

As we continue to move to a paperless environment, the United Counties of Leeds and Grenville (UCLG) has introduced the ability to communicate with clients, tenants, applicants, participants, and service providers by email. In order for authorized staff to communicate with you by email, you must provide consent. Please review the following conditions and risks, and sign the consent to indicate you agree to receive all future communication from the United Counties of Leeds and Grenville, Community and Social Services Division by email.

It is important for you to know that Counties' staff will only use email to communicate information of value for the delivery of Community and Social Services programs. Email will be used to communicate appointments, annual reviews, sharing relevant information (e.g. job fairs, office closures), benefit requests, housing offers, eligibility decisions, etc.

All communications may become part of your file. You have the same right of access to such communications as you do to the remainder of your file. If you have signed consent to share information with other programs administered by the Counties, your email messages may be forwarded to another Counties' staff member as needed to deliver service. Your messages and/or information may be shared with partnered external service providers, for programs you are currently receiving (e.g. childcare provider, social housing provider, employment services provider). We will not share your email messages externally unless you have consented, or authorized by provincial or federal law.

Conditions for use:

- Emails to Counties' staff must include the name of the staff to which you are sending the email, the sender's name and member ID, if applicable.
- If you need to discuss something urgently or communicate time sensitive matters, please call our office.
- Email messages should be brief. Please telephone the office or make an appointment to discuss more involved matters.
- It is your responsibility to follow up with Counties' staff if required.
- It is your responsibility to notify the Counties of any changes to your email address.
- Email messages may be printed and retained.
- Email privileges will be removed for frivolous email, threatening or inappropriate email messages, spamming or excessive messaging resulting from impatience.

Consent to Email

What can email messaging be used for?

- Schedule, re-schedule, cancel or confirm appointments
- Sharing information – e.g. change of address, phone number, pay stub or other personal documents
- Sending notice of decisions
- General inquiries - request a form, benefit, referral, etc.
- Attempt to contact when unable to contact by phone

The Counties will reply to your email within one business day during business hours. If response is not received within one business day, the staff may be out of office; please call the office to ensure your needs are met.

Risks of using email:

There are some risks with using email. These risks include, but are not limited to:

- Email is vulnerable to hacking, spam, viruses or someone trying to access your information.
- It is possible for a third party to breach the confidentiality of such communication method and intercept messages without authorization or detection.
- Messages can be accidentally sent to the wrong person by mistyping an email address.
- Email can be altered, forwarded or circulated; stored electronically or on paper; and broadcast to unintended recipients.
- If you share your email address, information may be inadvertently communicated to others.
- Messages may be read on cell phones and laptops, which are vulnerable to being stolen or lost.

Risks can be reduced by ensuring you do not open email messages and attachments from unknown contacts and keeping your email address up-to-date with UCLG. We recommend that you also add UCLG as a "contact" so you can readily recognize emails coming from our office, and UCLG emails will not be sent to Junk Mail.

The United Counties of Leeds and Grenville will make every effort to maintain the security and confidentiality of email information sent and received, but full security and confidentiality cannot be guaranteed. The United Counties of Leeds and Grenville is not liable for breaches of confidentiality caused by yourself.

Initials



Consent to Email

I hereby agree and give consent to the United Counties of Leeds and Grenville to communicate with me by email. I understand my email address will not be shared, sold, or used for any purpose other than to support the delivery of services provided to me by the United Counties of Leeds and Grenville, except where required by law. In giving consent, I acknowledge I have reviewed and understand the risks and conditions for communicating by email with the United Counties of Leeds and Grenville, Community and Social Services Division.

This consent is provided voluntarily and will remain valid as long as I am receiving services from the United Counties of Leeds and Grenville, or until such time that I withdraw my consent or email privileges are removed by UCLG.

I give consent to the use of email by and with the United Counties of Leeds and Grenville to support program delivery. Please check the programs for which you consent to email communication.

- Ontario Works
- Housing
- Child Care Fee Subsidy
- EarlyON
- Other: Please specify _____

Email address to use for email messaging: _____

I have received a copy of this "Consent to Email" and "Information Sheet"

Name of recipient (please print)	Signature	Date
Name of spouse, if applicable (please print)	Signature	Date

**** Please note, it is your responsibility to notify us of any changes to your email****

Notice with Respect to the Collection of Personal Information

Personal information provided in this consent and through email messages between clients/tenants/parents/providers and authorized representatives of the United Counties of Leeds and Grenville is collected and used in accordance with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*, or as otherwise required or permitted by law.

This consent applies to information shared in the form of electronic data exchanges for the delivery of the Ontario Works program, social housing programs, Child Care Fee Subsidy program, and EarlyON programming.