



Hawai'i Psychological Association

For a Healthy Hawai'i

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HPA LISTSERV POLICY

Welcome to the HPA Listserv! The resources (hardware, software, and technical assistance) for this effort are provided without charge by the American Psychological Association (APA) as a public service; APA's Listserv Rules can be found here: <http://listserve.apa.org/infopages/APARules.html>. Please take some time to familiarize yourself with those and the HPA Listserv Rules, Standards, and Procedures below. *If you are not sure about whether you can post something, or have any other questions about the HPA listserv, please send such queries to hpaexec@gmail.com.*

SECTION 1: RULES FOR PARTICIPATION

If you subscribed to this listserv and especially if you send messages to the list, you are agreeing to these rules.

Rule 1: Do not use the forum for illegal purposes, including but not limited to: defamation, violation of intellectual property laws, violation of antitrust or unfair competition laws or violation of criminal laws. Antitrust regulations are defined by federal law, and violations can be punishable by severe fines and even jail time. The antitrust policy of APA explicitly states: "Generally applicable fees set and announced by insurers or other third party payors may be discussed - as long as the discussion is not accompanied by any commentary stating or implying: (a) that other psychologists should not accept the rate or should not deal with the payor...or (b) what the rate should be." Posting about psychologist fees, reimbursement rates from insurance companies, or regarding boycotting particular insurance companies is clearly in violation of antitrust regulations. All discussions about rates charged, efforts to exert collective pressure on payors, terms of contracts with insurance companies, internship salaries, etc., are prohibited. The antitrust laws are broad and complex but on a very basic level they operate to prohibit and even in some cases criminalize certain anticompetitive agreements between competitors.

Rule 2: Do not intentionally interfere with or disrupt other forum members, network services, or network equipment. This includes distribution of unsolicited advertisement or chain letters, propagation of computer worms and viruses, and use of the network to make unauthorized entry to any other machine accessible via the list.

Rule 3: Do not use the list for commercial purposes. "Commercial" as used for purposes of evaluating listserv messages means communications whose primary purpose is to advance the business or financial interests of any person or entity, or otherwise to promote a financial transaction for the benefit of the author directly or indirectly. Examples of prohibited communications include advertisements for products or services, notices regarding rental of office space, or direct solicitations of listserv members to purchase products or services. Examples of messages that may be of financial benefit to listserv members, but are not prohibited because they do not inure to the financial benefit of the author,

include job listings or position openings, discussion of professionally-related products or services where the listserv member conveying the information is not in the business of selling the products or services. Announcements that provide useful professional information to list members but may also have some incidental commercial benefit to the sender (e.g. an author who is a listmember merely advising the publication of a professional book typically would not be "commercial" for purposes of this restriction.)

So that our members have a place to advertise, we developed the HPA Forum on our website for that purpose. When advertisements are posted on that forum we allow members to notify others on the listserv - please limit the information that you provide to what is contained in this template:

SUBJECT: [PRODUCT OR SERVICE, e.g., "Office Space for Lease"] Available on [ISLAND]

MESSAGE: Listing posted for [PRODUCT OR SERVICE, e.g., "office space available for lease"] on [ISLAND (AREA)]. Please check it out on the HPA forum if you are interested. [YOUR NAME]

Rule 4: *Do not include identifying client information when posting referrals; describe the clinician you are seeking, rather than the client who is seeking treatment. This is to protect your clients' confidentiality, but also to protect your own practices and our organization that is also at risk when something unethical is hosted on our listserv. When seeking a referral for someone related to your client it is unnecessary and irrelevant to identify that you are seeking a referral for a relative of your patient. By doing this, you are identifying your confidential relationship to the clinician who eventually meets with the related family member. Please limit the information you provide in your email to what is contained in this template:*

SUBJECT: Referral for [ISLAND (AREA), e.g., "Hawai'i Island (Hilo)" &/or "Telehealth"], [INSURANCE, e.g., "HMSA Quest"]

MESSAGE: Seeking provider [IF RELEVANT SPECIFY "psychologist," "therapist," "psychiatrist," etc.] who [IF RELEVANT SPECIFY PROVIDER CHARACTERISTICS, e.g. gender, "is available immediately," "offers evening/weekend hours," "is experienced with LGBTQIA+," etc.] for [AGE GROUP OF CLIENT, e.g., child, adolescent, adult, or older adult] [TX TARGET &/or SPECIALIZATION/EXPERTISE, e.g., "anger management," "couples counseling," "ExRP for OCD," etc.]. If interested back-channel only to [YOUR EMAIL ADDRESS].

