

Lutherwood recognizes that the use of technology can be a helpful way to communicate however before we agree to communicate via email or text, it is important that everyone understands and accepts the risks and guidelines.

I, \_\_\_\_\_, request that email and/or text communication occur with Lutherwood staff. The following has been explained to me:

- The privacy and security of electronic communication through email and smart phones cannot be guaranteed. To ensure that all confidential information is secure, I understand that I am to use passwords on all my devices as this controls who has access and improves confidentiality and security
- Electronic communication is not always the best way to communicate. It has been explained to me that a face-to-face meeting with staff may be suggested.
- I agree to always double check where I have addressed an email or text before sending, as it can be misaddressed and sent to unintended or unknown persons.
- I understand that staff's email address or contact information is not to be included in any mailing lists. If this occurs, it has been explained to me that it may result in not being permitted to continue electronic communication with Lutherwood staff.
- Deleted emails may not be permanently deleted; back-up copies may exist on a computer or in cyberspace.
- Emails can introduce viruses into a computer system and potentially damage the files. It has been explained to me that email can be viewed by Lutherwood IT staff for security purposes.
- Emails and text messages will be summarized and entered into my file as part of my record. I am advised that client records can be used as evidence in court. All copies of emails will be deleted by Lutherwood. Exceptions to this occur where Ministry regulations require emails to be printed and filed.
- I understand that I am to use a private internet connection rather than public/free wifi, as this increases confidentiality and security.
- I understand that no phone or online video software is entirely secure. Lutherwood computer systems have strong internal security, which helps protect my privacy and confidentiality. Lutherwood will not be responsible for breaches of my confidential information if they are not the direct result of intentional misconduct of Lutherwood.
- There is no guarantee that staff will respond to email or text messages immediately. I agree, if I need immediate assistance, I will call Lutherwood staff, visit the office, call 911 or seek assistance in other ways appropriate.
- I agree to inform Lutherwood of any changes to my email/text address.

**Acknowledgement and Agreement**

I acknowledge that I have read this consent form, agree to the risks and parameters involved and that adding my digital signature and date stamp on the "Client Signature" line and "Parent/Guardian Signature" line (*if applicable*), below will serve as my consent to the above conditions explained to me. I understand that I may withdraw my consent at any time by email or in writing.

Client Name: \_\_\_\_\_ Client email: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Parent/Guardian Signature (*if applicable*): \_\_\_\_\_

Staff Signature: \_\_\_\_\_