

NYSSCSW Listserv Guidelines and Policies

Each NYSSCSW Chapter's listserv is an interactive email group exclusively for NYSSCSW members. Opting-out of the listserv does not change one's membership in the chapter or the Society.

The views, opinions and information expressed and shared in these email groups (listservs) are the views and opinions of the correspondents. Since posted information has not been verified or confirmed as correct or accurate, information shared in this group by members should not be assumed to be correct or accurate. As a matter of policy, the Society does not endorse, or promote the views, opinions or information posted by any of the correspondents of these email groups.

The NYSSCSW chapter listservs have been set up to respect the individual culture and life of each NYSSCSW chapter. Our Listserv Guidelines & Policies have been designed to keep these seven chapter listservs professional in tone. Information is shared, while confidentiality and professional standards are preserved. See Section 6 below for our policies on the restricted use of NYSSCSW chapter listservs. Please 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.

Chapter Listserv Addresses & Moderators' Address

Contact your chapter's moderators: For the Nassau/Suffolk and Met Chapter listserv moderator email: info.nysscsw@gmail.com

All other chapter moderators email N-I-S@GoogleGroups.com for help **and please note your chapter when emailing your chapter's moderators.** Contact info.nysscsw@gmail.com for email address changes.

Unless a member has paid to be on the listserv of other chapters, members belong ONLY to one chapter and ONLY to that 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 selected posts between chapters.**

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

NYSSCSW Listserv Guidelines & Policies

1. HOW TO POST:

A. **HOW TO POST:** Email addressed from your subscription email address to your chapter's listserv address posts automatically to your chapter's listserv. We do not screen emails prior to them being posted. Although you will likely not receive a copy of your own post, you will receive all responses.

B. YOUR SIGNED EMAIL IS YOUR ON-LINE IDENTITY: 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. CONFIGURE YOUR AUTOMATIC SIGNATURE: Create an automatic email signature. It identifies you. If you do not know how to do this, please contact your moderators.

D. 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) SEEKING: West 50th Street Office for Rent; (3) FOR RENT: Hicksville Office, Tuesday & Friday; (4) WANTED: Queens BCBS provider for young adult male; (5) SEEKING: New City AETNA child psychiatrist; (6) RECOMMENDED: Computer consultant; (7) THANK YOU: No more referrals needed for Nassau teen. ***Do not overburden other members by leaving out a subject line or writing one that is not descriptive.***

E. A NEW TOPIC NEEDS A NEW SUBJECT LINE: When the subject of your email is a new topic (new thread), use a new subject line to reflect the new topic.

F. WHEN IN DOUBT ABOUT A POST: If you have a question as to the appropriateness of an item you wish to post, please write to your moderator for input. Messages are easily distributed to individuals you may know, clients, employees or employers. Information impulsively posted may come back to haunt you! NYSSCSW does not allow or endorse the posting of i.e. contributions or newsletter solicitations, political or abusive content and hate speech. If such content is found in any post, NYSSCSW will remove such post, and reserves the right to exclude any user who posts such content from using NYSSCSW's listserv.

G. ATTACHMENTS ARE NOT PERMITTED: Most members do not open attachments. Your message must be fully contained within the body of your email. NYSSCSW reserves the right to remove any and all attachments. The chapter assumes no responsibility or liability for any adverse effect to your computer due to a malicious attachment. Attachments do not appear in Digest.

2. DELIVERY SETTINGS, ACCESSING THE EMAIL ARCHIVE AND CONTACTING THE MODERATORS:

A. TO CHANGE DELIVERY SETTINGS OR CHANGE YOUR EMAIL ADDRESS: Contact our support staff at info.nysscsw@gmail.com to be set to All Email, Digest or No Email. We take vacation requests.

B. CONTACTING YOUR CHAPTER'S MODERATORS: Write to N-I-S@GoogleGroups.com to contact your listserv's moderator. Please note your chapter when contacting your moderator.

3. HOW TO USE A LISTSERV:

A. DELETE EMAIL YOU ARE NOT INTERESTED IN: Limit the amount of email you read by deleting any emails that do not interest you. We do not have control of what others post and we do not claim to read or evaluate what others post. Therefore, we cannot vouch for the accuracy, quality or good sense of the content posted to any chapter's listserv. In the event that an inappropriate posting is brought to

NYSSCSW's attention, NYSSCSW, in its sole discretion, will take appropriate action to address the situation.

B. **EMAIL IS NOT PRIVATE:** Once you click SEND, your email can be forwarded to persons you had never anticipated would receive it. Only write what you feel can be shared with others. What you write today may someday come back to haunt you! Online discussions are different from face-to-face discussions.