When seeking case consultation on our listserv, briefly describe the topic/issue you are seeking consultation for without describing the client or specifics of the case and take the consultation off the listserv as soon as you find someone who demonstrates that they have the appropriate expertise to consult with you. A free-for-all of divergent opinions by people who may not have the competence to work with this issue will only complicate your quest for consultation, as well as your ability to document it.

Rule 5: Federal law providing for the American Psychological Association's tax-exempt status absolutely forbids the use of APA resources or facilities, in any way that would even appear to support or oppose a political candidate for local, state, or national public office.

Some day you may wish to unsubscribe from this listserv. You may leave the listserv by sending a command to LISTSERV@LISTSAPAPRACICE.ORG. Use no subject line. Your message need only state "SIGNOFF HPAISTSERV".

SECTION 2: COLLEGIALITY AND CIVILITY STANDARDS

In addition to the rules, the following represent some of the best practices to build trust and foster collegial discourse within the *culture* of electronic list forums. By following these guidelines you will contribute to a climate that encourages friendly, informed, and spontaneous discourse.

Standard 1: Please consider introducing yourself by sending a message to:

HPALISTSERV@LISTS.APAPRACTICE.ORG. You might note your name, professional affiliation, where you live, why you joined the list, and any request or question you might have. For example, new members note that they would like to collaborate with colleagues who are interested in certain issues.

Standard 2: Sign each of your messages and include your email address so people can communicate with you directly if needed.

Standard 3: Be mindful to whom you are replying. Please use “reply-all” sparingly, and if you do, double-check that it is necessary and appropriate to do so. Send “thank you” emails and any other emails intended for one specific person via back channel by copying and pasting the personal email address into the “To” field of your email and erasing the HPA list address from the “To” field.

Standard 4: As a courtesy to others and to help foster a list climate of security, please do not forward messages displayed on this list elsewhere unless you first obtain permission from the originating message sender.

Standard 5: Please keep your messages constructive, courteous, and brief. Please be supportive of fellow members and show mutual respect. The listserv is provided as a benefit of membership in HPA and should exist as a safe space to request supportive information, to disseminate supportive information, and to encourage discussion of issues relevant to membership. Consistent with APA ethical principles, list members will respect cultural, individual, and role differences, including those based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status and will consider these factors when communicating with other list members, and when communicating about others on the list. When communicating on the listserv please be cognizant and mindful of the positions and perspectives of individuals from different cultures or groups, in particular those from marginalized populations such as people from indigenous backgrounds, people of color, and gender and sexual minorities. Please refer to the attached APA’s 2017 Civility Statement for guidelines for collegial behaviors.

- Unprofessional and noncollegial behaviors include but are not limited to personal attacks, insults, and name-calling; inappropriate disparagement of other groups or organizations; using language that is perceived as being aggressive, sarcastic, demeaning, or profane; posting excessively or repeating an established position; odd, rambling, illogical or distracting posts that lack coherency or are difficult to decipher/understand; or baiting those with whom you disagree or calling out other members with whom you have ongoing disagreements or personal issues. Unacceptable behavior also includes microaggressions (such as using phrases like “Hawaiian time” which inappropriately attributes lateness as a characteristic of Hawaiians or “all lives matter” which has frequently been used to delegitimize and invalidate the intent of “Black Lives Matter”). While HPA absolutely encourages having controversial conversations, the listserv is not an appropriate place to have them - there are too many opportunities for misunderstandings or unintended trauma, e.g., engaging in a debate about racism over email only serves to traumatize. We encourage you to have these

conversations in safe spaces with people you trust. It is not the responsibility of our minority members to indulge such thought experiments or to "teach" our other members about racism.

- Judicious use of CAPS is encouraged as in an email list environment THAT IS THE EQUIVALENT OF SHOUTING!

- Please contribute to discussions in the spirit - not of being right or of winning a disagreement but - of furthering *understanding*; this often requires listening deeply and carefully. While strong opinions and even emotions can be expected periodically among a group of passionate and dedicated professionals, we also know the effectiveness of messages are increased when expressed in a way that is hearable. Other key inclusive behaviors include but are not limited to (see APA's Equity, Diversity, and Inclusion Framework):

- acknowledging, connecting, and engaging a broad range of perspectives with an attitude of authentic curiosity; openly sharing information and seeking transparency;
- increasing self-awareness of biases and prejudices, and leaning into associated discomfort;
- willingness to learn and be influenced by others by actively seeking out disenfranchised or marginalized perspectives and voices, but not expecting those from minority populations to relive their trauma for the purposes of educating you;
- fostering an organizational culture and norms of interdependence and teamwork, in which racism, injustice, inequity, and exclusion are identified candidly, proactively, and constructively.

