

NETIQUETTE (Etiquette Guidelines for the NEFESH LISTSERV)

This document is an update to the NEFESH LISTSERV GUIDELINES in response to feedback from the NEFESH community about what would make the listserv more useful and enjoyable for everyone. We recognize that the NEFESH community is composed of persons with a wide range and levels of expertise ranging from the neophyte to veterans and scholars. This applies to matters of both Psychology as well as religious philosophy. No one should feel intimidated, and even the beginner has a right to state an opinion or ask a question. We are here for each other.

1. COURTESY, RESPECT, AND PROFESSIONALISM: The discussions on the listserv are meant to stimulate conversation, not to create contention.

- **DO** express your opinion, including when you disagree with others, respectfully.
- **DO** share your clinically relevant observations, anecdotes, and questions with us. Stimulating conversation benefits all members.
- **DO NOT** criticize people personally.
- **DO NOT** reprimand people about religious issues on the listserv. Please be respectful of the fact that there is a multiplicity of Orthodox perspectives related to religious issues. Personal attacks on religious grounds, as well as protests against the religious content of someone else's post, are inappropriate. If you have an observation or disagreement about a clinical approach from a religious perspective, you can share your opinion on the listserv as well without casting aspersions on the viewpoint of the other.
 - If you have a religious issue with the content of someone's post you can contact them privately or you can send a message to the Member Services Committee through the OMBUDSMAN link:
<https://nefesh.org/client/memberServicesCommittee.php>

2. PROMOTIONS FOR EVENTS, CLASSES, SHIURIM, OR PUBLICATIONS SHOULD NOT BE POSTED TO THE LISTSERV. Instead, they should be posted as a paid listserv advertisement using this link: <https://nefesh.org/forms/15117>

- **DO** utilize the listserv as a resource for members of the NEFESH COMMUNITY to discuss clinical and professional topics.
- **DO** tell us about books, articles, trainings, or events you believe are of interest to our community, but please invite people to contact you backchannel for details.
 - *Example:* **DO** inform the organization about a very good EMDR training in Manhattan next month (assuming that no one has asked you to promote this training on their behalf), and do offer to provide further detailed information (date, location, web-link) back-channel for anyone who is interested.
 - But **DO NOT** promote events on the listserv by providing weblinks, dates, times, locations, instructions for how to purchase an admission ticket, etc. This is an advertisement, which should be paid.

- **DO** update us about significant developments in your professional life (e.g. that you have published a book, or graduated from a psychoanalytic training program.)
 - However, if you go on to describe your book and show us a link for where we can buy the book, this would be a promotion that should be a paid advertisement.
 - Use your judgment as to the difference between updating your colleagues as opposed to promoting your services or your publications.
- If an individual or organization asks you to post information about events or services to the members of our listserv, please say to your friend/associate, “We aren’t allowed to post promotions for individuals or other organizations on the listserv. Here is a link which allows you to purchase an advertisement which will be posted by our office staff: <https://nefesh.org/forms/15117>.”
- **DO NOT** send us a link to your NEFESH blog entries. NEFESH blogs are promoted as a group email to the listserv once per week. Blogs or blog posts on other websites should not be promoted on the listserv unless it is done as a paid advertisement.
- If you have written something on your personal blog that you believe is relevant to an ongoing listserv discussion, **DO** copy and paste the text and insert it in a post rather than directing traffic to your site.

3. PATIENT/CLIENT CONFIDENTIALITY:

- **DO NOT** post any identifying information about any clients or patients on this listserv.
- **DO** express that you are seeking a referral *in terms of the desired attributes of the type of clinician you are seeking*.
- **DO NOT** describe the client. If you believe that in order to make the referral properly, you must describe the clinical situation, you can do this in a private conversation with the prospective therapist. But do not describe patients in any way on the listserv when making referrals.
 - **Inappropriate referral example:** “I need a good therapist for a 25 year old Chasidish woman in Boro Park who already has 6 children, is depressed from exhaustion, and has no support from her husband who learns all day and night.” This is inappropriate because it describes a patient.
 - **Appropriate referral example:** “Looking for a female, Yiddish speaking therapist in reasonable vicinity of Boro Park who is experienced in providing cognitive therapy for depression. Please back-channel me and I’ll provide more information so you can decide if you feel up to taking on this complex and challenging case.”
- When writing clinical vignettes, **DO** change/ mask all identifying information about clients so that clients cannot possibly be recognized. When listserv members read a clinical vignette, we will all assume that all demographics and identifying information have been altered for confidentiality purposes.
 - **If you hear a therapist describe a patient who is a 55 year old accountant, you can be sure of two things: the patient is not 55,**

and is not an accountant.

