

## Communications Policy for Nancy K. Vermeersch, LISW

### *Contacting Me*

*When you need to contact Nancy K. Vermeersch, LISW for any reason, these are the most effective ways to get in touch in a reasonable amount of time:*

*By phone (319-550-1621). This is a LANDLINE and you may leave a confidential voicemail. By Cell (319-302-9444). You may leave a secure voicemail.*

*By Secure Text Message (319-302-9444).*

*By Secure and Encrypted email.*

*[nkvlcsw@therapysecure.com](mailto:nkvlcsw@therapysecure.com). We can communicate more privately via the secure text and the secure and encrypted email. While none of these will cost you anything, you will need to follow the directions for replying via the encrypted email. If you need to send a file such as a PDF, please use the secure and encrypted email listed above.*

### *Response Time*

*I may not be available to respond to your messages and calls immediately. For voicemails and other messages, you can expect a response within the same business day, or by the next day if the*

*message is left any time after 5pm. (I may sometimes be able to respond to messages more quickly if I happen to be available). (Weekends, Holidays and Vacations are exceptions from these timeframes.)*

### ***Emergency Contact***

*If you are ever experiencing an emergency, including a mental health crisis, please call Foundation II (a crisis center), at 319-362-2174.*

*During business hours, you may call me, and if I am not able to answer, just leave me a voicemail at: my Landline of 319-550-1621, and follow up with a secure text message at: 319-302-9444. Since text messages occasionally get delayed, please refrain from using SMS Text as your sole method of communicating with me in emergencies.*

### ***Disclosure Regarding Third Party Access to Communications***

*If you use your work email to communicate with me, your employer may access our email communications. This also can apply to school email, or other organizational email accounts. Additionally, other individuals with access to your email/text messages. Please contemplate the risks involved when using these methods.*