

## NYSSCSW Listserv Guidelines and Policies

The NYSSCSW Chapter Listservs and Community Bulletin Board are interactive email groups exclusively for members. Opting-out of Listservs does not change one's membership in the chapter or the Society.

The views, opinions and information expressed and shared in these Listservs are the views and opinions of the correspondents. Posted information is not verified or confirmed as correct or accurate thus information shared by members should not be assumed to be correct or accurate. As a matter of policy, NYSSCSW does not endorse, or promote the views, opinions or information posted by any of the correspondents on NYSSCSW Listservs.

Our Listserv Guidelines & Policies have been designed to keep all listservs professional in tone. Information is shared, while confidentiality and professional standards are preserved. Consult the lists below for your chapter's listserv address. These guidelines are in full effect and have been vetted with the Society's leadership.

All Listservs of the NYSSCSW are fully-moderated, thus every submitted item is reviewed internally before being posted to the specified listserv. Review of pending posts takes place daily during normal business hours of Monday – Friday, 9a – 5p. If an item fails to meet the NYSSCSW guidelines, the moderator will notify the member of the issue and provide information for making the necessary adjustments to have the post published.

### Chapter Listserv Addresses & Moderator Info

Email [info.nysscsw@gmail.com](mailto:info.nysscsw@gmail.com) for any questions or difficulties.

Unless a member has paid to be on the listserv of other chapters, members belong ONLY to their primary chapter's listserv. Members can post directly ONLY to their own chapter's listserv. See Section 6 below for our policies and procedures for sharing specific posts between chapters.

- a. Metropolitan: [NYSSCSW-Met-Chapter@GoogleGroups.com](mailto:NYSSCSW-Met-Chapter@GoogleGroups.com)
- b. Mid-Hudson and Upstate: [NYSSCSW-Mid-Hudson-and-Upstate@GoogleGroups.com](mailto:NYSSCSW-Mid-Hudson-and-Upstate@GoogleGroups.com)
- c. Nassau & Suffolk: [NYSSCSW-Nassau-Suffolk@GoogleGroups.com](mailto:NYSSCSW-Nassau-Suffolk@GoogleGroups.com)
- d. Queens: [NYSSCSW-Queens@GoogleGroups.com](mailto:NYSSCSW-Queens@GoogleGroups.com)
- e. Rockland: [NYSSCSW-Rockland@GoogleGroups.com](mailto:NYSSCSW-Rockland@GoogleGroups.com)
- f. Staten Island: [NYSSCSW-Staten-Island@GoogleGroups.com](mailto:NYSSCSW-Staten-Island@GoogleGroups.com)
- g. Westchester: [NYSSCSW-Westchester@GoogleGroups.com](mailto:NYSSCSW-Westchester@GoogleGroups.com)

### NYSSCSW Listserv Guidelines & Policies

#### 1. HOW TO POST:

A. **HOW TO POST:** Using the email address registered to the Society listservs, send the desired email to the listserv address per the list above. Your post will be reviewed and posted to the corresponding listserv automatically during regular business hours, or if outside of these hours, it will be posted on the next business day. You will be notified in the same timeframe if there is an issue with posting your email.

You will likely not receive a copy of your own post in your inbox however you will receive responses directly.

#### **B. EMAIL SIGNATURE REQUIREMENTS:**

**REQUIRED:** Your full name and email address.

**OPTIONAL:** Your office address and telephone number.

Agency-based or home-based members need not include their agency or home address, if they do not wish to. Your email signature is your on-line business card.

**C. DESCRIPTIVE SUBJECT LINE:** Give your email a descriptive, accurate subject line, so others can easily see if they want to read or delete the post. Examples: (1) NEEDED: Brooklyn UBH therapist for depressed adult; (2) WANTED: Queens BCBS provider for young adult male; (3) SEEKING: New City AETNA child psychiatrist. **REMEMBER- subject lines that are not sufficient results in colleagues not reading posts.**

**D. WHEN IN DOUBT ABOUT A POST:** If you have a question as to the appropriateness of an item you wish to post, or which is the best listserv to post it on, please email [info.nysscsw@gmail.com](mailto:info.nysscsw@gmail.com).