- If you think someone has violated a patient's confidentiality, **DO** contact that person **via backchannel email or over the phone**. Please assume that it was inadvertent. If you want to call this to the attention of the leadership, use the OMBUDSMAN link: <https://nefesh.org/client/memberServicesCommittee.php>
 - **DO NOT** share your concerns about a potential confidentiality violation with the entire listserv.

4. LISTSERV CONFIDENTIALITY:

- **DO NOT** forward messages from our listserv to people who are not part of the listserv unless you have the permission of the author(s) of that material.
- Also, even without copying and pasting, **DO NOT** share listserv content orally or in writing. The listserv is intended a safe place for the NEFESH Community and we should respect discussions as if they were individual clinical sessions. It is improper to even casually mention to a colleague, who is a non-member, something along the lines of, "The NEESH listserv was buzzing with this issue..."
- Because listserv posts are often an accumulation of many messages in the same thread, **DO** make sure that even if you have received permission to forward someone's post you are not accidentally also forwarding material written by others.
- **DO NOT** post things in a way that would make you uncomfortable if your patients or patients' relatives saw the post. This could actually happen.
- Even though our listserv is supposed to be confidential, mistakes happen. Therefore, use good caution and do not post things you would not want seen by your patients or the public.

5. DO NOT SHARE YOUR REVIEWS OR OPINIONS ABOUT SKILLS OF OTHER CLINICIANS OR ORGANIZATIONS ON THE LISTSERV:

- If people ask, "Does anyone know anything about Dr. Chaim Cohen," please answer backchannel, and do not publicly share your opinions.
- This is the proper practice for both negative opinions and positive reviews.
- The same goes for hospitals, organizations, clinics, or other entities. Do not share your opinions about their qualifications or skills on the listserv. If you need to share this information, please send back-channel messages rather than emails to the entire listserv.

6. SUPERFLUOUS EMAILS WITH NO PROFESSIONALLY RELEVANT CONTENT:

- **DO NOT** post Mazal Tov emails, *simcha* announcements and other personal messages to the listserv.
- **DO** send messages like this to the office, who will include them in a "members update" as part of our weekly newsletter. Use the CONTACT link: <https://nefesh.org/feedback.php>
- **DO** privately let your colleagues know that what they wrote was "well said" with a

brief back-channel email, but....

- **DO NOT** send emails with no real content to the listserv (such as “Nice post” or “Agreed”). These should only be sent back-channel. Keep in mind that every single listserv email is sent to hundreds of Nefesh community members.
- Ongoing responses back and forth between two or three individuals (to the extent that it has become chatter) should also be sent back-channel, and not on the listserv.

7. Discussion of NEFESH governance or administrative issues: The NEFESH listserv is not intended for discussions about the election of Board Members, NEFESH member subscription fees or dues, organizational leadership issues, governance issues, or for the resolution of disputes (either among NEFESH members or between members and the NEFESH leadership or administrative staff). Rather, these issues should be addressed directly to the Member Services Committee through the SUGGESTION BOX or OMBUDSMAN links: <https://nefesh.org/client/memberServicesCommittee.php>

8: Antitrust Laws:

- NEFESH complies with all antitrust laws and reminds all users to guard against activity that could be construed as a violation of the antitrust laws.
- Therefore, do not post any material that:
 - References to specific fees charged or paid for professional services
 - Discusses prices, discounts, terms or conditions of sale with regard to medical suppliers or other vendors or terms and conditions of provider agreements relating to reimbursement levels, bonus payments, and other price or cost-related items
 - Addresses salaries or terms of employment
 - Attempts to allocate patient markets or encourage collective or coercive activity with regard to third party payers, hospitals, other health care providers, or suppliers
 - Includes information that could otherwise be construed to impose a restraint on trade and inhibit free and fair competition
 - Encourages or helps members to arrive at any agreement that either expressly or impliedly leads to price fixing, a boycott of another's business, or other conduct intended to illegally restrict free trade
 - Encourages or facilitates an agreement about prices, discounts, or terms or conditions of sale; salaries; profits, profit margins, or cost data; market shares, sales territories, or markets; allocation of customers or territories; or selection, rejection, or termination of customers or suppliers

9. Copyright: Do not post any information or other material protected by copyright without the permission of the copyright owner.

- By posting material, the posting party warrants and represents that he or she owns the copyright with respect to the material or has received permission from the copyright owner. In addition, the posting party grants NEFESH nonexclusive

right and license to display, copy, publish, distribute, transmit, print, and otherwise use the posted information or material.