- Before contributing to a controversial thread please pause and mindfully ask yourself:
 - I wonder how the person(s) I'm responding to will feel after reading what I have written, and would I feel comfortable saying this to them in person?
 - Where am I lacking awareness, am I having automatic feelings or judgments about the issue(s)/person(s) I'm responding to?
 - What is this issue triggering about my background?

Note: The First Amendment is implicated when the government tries to restrict free speech. The First Amendment is not implicated by expression on our listserv. Listserv policies are private rules and standards for members participating on a private forum, so there are no First Amendment implications.

SECTION 3: LISTSERV POLICY ENFORCEMENT PROCEDURES

HPA leadership is committed to developing and preserving a listserv climate of trust and safety by actively and directly responding to concerning behavior early and often. If you feel someone has treated you unprofessionally, please reach out to that member and/or contact the HPA Executive Committee (hpaexec@gmail.com) with your concern.

1st violation: When a rule or standard violation comes to the attention of the HPA Executive Committee (EC), or if there are numerous member complaints about the posting behavior of an individual or group of individuals, the President and Executive Director will email the person(s) who violated the rule, informing them (a) which rule was broken, (b) how it was broken, & (c) they will be politely reminded to observe all the rules and standards. This email will include the HPA Listserv Policy. The EC may also post a public reminder, not mentioning names, but reminding all listserv members about the rules. We recognize that our members are well-meaning and that mistakes will be made as we work together to create a safe listserv environment. When appropriate, with the consent of all parties involved, the opportunity for repair will be facilitated by the HPA leadership when an offense occurs.

2nd violation: If similar behavior or other disruptive behavior continues to occur, the member will get a formal warning and a record will be kept of this. Thereafter, that member's posts will be reviewed and approved/denied by a listserv moderator in accordance with the rules and standards of this listserv policy.

3rd violation: At this point, the individual will be sent a notice that due to multiple infractions, the member will be suspended from the list for a period of six months;

Returning members: If a member returns following suspension from the list and continues to enact the same negative behavior, the member may be informed that they need to avoid repeating the infractions that got them removed from the list initially for a limited time period specified by the Executive Committee. Behavior consistent with listserv rules for this time period will "reset the clock" for that member. Failure to comply with list rules during their welcome back period may result in their being removed from the listserv for a one year period.

Permanent removal: In cases in which the same member has gone through this process more than once, the member may be notified when they are welcomed back to the list that if they continue to create problems for our listserv community, they risk permanent removal from our listserv.

Elastic clause: In certain egregious cases, the Executive Committee may feel the need to move up this disciplinary ladder more quickly, in order to maintain appropriate collegial relationships and legal protections on the list. If deemed necessary, the Executive Committee may direct the HPA Listserv Manager to immediately remove the member from the listserv.

*APA CIVILITY STATEMENT (2017)

APA leadership proactively assembled a working group in 2016 to develop policies and procedures to "develop aspirational civility principles as well as procedures for all forms of direct in-person communication and online messages and postings within and on behalf of APA." A diverse working group team then worked closely with APA leadership and council membership as well as investigated best practices and guidelines in the literature about civility in workplace environments.

As psychologists, we seek to embrace and practice the ethical principle of “respecting the dignity and worth of all people” and create a climate of civility, respect and inclusion throughout the APA community. We strive to accomplish this goal by interacting and communicating with others in a spirit of mutual respect and an openness to listen as well as to consider all points of view. While we may disagree on important issues, we debate and express our ideas in a collegial, civilized and professional manner.

Corrective feedback will be provided constructively, respectfully and compassionately whenever members don't behave civilly in order to maintain a comfortable, safe and professional environment in which to conduct the work of the Association. Finally, we understand that individuals from different cultures and groups may have varying customs and beliefs about what constitutes civil or uncivil behavior. We expect all to be respectful and mindful of these differences and norms.

Civility Operational Definitions

1. Think carefully before speaking
2. Differentiate and articulate facts from opinions
3. Focus on the common good
4. Disagree with others respectfully
5. Be open to others without hostility
6. Respect diverse views and groups
7. Offer a spirit of collegiality
 8. Offer productive and corrective feedback to those who behave in demeaning, insulting, disrespectful, and discriminatory ways
9. Create a welcoming environment for all
10. Focus corrective feedback on one's best and most desirable behavior

Operational Definitions of Incivility

1. Interrupting and talking over others who have the floor
2. Overgeneralizing and offering dispositional character criticisms and attributions
3. Using language that is perceived as being aggressive, sarcastic, or demeaning
4. Speaking too often or for too long
5. Engaging in disrespectful non-verbal behaviors (e.g., eye rolling, loud sighs)
6. Offering false praise or disingenuous comments (e.g., “With all due respect but...”)