<u>HOW TO USE CaPPPchat</u>

To maintain the integrity and security of CaPPPchat the CaPPPchat email address must not be shared or disclosed to any non-member, group or organisation.

This guide contains the following important information to help you use CaPPPchat.

1. What is CaPPPchat.
2. How do I send a message to members via CaPPPchat.
3. How do I reply to a message on CaPPPchat.
4. How to advertise a course, workshop or other event.
5. How to make or reply to a referral request.
6. Suggested referral template.
7. CaPPPchat security.
8. How to access your CaPPPchat account and set Topic filters to filter the type of messages you want to receive

1. What is CaPPPchat?

CAPPPchat is a self-moderating forum, it is members' responsibility to maintain it as a space of respect, integrity and safety, in which open communication can take place, and where difference is respected. All communications on CAPPPchat should be conducted in a spirit of mutual respect.

CaPPPchat was set up to provide an accessible networking forum for counsellors and psychotherapists. CaPPPchat is a professional service and therefore the subject and purpose of emails should be confined to matters concerning counselling and psychotherapy. This may include sharing or requesting information about the following topics:

- Counselling and psychotherapy work
- Rooms for hire
- Supervision and supervision groups
- Client referrals
- Professional development and other professional matters
- Advertising Workshops

CAPPPchat may also be used for open discussion of professional issues.

Please do **not** use CaPPPchat for general, including political, information even if the cause is very appealing to you and others.

CaPPPchat is also the channel used by the CaPPP committee and administrator to communicate with members

2. How do I send a message to members via CaPPPchat?

Messages are sent to all members from your own email address via CaPPPchat. Simply address the message you want to go to members and CaPPPchat will send your message.
Always include a "Topic" in the subject heading of your email such as "Event" or "Referral" as capppchat can be set to automatically filter emails so members only receive emails on Topics they have opted in to receive.

Topic 1. **Admin** – you must opt in to receive this Topic as it is used by the CaPPP committee and administrator to contact all members e.g. to advertise CaPPP workshops and the AGM and for other administrative messages
Topic 2. **Event** – to send or receive emails advertising a workshop, course or training

Topic 3. **Room** – to send or receive emails advertising a room to rent or wanted

Topic 4. **Discuss** – to send or receive emails discussing issues and sharing opinions

Topic 5. **Supervision** – to send or receive emails about supervision offered or wanted

Topic 6. **Job** – to send or receive email advertising job vacancies

Topic 7. **Referral** – to send or receive emails about referrals

Topic 8. **Request** – to send or request information and advice

Topic 9. **Other** – to send or receive emails that don't fit in to any of the other Topics

Use one of the Topic words shown above in **bold** in the subject line of any message you send on capppchat. You only need to include the Topic word once as in: Room to rent. You do not need to write it twice or in bold as in **Room** – Room to rent. Nor do you need to include the word Topic or the number. You can simply write "Room available in busy treatment centre" or "Job vacancy at Counselling Service" or "Ongoing supervision offered in Cotham" or "Event – Psychotherapy and bodywork day workshop in Stroud" etc.

For details on how to set the Topics you would like to receive see the section at the end of these instructions on how to login to your capppchat account. You can ask the administrator to set your chosen topics or make any other account changes for you.

If there is an attachment in your message, ensure that there is enough information in the body of your email so that members know whether the attachment is relevant to them.

3. How do I reply to a message on CaPPPchat?

If you are replying to a request for information or services please **use the "Reply to the Sender" button, rather than "Reply All" button**. Please think carefully about whether your reply needs to go to one person or to the whole of CaPPP. Only use "Reply to All" when necessary. Remember you can only use the email address that you registered with when you joined CaPPP. Please contact the administrator if you need to change your email address at any time at **admin@cappp.co.uk**

4. How to advertise a course, workshop or other event?

- This facility is for CaPPP members only and organizations with which CaPPP has a reciprocal arrangement. Please do not post information on behalf of third parties or non-members unless you are directly involved with the organisation of the event.
- Please exercise moderation when advertising your workshop. Please limit yourself to two, or at most three, posts regarding any workshop.

5. How to make or reply to a referral request

The CaPPP committee have formulated the following guidelines, to help us all with taking care around information disclosed about the client seeking a therapist. The template for referrals is below and MUST be used when making a referral.

a) The request for referral should be brief, focusing on the type of therapist/therapy required e.g. location, maximum fee, times, specialist knowledge or approach etc. The referrals **must not** be of a narrative nature either in the client's, their parent's or the therapist's words.
b) The client's identity should always be protected.
c) Any personal information should be kept to an absolute minimum, e.g. approximate age or gender can be given if relevant, but not their name, contact details, where they live, their story or issues.
d) The client's consent must be obtained before disclosing this information.
e) The referring therapist should not disclose their relationship to the client or their views about the client.
f) Replies should be addressed back to the CaPPP member making the request not to the CaPPP forum ie use **Reply** not **Reply All**
g) CaPPP members making the request should not make recommendations to the client about therapists but should merely pass on the information received. If you are concerned about a referral request on CaPPPchat which you feel reveals too much information please contact the CaPPP administrator.

6. CaPPP templates for referrals and replies

The following templates **must** be used to keep referrals simple and within the guidelines above

Template for **referrals**:

- Gender of therapist (if specified by client)
- Acceptable locations
- Maximum fee (if specified)
- Times specified
- Any specialist approaches or areas of experience specified
- Approximate age of client if relevant

- Any other restrictions or specifications: no narrative to be included

Template for **replies**:

• Name of therapist
• Contact details (telephone, email, website)
• Location
• Availability
• Fee
• Any other information which may be helpful to the client

Example:
Do not include narratives such as:
"I've had a request from a client, they say it's okay to tell you they've been suffering anxiety for seven years. They have recently been made redundant and since they live in Southmead they need someone local. They're in their twenties and have issues with their family."

INSTEAD make it about the therapy needed ie:
Therapist needed in or around Southmead
Low Cost preferred
Any time
Experience of working with anxiety

If in doubt about the format or information acceptable in a referral please contact the administrator admin@cappp.co.uk

7. CaPPPchat Security:

In order to maintain the integrity of CaPPPchat the CaPPPchat email address must not be shared or disclosed to any non-member or other group or organisation. To avoid unauthorised access and the potential spread of unsolicited mail, spam, viruses etc, please do not add the CaPPPchat email address to any mail group etc. in your list of email contacts. When sending an email to CaPPPchat do not add any other recipients to the message and when sending an email to non-members do not add the CaPPPchat email to a list of recipients. This would also be a breach of GDPR (General Data Protection Regulations).

a) What type of emails will I receive from CaPPP?

As well as receiving messages from members you will also receive occasional emails from CaPPP such as:

Details of CaPPP organised events
News and updates from the committee to members
Administrative information and subscription reminders

Details from counselling and psychotherapy organizations with whom CAPPP has a reciprocal arrangement about courses and events they are offering. (we do not share your details but simply forward event details via capppchat)

b) **Weekly Digest option**

If you would prefer not to receive messages daily as they are sent you can opt to receive a weekly digest of messages by contacting the administrator or changing your account settings.

See also CaPPP policy on use of CaPPPchat: https://cappp.co.uk/policies/

8. How to login to your CaPPPchat account and choose the Topics you would like to receive

If there are Topics you do not want to receive you will need to login to your CaPPPchat account and change the Topic settings. Any changes you make can be reversed at any time in the same way. If you would prefer you may email a list of the Topics **you do not want to receive** to the administrator who will set them up for you admin@cappp.co.uk