C. **FREQUENCY OF POSTING:** Please be mindful that your fellow professionals are busy. Whatever can be responded to off-list (not on the listserv) is best done back-channel to the person directly. Keep the frequency of non-society postings for announcements about study groups, workshops, professional events and institute events, etc. to **NO** more than one time per month.

4. HOW TO REPLY TO THE CORRECT PARTY:

A. **WHEN TO REPLY TO ONE PERSON OFF-LIST:** When you are responding to an individual or to a referral request, email the person off-list (back-channel), so members do not receive more than necessary email or read your personal interchange with another member. The listserv is specifically for posts that are of concern to the entire chapter. Regarding case referrals, ALL responses to referral requests occur off-list (to protect and preserve confidentiality). Do not respond on-list to referral requests --- backchannel the member. This measure increases privacy and further protects confidentiality.

B. **HOW TO REPLY OFF-LIST ONLY TO THE POSTING MEMBER:** 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.

C. **HOW TO REPLY TO THE ENTIRE LISTSERV:** To reply to the entire list: (1) Click REPLY TO ALL. (2) Write your reply. (3) Click SEND.

D. **HOW TO REPLY WHEN YOU ARE A DIGEST MEMBER:** You are not allowed to just reply to Digest. Members will get the entire issue of Digest, will not know which of the many posts you are responding to and then the entire Digest will be quoted in the next issue of Digest. Just replying to Digest clogs up the listserv and compels members who are on the fence about receiving listserv email to unsubscribe. 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:** Be very discreet and cautious regarding case material. Regardless of whether the client has given 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 policy 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. We do not control where a referral request is forwarded. Confidentiality is too readily compromised and is always of the utmost importance. Remember that there are very few degrees of separation between us, our clients and others on the Internet. Less is more, in this instance.

B. RESPOND TO ALL REFERRAL REQUESTS OFF-LIST: 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. The referral interchange is then 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 recommending the services of a colleague (such as a psychiatrist for medication or a psychologist to provide testing), it is the responsibility of the person providing the recommendation to vet that 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) It is best if the recommendation of a colleague is done off-list (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) The Society's membership mailing list (whether in whole or in part) and the Society's 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 by the Society's Executive Committee.

(2) The membership mailing list and the 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) Additionally, no person may use the mailing list (in whole or in part) or one or more of the listservs for personal gain (other than LCSW members who are promoting their practices, including workshops they are providing as part of their private practices, on their chapter's listserv). The Society's membership mailing list (in whole or in part) and its listservs may not be used to promote the practices of LMSW members of the Society or persons who are not LCSW members of the Society.

(4) The Society's membership mailing list and its 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 been approved in advance by the Society's Executive Committee and for which they have paid a fee to the Society for use of the mailing list or one or more of the listservs, provided those educational activities do not conflict with Society educational activities or meetings).

(5) 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, moderation, suspension or expulsion of a person, or legal or administrative action.

B. PRIVACY:

(1) Only NYSSCSW chapter 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.

(2) Posting private communications to the listserv is not permitted.

(3) Please see section 6A for details on posting limits.

C. REMEMBER OUR MISSION: Our listservs are exclusively for our members. We must encourage non-members to join NYSSCSW. The larger our number, the more we can represent, promote and protect clinical social work.

(1) Our mission: <http://www.nysscsw.org/our-mission>.

(2) To Join: <http://www.nysscsw.org>.

D. POSTING ON BEHALF OF NON-MEMBERS: Discretion suggests that you only post for nonmembers that you know and can vouch for. Introduce yourself at the beginning of a post on behalf of a non-member (colleagues, events and institutes), including your relationship to the non-member. Please ask members to reply to you and assure them that you will forward their responses to the colleague you are posting on behalf of.

E. ASK ALL NON-MEMBERS TO JOIN THE SOCIETY: NYSSCSW members are permitted to occasionally post on behalf of non-members, as well as for institutes, programs or schools with which they are affiliated. When you do so, please encourage the non-member to join our Society. Participate in building our organization. Members from other disciplines may become Affiliate members.

(1) To join: <http://www.nysscsw.org>.

(2) The criteria for Affiliate Membership: <http://www.nysscsw.org/summary-of-membership-levels>. (3) Contact us about joining: email info.nysscsw@gmail.com or call 800-288-4279.

F. FREQUENCY OF POSTING ON BEHALF OF NON-MEMBERS OR INSTITUTES: Members who represent their institutes or post on behalf of a non-member colleague may post only **ONE** announcement on behalf of their institute or colleague per month. NYSSCSW reserves the right to delete multiple posts regarding the same event. In addition, no more than one member of a specific institute is to post a specific event in a month. Please be guided by our effort to keep the number of daily and weekly posts to a minimum, as well as limit what we offer to non-members. Institute posts are not forwarded from one chapter's listserv to the listservs of other NYSSCSW listservs. Each posting for a non-NYSSCSW event requires that the member include a brief introduction, describing your connection to the event.

