



Villa Consent & Guidelines to Use of Electronic Communication

PRIVACY: Electronic Communication Guidelines for Clients/Families

My signature below indicates the following guidelines have been explained to me: electronic communications policy and procedures, risks and instructions and rules pertaining to electronic communication such as e-mail and text to clients and families. Request for electronic communication, change of e-mail address and revocation of electronic communication must be submitted in writing. The request will be honored the date the request was received by the staff member.

POTENTIAL RISKS OF ELECTRONIC COMMUNICATION:

1. Electronic Communication such as e-mail and text is usually transmitted over the internet/network and does not usually have sufficient protections (e.g., encryption, fire walls).
2. Electronic Communication can be misdirected.
3. Electronic Communication can be printed and left out on the desk or can be left visible on a computer screen.
4. Some people may not answer electronic communication routinely; therefore, there is a higher risk of e-mail or text messages not being answered in a timely fashion.
5. Often, people using electronic communication to communicate, may not take the time to really think about what they are typing and sending. Therefore, miscommunication may occur more often as items may be left out or misunderstood.

REVIEW THE FOLLOWING WITH CLIENTS AND FAMILIES:

1. Receive a copy of and be informed of Villa of Hope Notice of Privacy Practices
2. Electronic communication shall not be used for emergencies or urgent communications (e.g., sudden or serious changes in your child's health, medication reactions/side effects).
3. Client should utilize on-call procedures as informed of by the service provider when in crisis in which you or the family is in danger or if the situation requires immediate attention in some way (e.g., need medication).
4. For e-mail, put the category of the transmission in the subject line. Discreet subject headers should be used (e.g., personal or confidential) and identification of client should be limited to initials only in the subject line.
5. Electronic communications may be shared with other members of the treatment team.
6. When possible, staff will respond with an acknowledgement of the message.
7. E-mail messages become part of the client's permanent record and are discoverable for legal purposes.
8. Clients/families will be responsible to keep their e-mail addresses current and up to date. If the e-mail address is changed or they wish to use another e-mail address to receive communication, Villa of Hope must be notified in writing of the effective date of the
9. The original e-mail, with reply, may be saved in the electronic record or printed for the paper record.
10. Staff members will inform the clients/families on the hours of e-mail operations and expected response time.
11. Inform clients/families of the privacy/security risks associated with the use electronic communication.
12. Inform clients/families that e-mail correspondence will be terminated if they repeatedly do not adhere to the written e-mail
13. Clients/families are encouraged to call/contact their service provider regarding any questions or concerns of the electronic communications.



THE APPROPRIATE TYPES OF TRANSACTIONS FOR ELECTRONIC COMMUNICATION ARE:

- a) Non urgent advice.
- b) Benefit Information e.g. services covered, or in certain programs if there is charge or a fee for the service
- c) Scheduling/canceling/rescheduling appointments.
- d) Other non-urgent communication.

THE FOLLOWING WILL NOT BE DISCUSSED IN ELECTRONIC COMMUNICATIONS:

- a) Any diagnosis (past or current)
- b) Communication related to a diagnosis of HIV/AIDS, pregnancy, alcohol or drug abuse etc.
- c) Any new diagnosis and/or new development in client condition
- d) Bad News (example injury, fall, taken to hospital etc.)
- e) Any type of test results or injuries.
- f) Anything prohibited by law (example police investigations or criminal investigation)
- g) Identifiable information including but not limited to: full names of client or parent/guardian, phone #'s/addresses of client or parent/guardian, dates of birth of client or parent / guardian, Social Security numbers of client or parent/guardian, Medicaid or insurance #'s of client or parent/guardian, driver's license # of client or parent/guardian. Or any other identifiable information that could be used to harm the client or the family if the email was misdirected.

Parent/Guardian Signature

Date

Student Signature

Date

Social Worker Signature

Date

CONSENT FOR INTERNET USAGE

The Villa of Hope Programs are able to provide Internet access for clients and staff

School Program Setting:

In the educational setting, connecting to the Internet will benefit classroom teaching by making many resources available for research and learning. This access is provided to your child for educational purposes and will be supervised by staff members.

A relatively small portion of information available on the Internet may contain offensive, inappropriate, controversial or inaccurate material. We do not condone the use of such materials. Although it is not possible for Villa of Hope Campus School to restrict access to all controversial materials, every effort will be made to ensure the strict supervision and monitoring of all student use.

Community Residential Setting:

In community residential settings, connecting to the Internet will benefit clients by providing the ability to interact with families and peers, complete educational responsibilities and employment needs, maintain normalcy in their day-to-day routines, and attain various life goals.

A relatively small portion of information available on the Internet may contain offensive, inappropriate, controversial or inaccurate material. We do not condone the use of such materials. In the community residential setting, access will be monitored to some degree as per the program rules and expectations. However, clients are expected to follow safety measures and self-regulate to ensure their online activities are appropriate and safe.

It is understood that any device managed by an outside school district that will be used to access the Internet, will be under the full control of the issuing school district; and as such will have filters, restrictions and protections put in place by the issuing school district, and not under the control of the Villa of Hope.

I hereby give my permission for Internet services to be used by the youth named below, as per Villa of Hope guidelines.

Youth Requesting Internet Access _____

Client's Signature _____ Date _____

Parent/Guardian Signature _____ Date _____

Staff/Witness Signature _____ Date _____