not accept personal social media friend or follow requests from current clients. We also do not use social media to investigate, monitor, or access clients' personal online activities.

Our professional social media accounts are maintained separately from personal accounts and are intended solely for professional communication, education, and practice-related information.

10. Questions or Concerns

If you have questions about this Social Media Privacy Policy, our privacy practices, or appropriate ways to communicate with our office, please contact us directly using the contact information provided on our website.

Thank you for respecting these boundaries and helping us maintain a professional, ethical, and confidential counseling environment.

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Privacy Notice: This Social Media Privacy Policy supplements our practice's informed consent and Notice of Privacy Practices. It does not replace those documents or alter any privacy rights or confidentiality protections provided under applicable federal and Maryland law.