



## TITLE: USE OF THERAP SOFTWARE

### POLICY 3.92

Rev. September 2017

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#### PURPOSE AND SCOPE:

This policy outlines Kokua's expectations for employees regarding use of the Therap software and Kokua laptops.

Therap is a web-based service that provides documentation and communication resources for Kokua in order to provide efficient and meaningful support to our clients.

Therap requires an online component to access, compose, store and review Therap applications, as well as to send secure communication. Agency computers and internet capabilities are to be used for designated Therap documents and applications as designated by Kokua and the Executive Director. The computer software is the property of Therap services. The equipment and information is the property of Kokua, and is to be used only for legitimate business purposes. Users are provided access to the computer network to assist them in the performance of their jobs, and certain users may also be provided with access to the internet through the computer network.

All employees have a responsibility to use Kokua's computer resources, Therap, and the internet in a professional, lawful and ethical manner, and consistent with **Kokua's policy 3.9, Use of Agency Computers, and 3.91, Use of Social Media**. Abuse of the computer network or the internet, or violation of this policy, may result in disciplinary action, up to and including termination of employment, and/or civil or criminal liability.

#### Procedures

The following are required for all employees that use the Therap system:

- Employees will choose a password of their choice to enable access to the system and to review activity tracking. The "electronic signature" tracks time and date stamps all employees' entries within Therap. Employees should never give this password to other employees.
- Program computers and internet capabilities are not to be used for personal use, including but not limited to, on-line purchases (personal or for clients), accessing personal email accounts, visiting social media sites, etc. and accessing websites of inappropriate content (offensive, violent, sexual content, etc.).
- Communication through Therap must be professional, accurate, sensitive, and respectful toward all parties involved. No derogatory, slanderous, discriminatory, harassing, obscene or otherwise inappropriate documentation or communication is permitted.
- Any research including topics that could be related to the program/client must be approved in advance by a Kokua Client Services Coordinator.
- Employees are not permitted to install computer applications on program computers without prior authorization from Kokua management.
- Clients' friends, family, or guardians, are not permitted to access Kokua computers.

- The use of Secure Communication in sharing sensitive information is strictly confidential. Any unauthorized sharing of such information may be considered a breach of confidentiality.
- Users are given computers and Therap access to assist them in the performance of their jobs. Users should have no expectation of privacy in anything they create, store, send or receive using the company's computer equipment and Therap. The computer network is the property of Kokua and may be used only for company purposes.
- Kokua has the right to monitor and log any and all aspects of its computer systems including, but not limited to, monitoring internet sites visited by users, monitoring Therap access, monitoring chat and social medial sites, monitoring file downloads, and all communications sent and received by users.
- Employees are prohibited from signing onto Therap during their unpaid time, and are prohibited from signing onto Therap at a location other than a client home or the Kokua office. Exceptions are granted only to On-Call staff and only on approved devices.
- All shift documentation must be completed by the end of each shift, and incident reports must be completed per Kokua and state requirements.
- Use of on-line document should be efficient, and should in no way decrease direct interactions with clients who are receiving support.

I have read the above policy and understand the conditions that are expected of me regarding the use of Therap software.

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Employee Signature

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Date

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Print Name