



Community Mental Health Services  
Wayne Hall 8<sup>th</sup> Floor  
125 W. Rosedale Avenue  
West Chester, Pennsylvania 19383  
610-436-2510 | fax: 610-436-2929  
cmhs@wcupa.edu

## COMMUNICATION POLICY

We would like to thank you for choosing WCU Community Mental Health Services as your provider. The following outlines limits we have set for communication with clients in order to maintain privacy.

- **Email** - WCU Community Mental Health Services staff, clinicians and supervisors do not communicate by email with clients.
- **Text Messaging** - WCU Community Mental Health Services staff, clinicians and supervisors will not text message you, nor respond to text messages from you.
- **Social Media** -WCU Community Mental Health Services staff, clinicians and supervisors do not communicate with, or contact, any of our clients through social media platforms such as Twitter and Facebook. In addition, if WCU Community Mental Health Services staff, clinicians or supervisors discover that they have accidentally established an online relationship with you they are required to dissolve the relationship immediately.
- **Website** – WCU community Mental Health Services has a website that you are encouraged to access [www.wcupa.edu/CommunityMentalHealth](http://www.wcupa.edu/CommunityMentalHealth). If you have any questions about any information on the website please discuss them during your therapy appointment.
- **Web Searches** - WCU Community Mental Health Services staff, clinicians and supervisors will not use web searches to gather information about you without your permission. If you encounter information about your clinician through web searches, or in any other fashion, please inform your therapist so that any potential impact on your treatment may be discussed.
- **Phone** – In the event of a true emergency please call 911 or go to your nearest hospital emergency room. To schedule or reschedule an appointment or to leave a message for your clinician please call our main office number at 610-436-2510.
- **Inclement Weather** – anytime inclement weather impacts travel in the community, please check the West Chester University website at [www.wcupa.edu](http://www.wcupa.edu) to determine if the University will be open; the clinic will follow University guidelines at these times.

Although we will do our best to respond promptly to communication from you, usually by the next business day, we cannot guarantee response within a particular period of time. This means that the main office phone number should not be used for emergencies or other time-sensitive matters. In an emergency, please call 911 or go to your nearest hospital emergency room.

If you have not received a response from us within a reasonable time period, please follow up to determine whether the intended recipient received your communication and when the recipient will respond.

## Acknowledgement of Communication Policy

As a client of WCU Community Mental Health Services, your signature below indicates that you have read this policy and agree to its terms.

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**Name of Client(s) Please Print**

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**Signature of Client(s) and/or Minor Child**

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**Date**

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**Signature of Legal Representative of Minor Child**

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**Date**