G. FORWARDING THE POSTS OF OTHERS: Forwarding another member's post without their permission compromises personal privacy and is not permitted.

H. SPAM ON THE LISTSERV: We all receive Spam. Spam however cannot be directly posted to our listserv, because only the registered email addresses of members can post. However, there are two circumstances that are exceptions:

(1) When a member's email account has been taken over by a virus or hacker and the hacker intentionally posts to all of the email addresses in the member's CONTACTS list AND the listserv's address is listed in their CONTACTS. You will know this has happened if and only if you receive Spam that has your listserv's email address in the TO:, CC: or BCC: fields. But receiving such an email only means that the individual's personal email account has been compromised; it does not mean that your listserv has been compromised. The listserv remains secure.

(2) The member gives permission to a website, such as Facebook or LinkedIn, to access their CONTACTS. Regardless of which of the two scenarios occurs, the member's CONTACTS will be emailed, including any patients and colleagues that they have had email contact with. Our recommendations are (a) to DELETE the Spam email without responding to its instructions, (b) NEVER give any site permission to access your CONTACTS and (c) do not click any of the links in the email.

I. FORWARDING ONE CHAPTER'S POSTS TO OTHER NYSSCSW CHAPTER LISTSERVS: A member of a chapter cannot post directly to another chapter's listserv. In addition, a member cannot email listserv moderators of other chapters with posting requests.

Our policy on sharing posts is as follows: ***All posts are reviewed by a member of the State Listserv Committee. That moderator decides which ones should be shared with other chapters. The ones to share are then posted to the moderator's listserv (N-I-S@GoogleGroups.com), with a request that the post be shared with other chapters. We always document the originating listserv and add a cc: to the original posting person.***

The following lines are added to the top of each shared email:

The posts that are shared are as follows:

(1) Referral requests that would be best served by a social work clinician in another chapter's geographic area.

(2) Select items that may be of interest to other chapters. This is a very limited category. We are quite discreet in what email we share with other chapters, in an effort to respect that each chapter has a culture of its own and, therefore, is allowed and encouraged to have internal chapter listserv discussions that do not get shared with other chapters.

(3) A chapter posting an offering which chapter leadership wants other chapters to be aware of should post the offering to their own chapter's listserv and add the following line: Please forward this post to [names of chapters].

(4) Institute posts by a member are not forwarded to the listservs of other NYSSCSW listservs. Members who wish to post their institute offerings to other chapters can either ask friends in other chapters to post to their listservs, contact info.nysscsw@gmail.com to rent the NYSSCSW email list or rent advertising space in either the chapter's newsletter or the NYSSCSW newsletter.

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

To Listserv Moderators: *This email originated on the [chapter name] Chapter's listserv. Please post to your chapter's listserv.*

J. **EVENTS:** NYSSCSW sends out via our support staff a weekly NYSSCSW newsletter email to all members. The types are listed below.

(1) State Committee posts: State Committee chairs forward their posting requests to TMS by Thursday at noon, for inclusion in NYSSCSW Friday E-News email to all members.

(2) State news and events.

POSTING STATE NEWS AND EVENTS, AND SELECT CHAPTER & COMMITTEE NEWS

(1) Any Chapter news and events that a chapter wants shared with other chapters are included as part of the weekly NYSSCSW Friday E-News blast email. The chapter must submit their request to TMS by Thursday noon.

7. EXPECTED LIST 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 the 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 for the chapter and as such requires that we demonstrate appropriate professional behavior at all times. As a member, you are asked to make every effort to not respond to an email that angers you; instead direct your concerns about an upsetting email to the moderators.

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. Forward to the moderators any instance of flaming, which includes inappropriate humor, so that the moderators and NYSSCSW leadership can deal with it. Please do not post your reactions or comments to the list regarding these types of emails. These issues are referred to the NYSSCSW Executive Board for review.

C. PROFANITY, STRONG LANGUAGE OR HUMOR: Please do not use words, expressions, phrases, inferences, text message abbreviations, emoticons or tell jokes that are scatological, sexually explicit, sexually suggestive, profane or inflammatory. Be careful with humor. 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 or 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 the NYSSCSW Executive committee for approval before posting.

New York State Society for Clinical Social Work, Inc.

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Tel: (800) 288-4279; Fax: (718) 785-9582

Email: info.nysscsw@gmail.com; Website: www.nysscsw.org Twitter: [@NYSSCSW](https://twitter.com/NYSSCSW); Facebook: www.facebook.com/NYSSCSW

8. DISCLAIMER

The opinions and views expressed in this Listserv belong exclusively to 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.

NYSSCSW does not filter e-mail group messages for viruses. 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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