**E. ATTACHMENTS ARE NOT PERMITTED:** Any emails including attachments will not be posted.

#### **2. DELIVERY SETTINGS, ACCESSING THE EMAIL ARCHIVE:**

**TO CHANGE DELIVERY SETTINGS OR CHANGE YOUR EMAIL ADDRESS:** Email [info.nysscsw@gmail.com](mailto:info.nysscsw@gmail.com) to review delivery setting options and make changes to your preferences.

#### **3. HOW TO USE A LISTSERV:**

**A. YOU WILL NOT SEE YOUR POST!** Typically Google Listservs do not send the originator of the post a copy of it BUT everyone else will see it.

**B. EMAILS SENT TO THE LISTSERV ARE NOT PRIVATE:** Once posted, your email can be forwarded by members to anyone. Only write what you feel can be shared with others.

**C. BACK- CHANNEL VERSUS REPLY ALL:** These days everyone is busy! Whatever can be responded to directly to the original poster should be done so as a back-channel reply. DO NOT REPLY ALL.

**D. FREQUENCY OF POSTINGS:** Keep the frequency of non-society postings for announcements about study groups, workshops, professional events and institute events, etc. to **only once per month**.

#### **4. HOW TO REPLY TO THE CORRECT PARTY:**

**A. HOW TO REPLY OFF-LIST ONLY TO THE POSTING MEMBER:** (primary option for most posts)

To reply off-list to just the person who posted (back-channel), follow these steps:

(1) Click REPLY. (2) Remove all email addresses in the address fields, except the email address of the intended recipient. (3) Write your reply. (4) Click SEND.

**B. HOW TO REPLY TO THE ENTIRE LISTSERV:** (please note the appropriate circumstances for replying all)

To reply to the entire list: (1) Click REPLY TO ALL. (2) Write your reply. (3) Click SEND.

C. **HOW TO REPLY WHEN YOU ARE A DIGEST MEMBER:** You cannot just reply to Digest. Members receive the entire Digest again, will not know which post you are responding to, and then the entire Digest is quoted in the next issue of Digest, over and over again.

To reply to Digest, follow these steps:

- (1) Copy and paste the portion of Digest you want to respond to into a new email.
- (2) Add the sender's email address, or the listserv address (if responding to the entire listserv) to your new email.
- (3) Copy and paste the subject line you are responding to into your new email's subject line.
- (4) Click SEND.

## 5. CASE MATERIAL, REFERRAL REQUESTS AND REFERRALS TO COLLEAGUES:

A. **DO NOT REFER TO CASE SPECIFICS:** Regardless of client permission, our policy is to not disclose client information. Such information can potentially lead to the identification of the person or someone in the person's family or life. As such, NYSSCSW reserves the right, in its sole discretion, to delete any posts that it deems inappropriate, in regards to this policy. This includes, but is not exclusive to, not disclosing the person's name, email address, telephone number, address and/or other very specific identifying information, such as exact age. Confidentiality for clients is always of the utmost importance.

B. **RESPOND TO ALL REFERRAL REQUESTS OFF-LIST (BACK-CHANNEL):** When you are responding to a referral request, you must email the person off-list (back-channel). Do not respond on the listserv. This measure protects and preserves privacy and confidentiality. Then the referral interchange is back-channel between the clinician referring a case and the clinician offering to see the case.

C. **MAKING A REFERRAL:** When referring a case, highlight the email address and telephone number at which members can contact you.

