

Glenora Registered Psychologists

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E-Mail Rules

The following are directions for emails to each other to improve your communication:

- Address only topics pertaining to the children;
- E-mails must be future focused and polite;
- One e-mail per day from either parent;
- One issue or topic per e-mail;
- The e-mail can only be up to 40 words;
- Wait three hours before responding to an e-mail;
- Ensure that an e-mail is responded to within 24 hours but can't respond within 3 hours;
- Respond with a yes, no, I don't know, please give me more details, let's leave this for counselling to each issue;
- In urgent situations that immediately affect the child that cannot wait, the three hour rule or one e-mail per day rule does not apply;
- In extreme medical emergencies for the child, telephone contact will occur as soon as possible;
- E-mails are to be copied to the therapists to monitor.
- Neither parent will show or discuss the e-mails with the children.
- Rudeness, name-calling or swearing will immediately end the conversation

TEXT Rules

The following are directions for texts to each other to improve your communication:

- Address only topics pertaining to the children;
- Must be future focused and polite;
- One per day from either parent; unless simple clarification is needed.
- One issue or topic per text;
- The e-mail can only be up to 40 words;
- Respond with a yes, no, I don't know, let's leave this for counselling to each issue;
- In extreme medical emergencies for the child, telephone contact will occur as soon as possible;
- Neither parent will show or discuss the text with the children.
- Rudeness, name-calling or swearing will immediately end the conversation