



## CONSENT TO USE ELECTRONIC COMMUNICATION FORM

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Who may be contacting you: Program Director, Psychologist, TSG Staff

Emails: info@thestablegrounds.com, office@thestablegrounds.com

Phone Number: (905) 717-5921

Fax Number: (905) 727-5312

Website: www.thestablegrounds.com

**The Stable Grounds have offered to communicate using the following means of electronic communication ("the Services"):** Email

### GUEST ACKNOWLEDGEMENT AND AGREEMENT

I acknowledge that I have read and fully understand the risks, limitations, conditions of use, and instructions for use of the communication method listed above. I understand and accept the risks outlined in this consent form, associated with the use of the Services in communications with the Program Director and TSG Staff. I consent to the conditions and will follow the instructions outlined, as well as any other conditions that the Program Director may impose on communications with Guests using the Services.

I acknowledge and understand that despite recommendations that encryption software be used as a security mechanism for electronic communication, it is possible that communication with the Program Director or TSG Staff using the Services may not be encrypted. Despite this, I agree to communicate with the Program Director and TSG Staff using these services with a full understanding of the risk.

I acknowledge that either I or the Program Director and TSG Staff may, at any time, withdraw the option of communicating electronically through the Services upon providing written notice.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## RISKS OF USING ELECTRONIC COMMUNICATION

The Program Director and TSG Staff will use reasonable means to protect the security and confidentiality of information sent and received using the Services. (“Services” is defined in the attached Consent to use electronic communication form).

However, because of the risks outlined below, the Program Director and TSG Staff cannot guarantee the security and confidentiality of electronic communications:

- Use of electronic communications to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Despite reasonable efforts to protect the privacy and security of electronic communications, it is not possible to completely secure the information.
- Employers and online service may have a legal right to inspect and keep electronic communications that pass through their system.
- Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Electronic communications can be forwarded, intercepted, circulated stored or even changed without the knowledge or permission of the Program Director, TSG Staff or the guest.
- Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
- Electronic communications may be disclosed in accordance with a duty to report or a court order.

If email or text is used as an e-communication tool, the following are additional risks:

- Email and text messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Email and text messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the identity of the sender, or to ensure that only the recipient can read the message once it has been sent.

## CONDITIONS OF USING THE SERVICES

- While the Program Director and TSG Staff will attempt to review and respond in a timely fashion to your electronic communication, they cannot guarantee that all electronic communication will be reviewed and respond to within any specific period of time. The Services will not be used for medical emergencies or other time-sensitive matters.
- If your electronic communication requires or invites a response from the Program Director or TSG Staff and you have not received a response within a reasonable time period, **it is your responsibility to follow up** to determine whether the intended recipient received the electronic communication and when the recipient will respond.
- Electronic communication concerning diagnosis or treatment may be printed or transcribed in full and made part of your file. Other individuals authorized to access the file, such as therapeutic Staff or billing personnel, may have access to those communications.
- The Program Director or TSG Staff may forward electronic communication to TSG Staff and those involved in the delivery and administration of your care. The Program Director and TSG Staff might use one or more of the Services to communicate with those involved in your care. They will not forward electronic communication to third parties, including family members, without your prior written consent, except as authorized or required by law.



- The Services will not be used to communicate sensitive medical information about matters such as sexually transmitted disease, AIDS/HIV mental health, developmental disability, or substance abuse.
  - You agree to inform the Program Director or TSG Staff of any types of information you do not want sent via the Services, in addition to those set out above, including:
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### INSTRUCTIONS FOR COMMUNICATION USING THE SERVICES

To communicate using the Services, you must:

- Reasonably limit or avoid using an employer's or other third-party computer
- Inform the Program Director or TSG Staff of any changes in your email address, mobile phone number, or other account information necessary to communicate via the Services

If the Services include email and/or text messaging, the following applies:

- Include in the message's subject line an appropriate description of the nature of the communication (e.g. WSIB claim number), and your full name in the body of the message.
- Review all electronic communications to ensure they are clear, and that all relevant information is provided before sending to the Program Director or TSG Staff.
- Ensure the Program Director or TSG Staff is aware when you receive an electronic communication from the Program Director or TSG Staff, such as by a reply message or allowing "read receipts" to be sent.
- Take precautions to preserve the confidentiality of electronic communications, such as using screen savers and safeguarding computer passwords
- Withdraw consent only by email or written communication to the Program Director and TSG Staff.

You can add to or modify this list at any time by notifying the Program Director or TSG Staff in writing.

- The Program Director and TSG Staff are not responsible for information loss due to technical failures associated with your software or internet provider.
- If you require immediate assistance, or if your condition appears serious or rapidly worsens, you should not rely on the Services. Rather, you should take other measures as appropriate, such as going to the nearest Emergency Department or urgent care clinic.

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I have reviewed and understand all the risks, conditions, and instructions described in this document.

DATED as of the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

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Name (please print)

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Signature