### D. WHEN REFERRING TO A COLLEAGUE OR AN ALLIED PROFESSIONAL:

- (1) Referrals are a professional activity, subject to the same legal requirements of other services provided by a licensed clinical social worker.
- (2) When receiving recommendations of services from professional colleagues (such as a psychiatrist for medication or a psychologist to provide testing), it is recommended that recipients do appropriate research to determine if the person is a duly licensed member of their profession.
- (3) Referrals for clinical services are exclusively made to licensed professionals. We do not refer to non-licensed individuals or non-licensed professions (such as life coaches).
- (4) We do not provide referral lists on our listservs, since referral lists are difficult to vet and may give the appearance that the Society has endorsed the list.
- (5) All recommendations of colleagues must be done back – channel (between the person making the request for a name and the person making the recommendation).

E. **FORWARDING A REFERRAL REQUEST:** Specify whether members have permission to forward your request for a referral to other lists and/or colleagues. Please contact the sender to make sure you can forward their request.

F. **SANCTIONS FOR CONFIDENTIALITY VIOLATIONS:** Confidentiality is a serious professional, license, ethical, legal and HIPAA matter. Violations will be reported to the NYSSCSW Executive Committee for review.

## 6. PRIVACY, OUTREACH, FORWARDING, SPAM AND OTHER CHAPTER LISTSERVS:

### A. NYSSCSW LISTSERV, EMAIL AND WEBSITE POLICY:

(1) NYSSCSW listservs are for the sole use of the Society and its members for Society business only. The Society's membership list is the property of the Society and cannot be used without the advance approval of the Society's Executive Committee.

(2) NYSSCSW listservs are not to be used to promote or support the activities, services, opinions, policies and views of other agencies, organizations, groups or institutions that are not related to the Society, unless this use has been approved, in advance by the Society's Executive Committee.

(3) NYSSCSW listservs may not be used to solicit funds and/or to promote other support for the activities, services, opinions, policies and views for any other agencies, organizations, groups or institutions (except for their educational programs, which have received prior approval, provided those educational activities do not conflict with Society educational activities or meetings).

(4) NYSSCSW has the ability, in its sole discretion, to take any action it deems appropriate to rectify any violation of the above policy. Such action, where appropriate, may include, but is not limited to, deletion of a post or posts, suspension or expulsion of a person, or legal or administrative action.

B. **PRIVACY:** Only NYSSCSW members are permitted to post to the listserv. Members are not permitted to make use of any of the names or email addresses of members for any reason without the express permission of the Society. The use of member names or email addresses without permission may result in being banned from listserv membership. Examples that would require NYSSCSW approval are instances that include, but are not exclusive to, an individual and/or an organization compiling names and email addresses for the purposes of marketing, advertising, list selling, and/or recruiting.

C. **POSTING ON BEHALF OF NON-MEMBERS IS NOT PERMITTED:** Please encourage colleagues asking to post to the Society Listservs to join, and as a member they can receive all the benefits that you do. Members from other disciplines may become Affiliate members.

To join: <http://www.nysscsw.org>.

D. **FREQUENCY OF POSTING ON BEHALF OF INSTITUTES:** Members who represent their institute may post only **ONE** approved announcement on behalf of their institute per month. No more than one member of a specific institute can post a specific event/ month.

E. **FORWARDING POSTS OF OTHER MEMBERS:** Forwarding another member's post without their permission is not permitted.

F. **SPAM ON THE LISTSERV:** You will not receive Spam through NYSSCSW listservs, because only registered email addresses of members can post. Under a couple of circumstances, a member's registered email address may be used by an outsider in an attempt to post however this will likely always be seen by moderators and prevented from being posted.

#### G. FORWARDING ONE CHAPTER'S POSTS TO OTHER NYSSCSW CHAPTER LISTSERVS:

As fully moderated Listservs, members seeking to share a post for a referral to another chapter Listserv, should send the post and all pertinent info to the moderator at [info.nysscsw@gmail.com](mailto:info.nysscsw@gmail.com)

The moderator will put out the post on the appropriate Listserv. The member must include their contact information and all necessary details for another member to contact them directly about the referral – the moderator should not be contacted about the referral details.

