

Policy on Use of CAPPchat and CaPPP's Membership List *(including referrals policy)*

1. Code of Communication:

CAPPchat is a self-moderating forum, and 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.

Communications on CAPPchat should be conducted in a spirit of mutual respect.

Members should address and discuss disagreements on the way communication is carried out in the first instance privately rather than openly. If no resolution can be achieved, the matter can be taken up with the CAPP committee.

2. Permitted uses of CAPPchat and the CAPP membership list

CAPPchat and the CAPP membership list may be used for the following:

- a) Sharing and requesting information, on professional and self-development matters only, including:

Work opportunities

Rooms for hire

Supervision and supervision groups

Referrals (see below for further guidelines)

Workshops and training opportunities (see below for further guidelines)

Any other professional matters

- b) General discussion of professional and community matters

- c) Information from the CAPP committee and administrator, such as:

- Details of CAPP organised events
- News and updates from the committee to members.
- Administrative information and messages
- Details from counselling and psychotherapy organizations with whom CAPP has a reciprocal arrangement about courses and events they are offering. (we do not share your details but simply forward event details via cappchat)

3. Etiquette around subject lines, attachments and replies

There can be a lot of emails sent via CAPPchat, so please respect your colleagues' time by following this simple etiquette:

- a) Subject line: Include a 'Topic Word' and enough information in the subject line to enable recipients to decide whether the email is likely to be of interest to them

Please use one of the Topic Words in the heading of your email:

- Event – to advertise a workshop, course or training
- Room – to advertise a practice room to rent or wanted
- Discuss – to discuss issues and share opinions
- Supervision – to offer or request supervision
- Job – to advertise a job vacancy
- Referral – to advertise or seek referrals
- Request – to request information and advice
- Other – anything not fitting the above topics

- b) Attachments: There should be enough information in the body of the email to enable recipients to decide whether they are interested in opening the attachment
- c) Large attachments: Please consider uploading large attachments to a service such as Dropbox and providing a link in your email, rather than sending it to every CAPP member's inbox via CAPPchat. (Dropbox has a free basic account available.)
- d) Replies: Please consider whether your reply to a post needs to go to one person or to the entire CAPP membership. Choose "Reply" or "Reply to All" accordingly.

4. Referrals Guidelines

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 **should 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.

5. CaPPP templates for referrals and replies

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

CaPPP template for **referrals**:

- Male or Female therapist (if specified by client)
- Acceptable locations
- Maximum fee (if specified)
- Times specified
- Any specialist approaches or areas of experience specified
- 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

Examples

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

6. Advertising Workshops Policy

Only workshops and training events delivered or organized by CAPPP members, or by an organisation with whom we have reciprocal arrangements, may be posted on CAPPPchat. Please do not publicize events on behalf of anyone who is not a member. Please exercise moderation when advertising your workshop. Please limit yourself to two, or at most three, posts regarding any workshop.

7. CAPPchat Security:

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

8. Data Protection: CAPP Members details:

The email addresses and contact details of CAPP Members are covered by the Data Protection Act 1998 and later GDPR regulations. It is illegal to copy and add any part of these details to the data base or mailing list of any other organisation or individual. Please remember to respect the privacy of members at all times.

CaPPP Committee updated 2020