

Roy Huggins, LPC NCC

1020 SW Taylor St, #345 / Portland, OR 97205 / 503-839-4825 / LPC # C3375
Secure contact information can be found at www.portland-counseling-therapy.com
Please refer to my Communications Policy for best contact methods

Communications Policy

Contacting Me

Your confidentiality is vital to the work we do, both in my office and out of it. Many modern methods of communication have poor privacy, and I strive to balance your confidentiality with our need to contact each other as easily and comfortably as possible.

When you need to contact me for any reason, I prefer phone contact (503-839-4825) or contact through Signal, the secure messaging app (also at +1 503-839-4825.) You can leave messages on my confidential voicemail, but be aware that voicemail messages are of limited length.

Signal is a free, open source, and secure alternative to standard texting that works on a smartphone (iPhone or Android phone.) You can find information on it at whispersystems.org. The software requires a short amount of your time to setup, but no monetary costs are involved for you. Please ask about using Signal if you like to use texting to communicate and want to be able to text with me. **If you do not have a smartphone but feel you would vastly prefer to text me when you need, please talk to me about it.**

Regular email is neither secure nor reliably confidential, so **please ask me about it if you would like to use email to communicate with me on any topics.**

If you need to send me a file such as a PDF or other digital document, you can use the secure form on my website. Please ask me about this service if you wish to send me any digital files.

Please refrain from making contact using social media messaging systems such as Facebook Messenger or Twitter. These methods have very poor security and I am not prepared to watch them closely for important messages from clients.

It is important that we be able to communicate and also keep the confidential space that is vital to therapy. Please speak with me about any concerns you have regarding my preferred communication methods.

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Response Time

I may not be able to respond to your messages and calls immediately. For voicemails and other messages, I will get back to you within one business day (weekends are excepted from this timeframe.) I may occasionally reply more quickly than that or I may reply on weekends, but please be aware that I am not always able to do so.

If I can anticipate that I will be unable to reply to your messages for some reason, such as during a trip out of town or out of cellular or Internet range, I will take steps to inform you beforehand.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please call the Multnomah County Crisis Line at (503) 988-4888. You can also call 911.

If you need to contact me about an emergency, calling me on the phone is best. If necessary, you can also contact me by Signal private messenger.

Please note that SMS (normal mobile phone text messages) are **not** designed for emergency contact. Since you have my mobile phone number, I cannot prevent you from sending SMS text messages to me. SMS text messages occasionally get delayed and on rare occasions may be lost. While I generally prefer that we not use SMS text messages to communicate at all, I especially urge you not to use text messages in an emergency. Your message may reach me later than would be desired or, in rare cases, not at all.

Disclosure Regarding Third-Party Access to Communications

Please know that if we use electronic communications methods, such as email, texting, online video, and possibly others, there are various technicians and administrators who maintain these services and may have access to the content of those communications. In some cases, these accesses are more likely than in others.

Of special consideration are work and school email addresses. If you use your work or school email to communicate with me, your employer or school officials may access our email communications. There may be similar issues involved in email accounts associated with other organizations that you are affiliated with.

Additionally, people with access to your computer, mobile phone, and/or other devices may also have access to your email and/or text messages (including Signal messages.) Please take a moment to contemplate the risks involved if any of these persons were to access the messages we exchange with each other.