The following lines are added to each shared email:

***To NYSSCSW Members: Email only [posting member's name] if you want your reply to be received. Responses to an email address other than [member's email address] will not be forwarded to this member.***

H. **POSTING STATE NEWS AND EVENTS, AND SELECT CHAPTER & COMMITTEE NEWS:** The Moderator of the Listservs will post specific NYSSCSW news, events, and other items to the Chapter Listservs and CBB per the direction of the NYSSCSW Board and Committee Chairs.

#### 7. EXPECTED LISTSERV BEHAVIOR AND MEMBER SANCTIONS:

The following list of rules govern the content of all posts to a NYSSCSW listserv. By posting on any NYSSCSW listserv, users hereby agree to be bound by and warrant their full compliance with the rules. NYSSCSW, in its sole discretion, can take any action that it feels is warranted if a user violates these rules. Such action can include, but is not limited to, deletion of a post or posts, suspension of a user's right to post on any NYSSCSW listserv for a specified period of time and / or the permanent exclusion of a user from posting on NYSSCSW's listserv.

A. **RESPECT DIFFERENCES:** There will be differing opinions. The listserv is a communication vehicle. As a member, you are asked to make every effort to not respond to an email that upsets; instead please direct all concerns about an upsetting email to the Listserv moderator, especially those that are back-channeled to you and therefore never seen by the moderator.

B. **POLICY ON FLAMING:** The listservs function to foster discussion, share resources and promote collegial contact. Flaming is the knowing or unknowing escalation of tension and emotions, i.e., inciting others, in an email exchange. Please forward to the moderator any instances of flaming, including inappropriate humor, so that the moderators and NYSSCSW leadership can address it.

C. **PROFANITY, STRONG LANGUAGE OR HUMOR:** Please do not use words, expressions, phrases, inferences, text message abbreviations, emoticons or tell jokes that are sexually explicit, sexually suggestive, scatological, profane or inflammatory. Without visual cues and voice tone, humor (sarcasm in particular) can easily be interpreted as aggressive and provocative. These issues are referred to the NYSSCSW Executive Board for review.

D. **PERSONAL OPINIONS OF COLLEAGUES, AGENCIES OR PROGRAMS:** Personal opinions about colleagues or agencies and general political discussions are prohibited. Information about federal and NYS legislation and regulations are permitted. We do not permit, sanction or endorse libel, slander or defamation of any person's character and/or work on our listservs. We do not permit, sanction or endorse libel, slander or defamation of any agency or program on our listservs.

The appropriate means of registering a complaint about a professional who you believe may have violated professional standards is to obtain information on filing a complaint at <http://www.op.nysed.gov/opd/complain.htm>. The appropriate means of registering a complaint about an agency or program is to approach the agencies or programs licensing bodies as to the steps to take for filing a formal complaint.

E. **SURVEYS:** Any and all surveys must be submitted to [info.nysscsw@gmail.com](mailto:info.nysscsw@gmail.com) for the NYSSCSW Executive committee to review for approval.

## 8. DISCLAIMER

The opinions and views expressed on NYSSCSW Listservs belong exclusively to the posting member. NYSSCSW does not endorse, promote, or accept any responsibility for, the views, opinions, information, or recommendations posted, whether posted by NYSSCSW, by any other members of the Listserv, or any other third party. In no event shall NYSSCSW be liable for any special, indirect or consequential damages, or any damages whatsoever resulting from loss of use, data or profits arising out of or in connection with the use or performance of any information posted on this Listserv.

It is the responsibility and requirement that all Listserv participants have recent and updated Anti-Virus software resident on their computers. NYSSCSW is not responsible for any damage, loss of data or productivity due to virus activity that may be inadvertently delivered via this Listserv.

By continuing to be a member of the Listserv, you agree to indemnify and hold harmless NYSSCSW, its officers, directors, and employees, with respect to any claim or demand, including reasonable attorney's fees, made by any third party due to or arising out of content you submit, post, transmit, modify or otherwise make available to or through this Listserv, or your violation of any rights of another.

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