



To understand how we conduct ourselves on the Internet as a mental health agency, please consider the following expectations for online interactions related to online reviews.

Our primary concern is your privacy. You may find our agency on sites such as Google, Facebook, Yelp, and other places, including business search results. Some of these sites include forums or sections in which users' rate, recommend, or add reviews. If you should find our listing on these sites, please know that our listing is **not** a request for a testimonial, rating, or endorsement from you as our consumer. The American Psychological Association's Ethics Code states under Principle 5.05 that it is unethical for psychologists to solicit testimonials. It says, "Psychologists do not solicit testimonials from current therapy clients/patients or other persons who because of their particular circumstances are vulnerable to undue influence."

Of course, you have a right to express yourself on any site you wish. To keep confidentiality, we cannot respond to any review on these sites, whether positive or negative. We strongly recommend you take your privacy as seriously as we take our commitment of confidentiality to you. Suppose you use these sites to communicate your feelings related to our work. In that case, we'd ask that you bring those thoughts to our attention during your appointment or privately offline.

Voicing our expectations is not meant to keep you from sharing that you are a consumer of CGC with whomever you like. You are more than welcome to tell anyone you wish that you are a consumer of CGC or how you feel about the treatment we provided to you in any forum of your choosing.

Suppose you feel we have done something harmful or unethical. However, you do not feel comfortable discussing it during your appointment time. In that case, you can always contact, in writing, our Chief Executive Officer, Darrin Mikula, at 793 Old Route 119 Hwy N, Indiana, PA 15701.

For a complete review of our grievance procedures, please contact our main office at 888.686.1991.