



**JEWISH FAMILY AND CHILD SERVICE OF GREATER TORONTO
("JF&CS")**

CLIENT CONSENT FOR USE OF E-MAIL COMMUNICATION

Client name: _____

Client address: _____

File Number: _____

Client E-mail address: _____

CLIENT ACKNOWLEDGMENT AND AGREEMENT

I acknowledge that I have read and fully understand this consent form including the terms and conditions below. I understand the risks associated with the communication of e-mail between Jewish Family & Child Service (JF&CS) and me, and consent to the conditions outlined herein. In addition, I agree to the instructions outlined herein, as well as any other instructions that JF&CS may impose to communicate with clients by e-mail. Any questions I may have had were answered. Upon closure of the case, this consent will be valid for 6 months from the closing date.

I do not wish the following items discussed by e-mail:

I understand that I may withdraw this consent at any time by contacting my worker/coordinator or the Privacy Officer at JF&CS. For questions regarding consent please contact the JF&CS Privacy Officer (ext. 6636) at privacy@jfundcs.com.

Client Signature _____ Today's Date: _____

JF&CS Staff _____ Today's Date: _____

Substitute Decision-Maker* (SDM) (if client is incapable)

Name of SDM	Relationship to client	Signature of SDM
-------------	------------------------	------------------

JF&CS Staff _____ Today's Date: _____

VERBAL CONSENT

I am a JF&CS staff and hereby declare that the above-named client has given verbal consent as described above.

Name of JF&CS Staff	Signature JF&CS Staff	Today's Date
---------------------	-----------------------	--------------

*The list of SDMs in priority order is: guardian of person, attorney for personal care, representative appointed by Consent & Capacity Board, spouse/partner, child/parent (includes CAS), parent with access right, sibling, any other relative, Public Guardian and Trustee.

Terms and Conditions for Client Consent for Use of E-Mail communication

1. RISK OF USING E-Mail COMMUNICATION

JF&CS offers clients the opportunity to communicate with its staff by email. Transmitting client information by e-mail, however, has a number of risks that clients should consider before giving consent. These risks include, but are not limited to:

1. E-mail is not secure and can be intercepted, altered, forwarded, or used without authorization or detection.
2. E-mail can be circulated, forwarded, and stored in numerous paper and electronic files.
3. E-mail can be immediately broadcast worldwide and be received by both intended and unintended recipients.
4. E-mail senders can misaddress e-mail.
5. E-mail can be more easily falsified than handwritten or signed documents.
6. Backup copies of e-mail may exist even after the sender or the recipient has deleted his or her copy.
7. On-line services have a right to archive and inspect e-mails transmitted through their systems.
8. E-mail can be used to introduce viruses into computer systems.
9. E-mail can be used as evidence in court.

2. CONDITIONS FOR THE USE OF E-MAIL

JF&CS will use reasonable means to protect the security and confidentiality of e-mail information sent and received. However, because of the risks outlined above, JF&CS cannot guarantee the security and confidentiality of e-mail communication, and will not be liable for improper disclosure of confidential information that is not caused by JF&CS's intentional misconduct. Thus, clients must consent to the use of electronic communication for client information. Consent to the use of e-mail includes agreement with the following conditions:

1. All e-mails to or from the client concerning services provided will be made part of the client's record. Because they are a part of the client's record, other individuals authorized to access the client record, such as staff and billing personnel will have access to those e-mails.
2. JF&CS may forward e-mails internally to JF&CS's staff and agents as necessary for service provision, treatment, reimbursement, and other handling. JF&CS will not, however, forward e-mails to independent third parties without the client's prior written consent, except as authorized or required by law.
3. Although JF&CS will endeavor to read and respond promptly to email from the client, JF&CS cannot guarantee that any particular e-mail will be read and responded to within any particular period of time. Thus, the client shall not use e-mail for emergencies or other time-sensitive matters.
4. If the client's e-mail requires or invites a response from JF&CS and the client has not received a response within a reasonable time period, it is the client's responsibility to follow up to

determine whether the intended recipient received the e-mail and when the recipient will respond.

5. The client should not use e-mail for communication regarding sensitive information, such as information regarding services provided, mental health, issues of abuse, disability, or substance abuse.
6. The client is responsible for informing JF&CS of any types of information the client does not want to be sent by e-mail in the section available above.
7. The client is responsible for protecting his/her password or other means of access to e-mail. JF&CS is not liable for breaches of confidentiality caused by the client or any third party.
8. JF&CS shall not engage in email communication that is unlawful.
9. It is the client's responsibility to follow up and/or schedule an appointment if warranted.

3. INSTRUCTIONS

To communicate by e-mail, the client shall:

1. Inform JF&CS of changes in his/her e-mail address.
2. Put his/her name in the body of the e-mail.
3. Include the category of the communication in the e-mail's subject line, for routing purposes (e.g. appointment request).
4. Review the e-mail to make sure it is clear and that all relevant information is provided before sending to JF&CS.
5. Take precautions to preserve the confidentiality of e-mails, such as using screen savers and safeguarding his/her computer password.
6. Withdraw consent only by e-mail or written communication to JF&CS.