

Technology and Social Media Use Policy

Shifaa Serenity Therapy Solutions, LLC

Prepared by:

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Founder, CEO, Therapist & Community Advocate

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1. Purpose and Guiding Principles

This policy sets forth guidelines for responsible use of technology, electronic communications, and social media by employees, contractors, interns, and volunteers of **Shifaa Serenity Therapy Solutions, LLC**.

The organization is committed to protecting client confidentiality, maintaining professional boundaries, and ensuring that organizational resources are used appropriately.

2. Scope of Application

This policy applies to all individuals working with or representing the practice, and covers:

- Office computers, phones, email, and electronic systems.
 - Remote/telehealth technology.
 - Social media accounts and online communications.
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3. Technology Use Standards

3.1 Professional Use of Technology

- Company technology must be used primarily for work-related purposes.
- Downloading, sharing, or storing inappropriate or unauthorized material is prohibited.
- All staff must use secure passwords and protect access to electronic systems.

3.2 Client Confidentiality and Technology

- PHI may only be transmitted via secure, HIPAA-compliant platforms.
- Staff are prohibited from storing client information on personal devices unless authorized and secured.
- Telehealth sessions must be conducted in private, secure settings.

4. Social Media Use Standards

4.1 Professional Boundaries

- Staff must not “friend,” follow, or otherwise connect with clients on personal social media platforms.
- Sharing or posting any client information or case details online is strictly prohibited.

4.2 Representation of the Organization

- Personal opinions expressed online must not be presented as official statements from Shifaa Serenity Therapy Solutions, LLC.
- Staff may not use the organization’s name, logo, or branding for personal projects or unauthorized promotions.
- Professional use of social media on behalf of the organization must be approved by leadership.

4.3 Prohibited Conduct

- Cyberbullying, harassment, or discriminatory language online is prohibited.
- Posting or engaging in content that damages the reputation of the organization or breaches professional ethics will result in disciplinary action.

5. Monitoring and Enforcement

- The organization reserves the right to monitor the use of its electronic systems.
 - Violations of this policy may result in disciplinary action up to and including termination.
 - Legal action may be taken if violations result in harm, liability, or breach of confidentiality.
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6. Acknowledgment and Signature Page

I, _____, acknowledge that I have received, read, and understood the **Technology and Social Media Use Policy** of **Shifaa Serenity Therapy Solutions, LLC**.

I agree to comply with the standards outlined in this policy, including appropriate use of technology and responsible conduct on social media. I understand that violations may result in disciplinary action, termination, and potential legal consequences.

I also understand that it is my responsibility to seek clarification from my supervisor, Human Resources, or the CEO if I have questions about this policy.

Employee/Contractor/Volunteer Information

- **Printed Name:** _____
 - **Signature:** _____
 - **Position/Role:** _____
 - **Date:** _____
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